



CORRECTIONAL SERVICE CANADA

CHANGING LIVES. PROTECTING CANADIANS.



Update on Critical Training

February 2021



Purpose

- Inform the Workforce and Internal Services Working Group of latest decisions related to training:
 - Extension of NTS requalification periods
 - Update on Trainers' Daily COVID measures Checklists
 - Post-training survey targeting participants and trainers

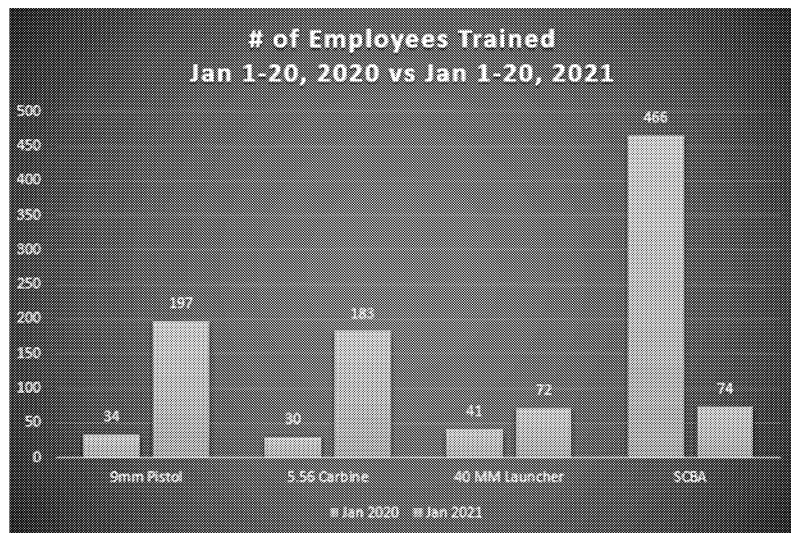
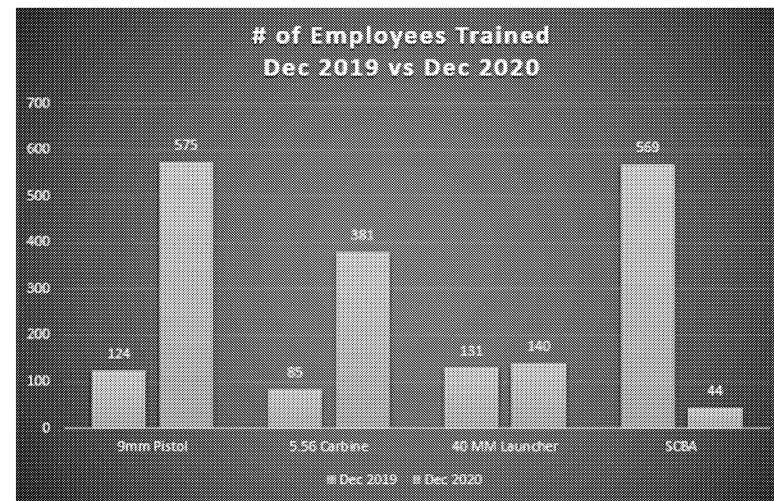
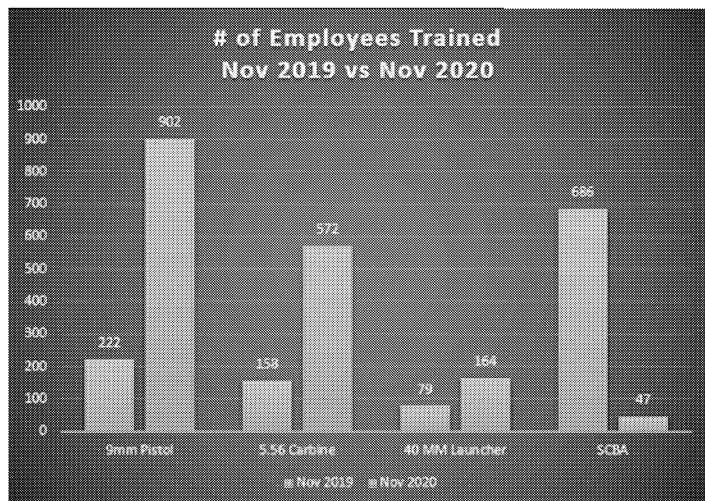


Training Effort to Date

- Since the resumption of critical training, all work sites have made significant efforts in maximizing L&D's ability to train employees.
- Although significant progress has been achieved since the resumption of critical training, in-person training continues to be a challenge in many regions due to lockdowns, high volume of leave due to COVID-19; increase level of risk, attendance constraints.



Training Effort — *Nov, Dec, Jan last Fiscal year vs. this Fiscal year*



L&D's efforts to train during the pandemic, in some instances, significantly outpaced progress achieved in the same month last FY.



Training Delivery Updates

- Due to the pandemic, the need for virtual and online training has increased.
- The following courses could be offered virtually:
 - New Employee Orientation Program
 - Case management for primary worker/older sister /older brother (i.e. T4T)
 - Parole Officer Induction Training
 - Crisis Negotiator Training
 - Crisis Management Training
 - Correctional Manager Training Program
 - Institutional Emergency Management Training



Extension of NTS Requalification Periods

- Significant effort is still required to reach compliance by end of FY on critical trainings (e.g. firearms and SCBA).
- Given the evolving situation, requalification periods for previously identified 19 critical trainings and all remaining NTS were approved to be extended again, as follows:
 - On April 3, 2020, CSC suspended all in-class training until September 30, 2020, and extended all NTS requalification periods by 180 days.
 - Effective October 1, 2020, critical training were granted an additional 60-day extension to their requalification period for a total of 240 days (initial 180-day extension + 60 days).
 - As of February 19, 2021, the requalification periods of the 19 critical trainings as a priority were extended by 125 days for a total of 365 days (initial 180-day extension + 60 days + 125 days).
 - As of February 19, 2021, the requalification periods of all remaining NTS were extended by 245 days for a total of 425 days (initial 180-day extension + 245 days).



Daily COVID Measures Checklists for Trainers

- Daily Checklists exist for each of the critical trainings being delivered in-person. They ensure that trainers are informed of, and apply, all health and safety guidelines, as well as the risk mitigation strategies.
- Simplified, they contain the same/latest health, safety, and precautionary measures that can be found in CSC's published Integrated Risk Management Framework (IRMF).
- Individual and fillable checklist templates will soon be available on L&D's hub page, including instructions on where to send them once filled out, depending on the region where the training was held.
- The checklists require trainers to attest that all measures have been followed and adhered to: by submitting the electronically signed checklist to the CLDC at the end of each training.



Post-training Survey of Participants

- In order to follow up on the safety measures put in place in the context of COVID-19, a survey for participants has been determined to be one of the best options.
- This survey will be sent to help determine if there are any gaps as well as the area of activity that requires improvement.
- The five questions in this survey focus on communication, expectations, personal concerns, site safety and the participants' sense of safety.
- Correctional Learning and Development Centers (CLDC) will be responsible for having the survey completed at the end of the training.
- Survey results will be assessed on a weekly basis at the regional level and on a monthly basis at the national level.