

**PRINCE  
GEORGE'S  
COUNTY  
DEPARTMENT OF  
CORRECTIONS**

**2019 Captain  
Promotional  
Process**

# **Preparing for the Multiple-Choice Test**

**Presented by:**



Emergency Services  
Consulting International

**F|I|E|L|D|S**

*Human Capital Division*

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**PRINCE GEORGE’S COUNTY DEPARTMENT OF CORRECTIONS  
PREPARING FOR THE MULTIPLE-CHOICE TEST**

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## INTRODUCTION

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This orientation manual is meant to be used along with the video, “Preparing for the Multiple-Choice Test.” The video can be accessed on the following website:

<http://www.fcgtesting.com/p/testing/orientations/mc>

Password: Te\$TPrep

The video is approximately 1 hour in length. You are able to pause the video if needed.

Questions regarding video content can be submitted by emailing [mayur.patel@esci.us](mailto:mayur.patel@esci.us)

The purpose of this manual is to provide information regarding:

- how the Multiple-Choice Test was developed,
- different study techniques, as well as the opportunity to practice the techniques,
- the format of the Multiple-Choice Test, and
- logistics for your Multiple-Choice Test.

The video instructor will refer to this manual throughout the training, so be sure to follow along in your manual while watching the orientation video. You are also encouraged to take notes while you are watching the video. The video is meant to be watched at your own pace. You should pause the video if at any point you feel you need more time to take notes or complete an exercise.

Along with this manual, you should collect the following materials before watching the video:

- Blank paper
- Pencil/Pen
- Highlighter

**Troubleshooting guide:** If you are having difficulty accessing the video, first make sure that you have typed in the website address and password correctly. Once on the correct page, please note that the video does not start automatically. It may take a few moments to load. Once the video loads, click on the “play” arrow in the bottom left hand corner of the video screen. If the video does not start you should first try the following:

- Try deleting the browsing history and all cookies from the computer’s browser
- Try using a different browser (Firefox, Google Chrome, Internet Explorer)
- Try using another computer (Note: Some computers may not be equipped with the necessary software to play the video)

If you are still unable to view the video after using these techniques you should email [mayur.patel@esci.us](mailto:mayur.patel@esci.us)

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## SOURCE MATERIAL

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Below is the final list of sources for the 2019 Captain Multiple-Choice Exam. You should study the material contained in these sources using the tips presented in later sections of this manual.

1. Prince George's County Correctional Center Policy and Procedures Manual  
**Ending with Revision Packet 69**
  
2. The Effective Corrections Manager- Correctional Supervision for the Future  
Bridget McConnell  
Charles Gladwin  
Jones and Bartlett Publishers  
3<sup>rd</sup> Edition, 2012  
ISBN-10: 1449645461  
ISBN-13: 9781449645465
  
3. Correctional Law for the Correctional Officer  
William Collins  
American Correctional Association  
5<sup>th</sup> Edition, 2010  
ISBN-10: 1569913218  
ISBN-13: 9781569913215
  
4. Staff Supervision Made Easy  
Hutton, Scott D.  
American Correctional Association  
ISBN-10: 1569910936  
ISBN-13: 978-1569910931

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## DEVELOPMENT OF THE TEST

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The Multiple-Choice Exam is based on a job analysis. A job analysis is the specific and systematic analysis of the tasks associated with a job, as well as the Knowledge, Skills, Abilities, and Other Characteristics (KSAOs) required to successfully perform those tasks. A comprehensive job analysis of the Captain position was previously conducted, then reviewed prior to testing to ensure currency.

The Multiple-Choice Exam questions are designed to measure the most critical knowledge areas. The critical knowledge areas for the 2019 Captain Multiple-Choice Exam are listed below. You should be familiar with these knowledge areas as you are studying the sources.

1. **Knowledge of the Organization and Resources of the Department/County** - Knowledge of the organization and structure of the Prince George's County Department of Corrections (e.g., Security Division, Inmate Services Division, Office of Professional Responsibility and Legal Affairs, Human Resources Division, Support Services Division). Knowledge of the Prince George's County Department of Corrections' guiding principles. Knowledge of the Departmental Policy System (e.g., Policies and Procedures, Standard Operating Procedures). Knowledge of the Prince George's County Department of Correction's authority and jurisdiction. Knowledge of the layout of the Corrections Facility. Knowledge of area of responsibility. Knowledge of the services and resources provided by divisions under the Prince George's County Department of Corrections (e.g., Security Division, Inmate Services Division, Office of Professional Responsibility and Legal Affairs, Human Resources Division, Support Services Division). Knowledge of employee wellness and assistance programs (e.g., Employee Assistance Programs (EAP), employee drug testing, CISM). Knowledge of the layout of assigned security facilities (e.g., medical, regional processing, community corrections).
  
