

POLICY C-09 ORIENTATION FOR HEALTHCARE STAFF

<b>POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</b>	<b>POLICY NUMBER</b> C-09	<b>TOTAL PAGES</b> 2
	<b>RELATED NCCHC / ACA STANDARDS:</b> NCCHC: P-C-09 (important), J-C-09 (important), MH-C-03 (essential), O-C-03 ACA: 5-ACI-1D-10; 5-ACI-1D-11, 5-ACI-1D-14, 5-ACI-1D-15, 5-ACI-1D-16, 5-ACI-1D-17	
<b>CHAPTER:</b> 11 BUREAU OF HEALTHCARE, SUBSTANCE ABUSE, AND MENTAL HEALTH SERVICES	<b>SUBJECT: Orientation for Healthcare Staff</b>	
<b>APPROVED BY THE BUREAU CHIEF:</b> Deputy Chief, Michael Records (signature on file with BHSAMH)		
<b>APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE</b> Commissioner Monroe B. Hudson Jr. December 16, 2022 (signature on file with BHSAMH)		
<b>APPROVED FOR PUBLIC RELEASE</b>		

- I. **AUTHORITY:** 11 *Del. C.* §6536 Medical Care
- II. **PURPOSE:** To ensure that all healthcare staff working in a correctional environment are appropriately prepared through a comprehensive orientation and understand their roles and responsibilities.
- III. **APPLICABILITY:** All Delaware Department of Correction (DDOC) employees and Contract Provider(s) staff, offenders, and any outside healthcare provider servicing DDOC offenders.
- IV. **DEFINITIONS:** See Glossary
- V. **SUMMARY OF CHANGES:** This policy has not changed significantly. Additional ACA standards were added to the reference list and some additional topics were added to the list of orientation requirements. All contract employees must complete new employee orientation (NEO) on their first day of employment.
- VI. **POLICY:**
  - A. It is the policy of the DDOC that all healthcare staff are acclimated to work in a correctional environment and understand their roles and responsibilities. This is accomplished in the following manner:
    - 1.The orientation program is approved by the Responsible Health Authority (RHA) and Medication Assisted Treatment (MAT) program sponsor, or designee and the facility administrator, or designee.
    - 2.The orientation lesson plan is reviewed by the RHA and MAT program sponsor, or designee and the facility administrator, or designee at least once annually or more frequently, if needed.
    - 3.All healthcare staff must complete a minimum of 40 hours of formalized basic orientation on or before the first day of on-site service. Basic orientation includes information necessary for the health of the employee and for the

employee to function safely in the facility. This includes, but is not limited to the following:

- a. Participation in 8 hours of DDOC New Employee Orientation (NEO) at the DDOC Administration Building. Healthcare staff cannot work inside a facility until they have participated in DDOC NEO. DDOC NEO shall be completed on the employees first day of employment. The content of this training is outlined in the DDOC Annual Training Plan and shall include the following:
  - i. Introduction to Corrections
  - ii. Department Overview
  - iii. SENTAC
  - iv. Employee Dress Code
  - v. Preventing Sexual Harassment
  - vi. Criminal Manipulation
  - vii. Hostage Survival
  - viii. General Security Issues
  - ix. At-Risk Situations
  - x. Diversity
  - xi. Prison Rape Elimination Act (PREA),
  - xii. Fire and Safety
- b. Participation in additional 32 hours of NEO training either at the corporate office, or the assigned facility. This training includes the following:
  - i. Purpose and goals of the DDOC, facility, and contract provider agency,
  - ii. Suicide prevention and intervention,
  - iii. Recognizing signs and symptoms of mental illness,
  - iv. How to respond to emergency situations and other at-risk situations,
  - v. Training in the use of Naloxone for overdose,
  - vi. Infection control including the use of universal precautions, personal protective equipment, biohazardous waste disposal, and occupational exposure,
  - vii. Confidentiality of records and health information,
  - viii. Inmate-staff relationships and setting and maintaining appropriate boundaries,
  - ix. Security and contraband regulations,
  - x. Appropriate key control,
  - xi. Relevant security policies and procedures,
  - xii. Relevant healthcare policies and procedures,
  - xiii. Relevant contract provider company policies and procedures,
  - xiv. Electronic Health Record (EHR) orientation
  - xv. The employee's rights, responsibilities, and functional position description, and
  - xvi. Any relevant sustainable and environmentally responsible practices (i.e., recycling efforts, energy conservation efforts, pollution control efforts, and/or utilization of renewable energy alternatives)

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4. Within 90 days of employment, all healthcare staff complete an in-depth orientation. In-depth orientation includes a full familiarization with the healthcare services delivery system and focuses on similarities and differences in providing healthcare in the community and in a correctional setting. Specific content may vary depending on the employee's role and responsibilities. In-depth orientation shall include, but is not limited to the following:
    - a. All healthcare policies and procedures not covered in basic orientation,
    - b. Health and age-specific needs of the offender population,
  5. The Contract Provider(s) must maintain a list of all employees who have completed the orientation program.
- B. The orientation program may be evaluated through the Continuous Quality Improvement (CQI) process.
  - C. The Contracted Medical Provider shall develop within 30 days of the effective date of this policy, a site-specific procedure for each Level 4 and Level 5 facility implementing this policy and coordinating the procedure with the Bureau of Healthcare, Substance Abuse, and Mental Health Services (BHSAMH).