2. **Knowledge of Administrative and Personnel Policies and Procedures** - Knowledge of the correct documentation for a given situation (e.g., Use of Force, Incident Reports, Notification of Rights, Statement of Charges). Knowledge of the procedures for reviewing and editing reports. Knowledge of training and certification policies and guidelines. Knowledge of grooming and uniform policies and guidelines. Knowledge of Department-issued equipment policies and guidelines. Knowledge of equipment and vehicle maintenance policies and procedures. Knowledge of employee accident and injury policies and procedures. Knowledge of policies and procedures for communicable or infectious disease exposure. Knowledge of Equal Employment Opportunity guidelines (e.g., sexual harassment, discrimination, harassment). Knowledge of employee benefits and compensation policies and procedures (e.g., employee self-service portal). Knowledge of attendance and leave policies and procedures. Knowledge of employee allocation policies and procedures. Knowledge of secondary (extra-duty) employment policies and procedures. Knowledge of past performance appraisal (PPA) policies and procedures. Knowledge of Department protocol policies and procedures (e.g., ethics, unbecoming conduct, integrity, attention to duty). Knowledge of officer discipline policies and procedures (e.g., conduct-related offenses, performance-related offenses). Knowledge of inmate discipline policies and procedures. Knowledge of policies and procedures that apply to commendations and awards. Knowledge of officer grievance procedures. Knowledge of inmate grievance procedures. Knowledge of policies, procedures, and laws pertaining to inmate health information (e.g., HIPAA). Knowledge

of policies and procedures pertaining to training.

3. **Knowledge of Departmental Communication Policies and Procedures** - Knowledge of internal communication procedures (e.g., chain of command). Knowledge of the routine and emergency notification process. Knowledge of external communication procedures and what information can be shared. Knowledge of the Department's social media policy. Knowledge of policies and procedures guiding media relations. Knowledge of policies and procedures pertaining to communications and radio use (e.g., signal codes, 10-codes). Knowledge of policies and procedures pertaining to inmate records. Knowledge of policies and procedures for utilizing Departmental software (e.g., Offender Management System, Microsoft Word, Microsoft Excel, Microsoft Outlook). Knowledge of policies and procedures pertaining to Milestone video. Knowledge of Department issued communication devices.
  
4. **Knowledge of Operational Policies and Procedures** - Knowledge of policies and procedures for officer safety. Knowledge of policies and procedures for inmate health and safety. Knowledge of policies and procedures pertaining to health and safety standards. Knowledge of policies and procedures for handling medical emergencies (e.g., providing basic first aid or immediate care for the injured). Knowledge of frisk and strip policies and procedures. Knowledge of seizure policies and procedures for property. Knowledge of the proper function and use of restraint equipment (e.g., handcuffs, 4-point restraints, leg irons, restraint chairs). Knowledge of arrest and detention procedures (e.g., commitments). Knowledge of policies and procedures for warrants. Knowledge of the policies and procedures pertaining to the transportation of arrestees. Knowledge of policies and procedures for release or transfer of arrestees. Knowledge of extradition procedures. Knowledge of the Use of Force Continuum and use of force policies and procedures. Knowledge of Department-issued weapons policies and procedures (e.g., handgun, shield, OC spray). Knowledge of K9 policies and procedures. Knowledge of policies and procedures for operating Departmental vehicles. Knowledge of the proper function and use of emergency equipment. Knowledge of policies and procedures for handling juveniles. Knowledge of policies and procedures for handling individuals with mental disorders (e.g., suicide threats, psychological evaluations). Knowledge of court policies and procedures. Knowledge of facility access and facility security policies and procedures. Knowledge of contraband policies and procedures. Knowledge of parking policies and procedures. Knowledge of policies and procedures for preserving, packaging, and submitting physical property and evidence. Knowledge of policies and procedures for inmate transportation and movement. Knowledge of procedures for booking and processing inmates. Knowledge of visitation policies and procedures. Knowledge of policies and procedures pertaining to citizen tours. Knowledge of policies and procedures for handling unsecured areas. Knowledge of procedures for inmate recreational time and activities. Knowledge of procedures for inmate privileges. Knowledge of procedures pertaining to inmate work details. Knowledge of policies and procedures pertaining to inmate supervision. Knowledge of policies and procedures for handling the death of an inmate. Knowledge of suicide prevention techniques. Knowledge of policies and procedures pertaining to the handling of special inmate groups (e.g., high-risk, mentally unstable, segregated, transgender). Knowledge of emergency evacuation procedures. Knowledge of procedures for handling inmate escapes. Knowledge of lock-down procedures. Knowledge of policies and procedures pertaining

to protests (e.g., hunger strikes, riots). Knowledge of policies and procedures pertaining to inmate services (e.g., food, medical).

5. **Knowledge of Correctional Law** - Knowledge of the Constitution and Constitutional safeguards. Knowledge of amendments pertaining to inmate rights. Knowledge of case law. Knowledge of applicable governing legislation for correctional facilities. Knowledge of the Prison Rape Elimination Act (PREA). Knowledge of Adults with Disabilities Act (ADA). Knowledge of lawsuits.
6. **Knowledge of Community Interactions** - Knowledge of non-biased behavior policies and procedures. Knowledge of how to approach citizens with appropriate professionalism and courtesy. Knowledge of how to interact with the community, including potential difficulties when interacting with citizens. Knowledge of current events affecting Prince George's County (e.g., County events, crime trends, latest news). Knowledge of policies and procedures pertaining to citizen complaints.
7. **Knowledge of Supervisory Techniques and Approaches** - Knowledge of management theories and techniques and how to apply them on the job. Knowledge of communication processes and best practices (e.g., two-way communication). Knowledge of principles as they relate to setting performance expectations. Knowledge of principles as they relate to observing and documenting job performance (e.g., Squad Report). Knowledge of methods and techniques for providing feedback (e.g., constructive feedback). Knowledge of methods and techniques for coaching employees. Knowledge of methods and techniques for counseling employees. Knowledge of methods and techniques for administering discipline/corrective actions. Knowledge of methods and techniques for mentoring employees. Knowledge of conflict resolution techniques for difficult situations. Knowledge of methods for career development. Knowledge of methods and techniques for delegating work to subordinates. Knowledge of techniques for directing others that may not be under your direct supervision.
8. **Knowledge of Leadership Styles and Principles** - Knowledge of ethical decision making and problem-solving techniques. Knowledge of professional conduct in a leadership role. Knowledge of procedures for creating and developing a team (e.g., assigning team roles and responsibilities, developing team goals). Knowledge of policies and procedures for leading and supervising a team. Knowledge of potential team building problems and how to prevent them (e.g. Groupthink, scapegoating). Knowledge of leadership styles and principles (e.g., Authoritarian, Transformational, Laissez-Faire leadership styles) and how to apply them on the job. Knowledge of leadership theories and techniques (e.g., Theory X, Path-Goal Theory) and how to apply them on the job. Knowledge of motivational techniques (e.g., positive reinforcement). Knowledge of risk and how to avoid risk when making decisions. Knowledge of persuasion techniques.

<b>DEVELOPING A STUDY PLAN</b>							
	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>WEEKLY GOALS</b>							

	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>WEEKLY GOALS</b>							

	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>WEEKLY GOALS</b>							

	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>WEEKLY GOALS</b>							

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## HIGHLIGHTING PRACTICE

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The following are some tips to help you while using this technique:

- ⇒ Do NOT highlight information you already know.
- ⇒ ONLY highlight key points. Use the highlighted key points as triggers to remember the detailed information surrounding the key point.
- ⇒ Highlight only as much as necessary to *remind* yourself of the most important information. Highlighting too much of a topic area will defeat the purpose.

Remember, highlighting is a method to streamline the material (i.e., reduce the amount you have to study). Going through the information once is probably not sufficient for you to remember the material. You must still review the highlighted information again in order to improve your chances of recalling the information on test day.

On the next two pages is an excerpt from your source material. You will use this information to practice the highlighting study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM  
PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL  
CHAPTER 9.14: SECURITY AND CONTROL: PERIMETER SECURITY**

HIGHLIGHTING PRACTICE

Department  
of  
Corrections



COUNTY CORRECTIONAL CENTER  
POLICY AND PROCEDURE MANUAL

Number:	Chapter:	Subject:
9.14	Security & Control	Perimeter Security

I. POLICY:

To ensure maximum security within the Facility and in the immediate vicinity, to ensure inmates remain within the perimeter, to ensure access by the general public is denied without proper authorization, and to guard against the introduction of contraband into the Facility, access into the Facility will be under strict control by security staff.

The Reception Center Sally Port and the Gate House Sally Port will constitute the only breaches in the perimeter. Pedestrians must enter through the Reception Center (sally port) while all vehicles will enter through the Gate House Sally Port. Egress of all persons moving through these perimeter sally ports will be strictly monitored. Continuous patrol of the perimeter area will be performed by armed security personnel.

II. SOURCES:

ACA: 2A-07

MCCS: .02H

County Administrative Procedure #694; "Flag Protocol".

III. DEFINITIONS:

- A. Gatehouse Sally Port - An entry and exit point along the perimeter fence line which allows for the delivery and pick-up of inmates by authorized personnel, and the delivery of institutional supply items. This area is secured by a set of sliding, interlocking gates. These gates are monitored and operated by the Gate Officer.
- B. Non-Secured Area - That portion of the Facility which does not provide for the secure confinement of inmates and/or those parts of the Facility that inmates will not have access to.
- C. Perimeter Electronic Detection and Monitoring Systems - Those electronic devices located on the innermost perimeter fence and those buried cables located between the fences. These devices are designed to detect unauthorized movement in the area and are monitored in the Central Control Room on a graphic display screen. All perimeter area alarms will sound automatically in Central Control, and the Perimeter Patrol Vehicle.
- D. Reception Center - The main point of access and egress for all departmental staff and the general public including visitors, attorneys, physicians and volunteers. Movement through this area into the secured portion of the building (via Sally Port) is controlled by the Reception Officer and also by the Central Control Officer.
- E. Secured Area - That portion of the Facility that provides for the confinement of inmates and/or those parts of the Facility that inmates have access to. Entry into and exit from these areas is monitored in the Central Control Room.

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## HIGHLIGHTING PRACTICE

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- F. **Vehicle Sally Port** - An enclosed garage-type building used for loading and unloading inmates by authorized personnel. All entrance and exit doors are monitored and controlled by the Central Control Officer.

IV. **PROCEDURES:**

A. **Central Control Officer Responsibilities**

1. The Central Control Officers will closely monitor the Perimeter Electronic Detection Systems for any security breaches or other malfunctions along the perimeter fence line. The following perimeter systems are located in Central Control.
  - a. Buried Cable Detection Monitor;
  - b. Motion Detection System;
  - c. Microwave Detection System;
  - d. Closed Circuit Television Cameras.
2. If a breach in security occurs on the perimeter, an alarm will sound in Central Control and a graphic display panel will indicate the point of contact on the fence. The Central Control Officers will:
  - a. Immediately verify that the Perimeter Patrol/K-9 Officer and the Gate Officer are aware of the point of breach;
  - b. Notify the Operations Commander, if, and when the alarm has been determined to be an actual breach in security (escape). The Operations Commander will relay this same information immediately to the Shift Commander. Nuisance alarms need not be reported to the Operations Commander.
  - c. Follow the Escape Response Plan (Policy and Procedure 8.6) when a security breach (escape) has been verified by either the Perimeter Patrol/K-9 Officer or by other Departmental personnel; and
  - d. Log all alarms in the Computer Logbook.
3. The Central Control Officers will monitor the CCTV cameras which overlook the area around the Gatehouse Sally Port and the Vehicle Sally Port. These officers will give full attention to these monitors when vehicles are moving through these perimeter entry and exit points.
4. The Vehicle Sally Port doors will be electronically operated by the Central Control Officers after all necessary information has been received from the Gate Officer.
5. The Central Control Officers will maintain regular verbal communications with the security officers assigned to exterior perimeter posts. A verbal exchange of information will occur:
  - a. Whenever the Gate Officer is receiving a new inmate, whenever a supply delivery is in progress, or whenever a vehicle is leaving the compound.
  - b. With the Perimeter Patrol/K-9 Officer on a regular basis, regarding the status of security on the perimeter.

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## NOTE TAKING PRACTICE

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The note taking method consists of five steps that can be described as “the 5 Rs.” The 5 Rs are described as follows:

- Record***      While you are reading a chapter, write notes on a separate notepad. This will serve as your study guide. Be sure to leave a three-inch margin on the left hand side of your paper for the next step.
- Reduce***      After you have finished the chapter, go back and read over your notes. Reduce your notes into a few key points and write those key points down in the left hand margin of your study guide.
- Recite***      After you have recorded your notes and reduced them into key points, cover your notes so that you can only see your key points. Now try to remember all of the facts from your notes using the key points as your only clues.
- Reflect***      While filling in the facts, try to come up with associations so you can memorize them. For example, if you are studying arrest procedures, think of an arrest that you made and each of the steps you took.
- Review***      Go over your notes, key points, and associations many times.

Note cards are also extremely effective in reducing the amount of information you have to study. Once you have read a passage you can write the main idea on one side of the note card and then summarize the passage on the other. Note cards are particularly useful when trying to remember definitions or charges. A benefit to note cards is that they are portable and can easily be accessed whenever you have free time to study. In addition, there are now applications that allow you to create digital note cards and sync them with your smartphone. (e.g., Quizlet, Evernote, FlashCards+, StudyBlue, Chegg Flashcards).

On the next two pages is an excerpt from your source material. You will use this information to practice the note taking study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM  
PRINCE GEORGE’S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL  
CHAPTER 3.10: PERSONNEL: EMPLOYEE ASSISTANCE PROGRAM**

NOTE TAKING PRACTICE



PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL

<b>Number:</b>	<b>Chapter:</b>	<b>Subject:</b>
3.10	Personnel	Employee Assistance Program

I. POLICY:

The Department of Corrections, as an employer, recognizes that a wide variety of problems can effect an employee's job performance. In those instances where professional help may prove necessary, the Employee Assistance Program is available. As in any other illness, time off to take part in necessary treatment will be arranged as is consistent with County Personnel Law.

II. SOURCES:

County Administrative Procedure 223 - "Employee Assistance Program"

III. DEFINITIONS:

Employee Assistance Program (EAP) - a comprehensive program sponsored by the County Government which helps the employee address personal problems which can affect personal wellbeing and job performance including but not limited to: (a) family/marital difficulties, (b) drug/alcohol abuse and/or addiction, (c) emotional stress, and (d) legal/financial problems.

IV. PROCEDURES:

A. Program Philosophy:

1. The EAP is a program designed to encourage employees to seek help through effective professional treatment. Early recognition and correct diagnosis of a problem enhance the success of treatment and the restoration of health and productivity.
2. Alcoholism and chemical dependency are defined as illnesses, which may impair an employee's job performance. Employees having these illnesses will receive the same careful consideration and offers of assistance given those suffering from other illnesses or health problems.
3. An employee's job security or opportunity for promotion will not be jeopardized by involvement in the EAP program or other treatment setting.

B. Eligibility for EAP Services:

Full time and part time employees and their dependents are eligible to use the EAP for initial consultations. Work performance can be adversely affected when the spouse or other dependents are experiencing personal problems. For this reason, family members are eligible to receive EAP services. Departmental employees may seek assistance from the County's EAP Program by using the TOLL - FREE, 24-hour HELP LINE 1-877-334-0530.

Visit the website at [www.EAPHelpLink.com](http://www.EAPHelpLink.com) for access to resources and information. The access code is "Prince George's."

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## NOTE TAKING PRACTICE

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**C. Referral Procedure:**

Referral of an employee to the Employee Assistance Program may occur in 3 ways:

1. **SELF-INITIATED REFFERAL** by an employee (or employee's family member). The individual's rights to confidentiality will be respected, and the employee's supervisor will NOT be notified without the expressed consent of the employee.
2. **INFORMAL OR CARING REFFERAL** of an employee occurs when an employee is encouraged by a fellow employee, family member, or supervisor, to use the EAP. There are no formal consequences for not using the EAP in an informal referral, and it is treated as a self-initiated referral with regard to confidentiality.
3. **FORMAL SUPERVISORY/UNION REFFERRALS** are based strictly on unsatisfactory job performance. When the supervisor/union representative has determined that the job performance problem is caused by the lack of aptitude or skills, then good management practice would indicate that additional instruction, training, or job reassignment may be appropriate. However, a formal EAP referral is indicated when it is clear that the employee is either unable or unwilling to improve job performance, even with supervisory/union help and/or standard administrative action.

**NOTE:** When a supervisor/union representative is in doubt as to whether the cause of the unsatisfactory job performance is a personal problem, as opposed to a skill problem, the supervisor/union representative should contact the EAP counselor.

**D. Supervisor's Responsibility:**

It is the responsibility of the supervisors on every management level to implement the EAP developed under this policy.

Since supervisors do not have the professional qualifications to diagnose specific personal problems, job performance is the only basis for which supervisors may formally refer an employee to the EAP. Specifically the basis for formal referral of an employee by a supervisor is unsatisfactory job performance which has not responded to standard corrective procedure. Supervisors will use the Supervisory Referral Form discussed in County Administrative Procedure #223 to document this action.

**E. Employee's Responsibility:**

The EAP is voluntary, even when the employee is referred formally. In the case of a formal referral, it is the responsibility of the employee to consider the referral. Employees who choose not to use the EAP, refuse treatment recommended by the EAP counselor, or who do not respond to treatment within a reasonable period of time, will be managed in accordance with the Department's standard administrative and disciplinary policies for unsatisfactory job performance. The employee's responsibility is to correct the job performance problem, and the EAP is offered as a source of professional assistance to accomplish that goal.

**F. Confidentiality:**

Self-initiated and informal/caring referrals are strictly confidential. No information regarding these referrals may be shared with management without the expressed consent of the employee.

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## OUTLINING PRACTICE

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Outlining helps to organize material for memorization through association to “key” ideas. When you outline an area of study, use only short phrases or key words to serve as triggers to remember the detailed information. The following is an example of an outline format.

I. Major Heading 1

A. Sub Heading 1

1. Sub, sub heading 1

a. sub, sub, sub heading 1

b. sub, sub, sub heading 2

2. Sub, sub heading 2

B. Sub Heading 2

II. Major Heading 2

A. Sub Heading 1

B. Sub Heading 2

On the next two pages is an excerpt from your source material. You will use this information to practice the outlining study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM  
PRINCE GEORGE’S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL  
CHAPTER 9.3: SECURITY AND CONTROL: LOGBOOKS AND SHIFT RECORDS**

OUTLINING PRACTICE



PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL

Number:	Chapter:	Subject:
9.3	Security and Control	Logbooks and Shift Records

I. POLICY:

In order to ensure the efficient operation of the County Correctional Center, and to satisfy potential future needs (i.e., legal inquiries, state reports, etc.), all Correctional Officers assuming a security post will maintain permanent logbooks (either manual or computer) for recording routine information, emergency situations and unusual incidents involving inmates and staff. Shift Records will be compiled and submitted by all Shift Commanders on a daily basis.

II. SOURCES:

ACA: 2A-11

MCCS: None

III. DEFINITIONS:

A. Offender Management System (OMS): A database system that contains vital inmate information regarding booking, court, housing, medical and release. Sworn and civilian staff use it to log activities or events that are sequentially listed by date/time and type of entry.

B. Manual Logbook: A bound book, in which the pages are sequentially numbered. The manual logbook will be used to record daily activities or events, as prescribed in Section IV, PROCEDURES. A manual logbook will be readily available at each security post at all times.

IV. PROCEDURES:

A. Types of Logs/Shift Records:

The following are types of permanent logbooks that will be maintained by appropriate staff:

1. General Information Logbook: which will include routine, emergency and unusual occurrences during the officer's tour of duty at a given post;
2. Equipment Verification Logbook: which will contain a daily listing of equipment or accountability and a comment about the equipment's condition;
3. Professional Visitor's Register: which will be used by attorneys, doctors, volunteers, and other visitors to sign in and out of the Facility, listing professional purpose and the person(s) they are visiting. Staff will sign to indicate entry/exit into/from secured areas of the Facility;
4. Intake Logbook: which lists all inmates newly committed by shift. Intakes will be recorded by name, and will include the inmate I.D. Number and charge(s).

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**OUTLINING PRACTICE**

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5. **Release Log Sheets:** which lists all inmates released by shift. The roster will indicate the releasee's name and institutional number, date and time of release, the type of release and any additional comments.
6. **Incident/Infraction Logbook:** which will provide a chronological listing of all Incident/Infraction Reports that have been submitted to the Shift Commander;
7. **Custody Time Sheet Logbook:** which lists all individuals processed by the Regional Processing Intake Officer by shift (i.e. arrestees, in-house warrant service, detained individuals for presentation to Commissioner).

**B. Logbooks Used on Security Posts:**

**1. Reception Center:**

OMS  
General Information Logbook  
Visitors' Register  
Drug Monitoring Logbook

**2. Processing Area:**

OMS  
Court Corridor Logbook  
General Information Logbook  
Intake Logbook  
Strip Search Logbook for Inmates with Community Contact

**3. Property Room:**

General Information Logbook

**4. All Housing Areas:**

OMS  
General Information Logbook

**5. Basement Control Room:**

OMS  
General Information Logbook

**6. Central Control Room:**

OMS  
General Information Logbook  
Equipment Verification Logbook

**7. Zone Commander's Office:**

OMS

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## CREATING ACRONYMS

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Acronyms are abbreviations of several words used to improve memory and are used throughout public safety. Words such as ICS and NIMS are acronyms. Here are the steps to creating an acronym:

1. Write the facts you want to remember (keep filler words to a minimum)
2. Underline the first letter of each fact (if there are multiple words, only underline the first word)
3. Arrange the underlined letters to form an acronym that is a real word or a nonsense word that you can remember

You will be permitted to write in your test booklets on test day. You may find it helpful to write down your acronyms once time starts. This can serve as a memory aid as you are working through the test.

On the next page is an excerpt from your source material. You will use this information to practice creating acronyms.

**THE FOLLOWING EXCERPT WAS TAKEN FROM  
PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL  
CHAPTER 9.15: SECURITY AND CONTROL: TRANSPORTATION UNIT**

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## CREATING ACRONYMS

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5. The Chaplain or other designated individual, if court ordered or with the approval of the Director or Deputy Director, Bureau of Operations will accompany the inmate to the funeral.
6. If the Department of Corrections is the transporting agency, the inmate will be kept in the appropriate restraining devices for the entire period of time that he is out of the County Correctional Center.

I. Ambulance Transports

When an inmate is transported to the local hospital via ambulance, the Transportation Officers will:

1. Contact the Inmate Records Unit to determine as much relevant background information about the inmate as possible.
2. Perform a thorough search of the inmate to be transported; all appropriate restraining devices will be applied to the inmate;
3. Remain with the inmate at all times upon reaching the hospital. As soon as practical, the officers will advise the Shift Commander or his designee about the status of the inmate and the estimated time needed at the hospital. **Notify Hospital Security upon arrival and departure.**
4. Ensure as many restraints as possible remain on the inmate at all times. At no time allow all restraints to be removed (unless the inmate is under general anesthesia or has been declared deceased by an attending physician. **The four-point transport restraints will be utilized (as per P&P 9.16).**
5. Upon returning to the County Correctional Center, search the inmate thoroughly and deliver all relevant paperwork to the Medical Unit.

Note: When an ambulance is required to transport an inmate to the hospital, the Shift Commander will notify the Chief, Division of Operations, the Deputy Director, Bureau of Operations and the Director as soon as possible and will provide a detailed description of the incident/event.

J. Special Transports

**A special transport is considered to be a transport that requires the use of the Four Door Sedan transport vehicle to be used when transporting a detainee to a court hearing, hospital, or medical appointment as a primary transport. The special transport vehicle can also be utilized in a backup role for high risk detainees being transported in a normal transport wagon that may require an additional transport officer to enhance the safety and security during the transport.**

1. **The special transport must be approved by the Transportation Unit Supervisor or the Operations Commander prior to using the Four Door Sedan to transport detainees.**
2. **The special transport vehicle may be used to transport a detainee to the court,**

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Replaces 6/20/03

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## RETRIEVAL PRACTICE

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Retrieval practice involves recalling information with minimal cues. To begin, identify a passage of information that you want to read. It shouldn't be too long, no more than 2 pages. Read that passage and then put it aside. Next, take a few minutes to write what you remember. Do NOT look back at the passage that you read. This step is important because this is what helps commit the information to your long-term memory. When trying to remember everything you have just read, you are organizing information within the long-term memory and are creating cues and connections that the brain later recognizes. It helps you remember the information better than just reading it.

On the next two pages is an excerpt from your source material. You will use this information to practice the retrieval practice study technique.

**THE FOLLOWING EXCERPT WAS TAKEN FROM  
PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL  
CHAPTER 12.10: MEDICAL AND HEALTH CARE SERVICES: INMATES WITH  
DISABILITIES**

RETRIEVAL PRACTICE

Department  
of  
Corrections



**COUNTY CORRECTIONAL CENTER  
POLICY AND PROCEDURE MANUAL**

Number:	Chapter:	Subject:
12.10	Medical & Health Care Services	Inmates with Disabilities

**I. POLICY:**

The Department will provide for the safety and security of inmates with special needs due to physical or mental disabilities. Any inmate identified by medical staff or claiming to have a special or temporary disability that amounts to a limitation or impairment in everyday activities, whether or not claimed as a disability under the Americans with Disabilities (ADA) Act, will be considered for a reasonable accommodation for the specified limitation or impairment. The Department will ensure areas of the facility are accessible and usable by handicapped inmates.

Staff and inmates will have access to an appropriately trained and qualified individual who is educated in the problems and challenges faced by inmates with physical or mental impairments, programs designed to educate and assist disabled inmates, and all legal requirements for the protection of inmates with disabilities.

Inmates with disabilities will be provided equal access to programs, services, activities and benefits. Staff will be adequately trained to ensure inmates with disabilities are treated with dignity and a reasonable amount of privacy. The Department's ADA Coordinator will be responsible for ensuring the needs of inmates with disabilities are addressed in a timely fashion.

**II. SOURCES:**

ACA: 2F-03; 3E-04; 5A-03

MCCS: 05A

Americans with Disabilities Act (ADA) – Title II, Title III

**III. DEFINITIONS:**

- A. Disabled Inmate - an inmate who has a physical, mental, or developmental disability that substantially limits his/her activity.
- B. Hearing Impaired - having a diminished or defective sense of hearing, but not deaf; hard of hearing; completely incapable of hearing or deaf.
- C. Paraplegic - paralysis of the lower half of the body, involving both legs.
- D. Quadriplegic - paralysis of both arms and both legs.
- E. Vision Impaired - having diminished vision, but not blind; completely incapable of seeing or blind.

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Replaces 2/13/04

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## RETRIEVAL PRACTICE

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### IV. PROCEDURES:

#### A. Arrival of Arrestees/Inmates with Disabilities

The Initial arrival of arrestees/inmates with disabilities will be handled according to Policy & Procedure 16.1 - Admission, Orientation, Property Control and Release.

1. When the Arresting/Delivering Officer enters the Gate Sally Port the Gate Officer will notify the Zone 1 Commander and Processing Officer that a disabled arrestee/inmate is enroute.
2. The Zone 1 Commander will contact the Gate Officer and obtain a detailed description of the disabled individual (paraplegic, quadriplegic, visually impaired, etc.) and the type of assistance needed.
3. The Zone 1 Commander will notify the ERT leader and Medical Unit Staff to respond to the Vehicle Sallyport.
4. If assistance is needed removing the disabled arrestee/inmate from the Transportation Vehicle, the ERT Leader will assign a team member to retrieve the Hydraulic Patient Lift from the Medical Unit.
5. ERT members will respond to the Vehicle Sallyport and assist with moving the disabled arrestee/inmate. Use of the Hydraulic Patient Lift will in ALL INSTANCES BE SUPERVISED BY TRAINED MEDICAL STAFF. AT NO TIME WILL ERT MEMBERS REMOVE OR LIFT AN ARRESTEE/INMATE WITHOUT THE USE OF THE HYDRAULIC PATIENT LIFT, UNLESS THERE IS AN APPARENT EMERGENCY, OR OTHERWISE INDICATED ACCORDING TO LIFT GUIDELINES.
6. The disabled arrestee/inmate will be removed from the Transportation Vehicle and placed in a wheelchair. Disabled arrestee/inmates who do not have their own wheelchair will have one provided by the Department, during their time in custody. Medical Unit staff will coordinate the delivery of the disabled arrestee/inmate's personal wheelchair with family members, as soon as possible after arrival at the facility.
7. Upon entry into the Processing Sally Port the Medical Unit staff member will assess the disabled arrestee/inmate's condition and advise Regional Processing Officers of any special handling instructions.
8. While In the Processing Sally Port, the Arresting/Delivering Officer, with the assistance of ERT will conduct a frisk search according to Policy and Procedure, 16.1 – Admission to the Facility.
9. In situations where a strip search is warranted and the disabled arrestee/inmate needs assistance removing his clothes, ERT and Regional Processing Officers will assist with this task.
10. Once the disabled arrestee/inmate has been thoroughly searched and secured, the Processing Reception Officer will continue intake procedures according to Policy and Procedure 16.1 – Admission to the Facility.

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**RETRIEVAL PRACTICE**

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1. According to the Policies and Procedures Manual, when a disabled arrestee is en route to the jail, the Zone 1 Commander will contact \_\_\_\_\_ to obtain a detailed description of the disabled individual.

- A. the Special Operations Commander
- B. their immediate supervisor
- C. the Gate Officer
- D. NONE OF THE ABOVE

2. According to the Policies and Procedures Manual, if assistance is needed removing the disabled inmate from the Transportation Vehicle, the ERT leader will:

- A. assign a team member to retrieve the Hydraulic Lift.
- B. instruct the driver to get as close to the entrance as possible.
- C. obtain help from any nearby Correction Officers.
- D. log all information pertaining to the disabled inmate first.

\*\*Answers are found in Appendix A.

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## MULTIPLE CHOICE QUESTION FORMATS

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The Captain test will consist of 100 multiple-choice questions. Unless otherwise noted in the question, you should assume that all personnel referenced in the test are members of the Prince George's County Department of Corrections and that all events occur within the jurisdictional boundaries covered by the Prince George's County Department of Corrections.

**IMPORTANT NOTE:** The video includes a section titled "*Guessing the Best Answer.*" The tips suggested are for guessing **ONLY**. They are in no way intended to imply that any correct test answers were developed using these methods. Always utilize your knowledge to choose the best answer; however, if guessing is your only option, these are the strategies we recommend.

The questions will be organized by the source they were taken from and clearly labeled. For example:

**THE FOLLOWING QUESTIONS WERE TAKEN FROM THE  
PRINCE GEORGE'S COUNTY DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE MANUAL**

Each question will have four options, and only one is the best answer. *ESCI - Fields* writes three different types of questions: definitional, factual and situational. Below is an example of each type of question. These questions are only meant to familiarize you with the format of questions in a *ESCI - Fields* Test.

**Definitional:**

You are monitoring radio traffic and you hear one of your officers say "Signal 4" over the radio. This means that the officer:

- A. is in immediate danger.
- B. needs assistance/back-up.
- C. is taking a subject into custody.
- D. needs to convey safety related information.

**Factual:**

As a supervisor, you are authorized to wear a \_\_\_\_\_ crew neck t-shirt under your uniform shirt.

- A. green
- B. blue
- C. white
- D. brown

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**MULTIPLE CHOICE QUESTION FORMATS**

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**Situational:**

You are informed that an inmate is planning to escape during transport. The transport is currently preparing to leave the facility. What action should you take?

- A. Inform the transporting officer to cautiously proceed with the transport
- B. Send an additional officer on the transport
- C. Forward the information to your supervisor, but take no additional action
- D. Cancel the transport until your supervisor authorizes it

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## GENERAL TEST TAKING TIPS

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The following is a list of tips you should use while taking the Multiple-Choice Exam.

- **Assume you are a Captain** -- Throughout the test you will be asked how you would perform if you were in the rank for which you are testing. Do not answer the questions from the perspective of your current rank. It is important to have an understanding of the roles and responsibilities of a Captain before taking the test.
- **Scan the test before you begin answering questions** -- Skim all of the questions in the test to familiarize yourself with the format and organization of the test. You may want to consider starting with a section that contains questions from a source that you are particularly strong or weak in.
- **Read questions thoroughly and carefully** -- Skipping over one word may change the meaning of the question!
- **Answer what is asked** -- Make sure you understand what the question is asking so you can choose the best answer. Pay attention to words like “NOT” or “all of the following EXCEPT” as they will change the entire meaning of the question.
- **Underline key words** -- You will be able to mark in your test booklet and doing this will help you pay attention to important information in the question.
- **Read all answer choices** -- Don’t stop reading the answer choices if you think the first one is correct because there may be a better answer. All questions will have four answer options, so be sure to choose the one that is the BEST answer.
- **Narrow answer choices** -- If there are choices you know cannot be correct, cross them out. This way, even if you have to guess at the correct answer, you have a better chance of getting it right.
- **Avoid reading into the question** -- Use only the information provided in the question; do not add additional information. Remember to choose the BEST answer from the options provided.
- **Complete your answer sheet correctly** -- As you move through the test, you should check to make sure that the number of the bubble you are filling in corresponds to the number of the question you are answering. Fill in bubbles completely and only bubble one answer. Erase changed answers completely so that the electronic scanner will not read two answers. Remember that *ESCI - Fields* test items will only have answers that correspond to letters A, B, C, and D. The bubble sheet has a bubble labeled “E.” Never choose this option.
- **Don’t spend too much time on one question** -- If you are having trouble answering a question, don’t waste too much test time trying to figure it out. Circle the question in your test booklet and come back to it later (be sure to skip the answer on the bubble sheet). Information in another question may trigger your memory to help you answer the question.

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## **LOGISTICAL PROCEDURES**

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The Multiple-Choice Exam will be held on Wednesday, April 17, 2019 at Dr. Henry A. Wise, Jr. High School – 12650 Brooke Lane, Upper Marlboro, MD, 20772.

**Note:** The examination reporting times will be forthcoming. You will receive an email from the Office of Human Resources Management with your report time for the Multiple-Choice Exam.

### **Registration**

Be prompt. Late arrivals will not be permitted. You must have your Department of Corrections photo identification card for registration.

### **Dress Code**

Test candidates must be in duty (everyday) uniform in order to sit for the exam. Officers are not required to wear their vest during the Multiple-Choice Exam.

### **Prohibited Materials**

Candidates will not be permitted to bring food or drink into the exam room.

Candidates will only be permitted to wear a non-digital (analog) wristwatch with no audible alarm. Candidates will not be permitted into the exam room with digital watches, stop watches, clocks, or any other digital devices.

Candidates may not bring personal digital assistants, cell phones, two-way radios, pagers, cameras, imaging devices, smart watches, or any other electronic devices to the examination site.

Candidates may not bring any source materials, texts, notebooks, papers, folders, notes or reference materials of any description into the exam site.

Backpacks, brief cases, carry bags, and luggage of any description are prohibited at the examination site. **WALLETS AND PURSES ARE PERMITTED.**

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## LOGISTICAL PROCEDURES

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### **Exam Procedures**

Once the exam door closes, the Test Proctor will read a set of procedures for the test. The Test Proctor will then walk you through the instructions for filling out the required administrative information on the bubble sheet. There will be Test Monitors on site to help you with the process if you have any problems. Once the exam booklets are passed out, the Test Proctor will tell you to turn to the first page, which is a set of instructions. You will be given time to read over these instructions and ask questions about them. Once all questions have been answered, you will be instructed that time has begun and that you may turn the page and begin to work.

Once the test has started, you will be allowed to use the restroom; however, you will be using part of your test time to do so. Please raise your hand so that a Test Monitor knows you would like to leave the room. When you do leave the room, make sure you turn all of your test materials face down before you go. You may not remove any test materials from the room. You will be escorted, and you may not leave the building.

Talking is not allowed during the exam. The only exception would be if you have a question about the test. If you do have a question, raise your hand and someone will come to assist you. Keep in mind Test Monitors cannot interpret any test questions for you.

If you are still working when time is called, you must immediately stop what you are working on.

If you finish the exam before the time is up, turn in your pencils and test booklet to the Test Proctor in the testing room. Do not remove any test booklets from the room. Do not turn in your test booklet to anyone besides the Test Proctor. After you have turned in these materials, you will be released from the testing room and escorted to a waiting room. You must leave immediately and quietly so that others who are still taking the test will not be disturbed.

When you are finished with the exam you will take your answer sheet to the Test Proctor who will review it for any administrative errors. The Test Proctor will return your answer sheet to you and direct you to a Test Monitor in the hallway. The Test Monitor will take you to a holding area where you will wait while your answer sheet is electronically scored. Once your test has been scanned, a Test Monitor will hand you a test review flyer and a copy of your unofficial score for the exam. Remember that the unofficial score may change based on the outcome of the appeals process. Once you have received your unofficial score, you must immediately leave the building.

**We wish you the best of luck on your multiple-choice test!**

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**APPENDIX A**

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**Answers to questions for “Retrieval Practice”:**

1. C (Source: Policies and Procedures Manual, Chapter 12 – Medical and Health Care Services, 12.10 – Inmates with Disabilities)
  
2. A (Source: Policies and Procedures Manual, Chapter 12 – Medical and Health Care Services, 12.10 – Inmates with Disabilities)