



Certified Jail Officer Handbook



The Jail Manager Certification Commission (JMCC) and the American Jail Association (AJA) promote the concept of voluntary certification for all jail personnel. Certification is one part of a process called credentialing. It focuses specifically on the individual and provides evidence of that individual's competency in a specialized field. Certification signifies and documents the mastery of a strong level of knowledge. It plays a significant role in the elevation of the professionalism and provides an opportunity for professional growth by encouraging continued education, which, in turn, fosters effective management practices.

The *Certified Jail Officer (CJO)* Program was developed to assist jail officers in preparing themselves for advancement in jail management. The CJO Program provides jail officers with an opportunity to demonstrate their knowledge, skills, and abilities as well as their commitment to the corrections profession. Jail officers who become CJOs embark on building a national professional portfolio of their career.

For the purposes of the Certified Jail Officer Program:

DEFINITION OF A JAIL OFFICER

A person (sworn or civilian) who supervises incarcerated individuals in jails or detention centers; and/or a person (sworn or civilian) who is in charge of those who supervise individuals incarcerated in jails or detention centers.

DEFINITION OF A JAIL

1. A county, municipal, tribal or regional facility that houses pretrial and sentenced inmates; and/or an institution that houses pretrial and sentenced inmates where the state is responsible for jail operations (Alaska, Hawaii, Rhode Island, Connecticut, Vermont, Delaware); and/or a private facility that houses pretrial and sentenced inmates and exists to serve the local jail needs of the community where it operates.

and/or

2. A facility that houses ONLY pretrial detainees, regardless of what entity operates it. This includes, but is not limited to facilities that house persons for less than 72 hours (lock-ups), facilities that house federal or military custody inmates awaiting trial (e.g. ICE, Marshals, Armed Forces), institutions where the state is responsible for the operations of jails, and private facilities.

and/or

3. A local government or private facility that houses convicted persons who, without this facility's existence, would serve their sentence in the local jurisdiction's jail. With regard to private facilities: the local government responsible for jail operations has contracted with a separate entity to replace that jurisdiction's jail operations.

What Are The Requirements for the CJO Certification?

Candidate must be employed full-time for a minimum of **one year** as a paid jail officer and adheres to the AJA's *Code of Ethics*.

PLEASE NOTE: If your agency is an AJA Member, you may use the AJA Member rate to apply.

How Long Am I Certified?

Certification is good for a period of four (4) years. You will receive emails when your CJO is up for renewal so please be sure that AJA has your most recent email address. Please see below, "**How Do I Recertify Once My Four Years Is Up?**"

Passing candidates will be listed in the **CJO Professional List** found on the AJA website, as well as AJA publications. To celebrate your achievement, AJA requests that candidates submit a photo showing the CJO holding their certificate for use in our publications and social media. Please email photos to American Jail's Certification Department, at certification@aja.org.

What's on the Examination?

1. The exam is an online computer based examination composed of approximately **175** multiple-choice, objective questions with a total testing time of three (**3**) hours. Candidates will need **140** correct answers in order to pass (**80%**)
2. The questions for the examination are obtained from individuals with expertise in jail operations and are reviewed for construction, accuracy, and appropriateness by the JMCC.
3. **The examination is comprehensive therefore there is no study guide. Please download the CJO Resource List for helpful study material.**
4. Questions are based on the Content Outline and weighted in approximately the following manner:

I. Jail Operations	25%
II. Safety and Security	30%
III. Professional and Legal Concepts	20%
IV. Special Population Issues	15%
V. Support Services	10%

Content Outline

I. Jail Operations (25%)

- A. Inmate Supervision
- B. Inmate Discipline
- C. Inmate Grievances
- D. Intake/Release
- E. Housing
- F. Investigation of Crimes
- G. Inmate Workers
- H. Inmate Hygiene
- I. Facility Sanitation
- J. Visitation
- K. Other

II. Safety and Security (30%)

- A. Use of Force
- B. Legal Issues
- C. Emergency Procedures
- D. Inmate Classification
- E. Contraband
- F. Inmate Transportation
- G. Suicide/Suicide Prevention
- H. Searches
- I. Key/Tool Control
- J. Restraints
- K. Facility
- L. Other

III. Professional and Legal Concepts (20%)

- A. Professionalism/Ethics
- B. Leadership Tools
- C. Physical Fitness/Stress Management
- D. Confidentiality
- E. Inmate Rights
- F. Communications
 - 1. Documentation
 - 2. Interpersonal
 - 3. Conflict Resolution
- G. Sexual Harassment/Sexual Misconduct
- H. Administrative Investigations
- I. Administrative Legal Issues
- J. PREA

V. Support Services (10%)

- A. Medical
- B. Food
- C. Commissary
- D. Inmate Programs
- E. Volunteers

IV. Special Population Issues (15%)

- A. Gangs
- B. Juveniles
- C. LGBT
- D. Substance Abusers
- E. Mental Illness
- F. Communicable Diseases and other Health-Related Issues
- G. Disabilities and Special Needs
- H. Foreign Nationals
- I. Elderly
- J. Special Housing
- K. Cultural Diversity
- L. Other

Pass/Fail Standard

The passing standard is a pre-determined standard of knowledge set by a criterion-referenced methodology and the JMCC. Using this methodology, there is no curve and candidates do not compete against each other. You may retake the examination as needed within 8 months of your initial application approval. The retake fee is \$120.00. After 8 months, you will need to submit a new application.

Report of Results

The testing platform will produce exam results immediately after completion of the exam. **A welcome letter, certificate and certification pin will be mailed within 30 days after exam to the home address provided on your application or to your agency's liaison.**

Sample Questions

1. Which of the following is a major aspect of linear supervision?
 - A. Indirect contact
 - B. Unrestricted accessibility
 - C. Structured chain-of-command
 - D. Continuous officer-inmate interaction
2. Which of the following is most appropriate when an inmate is injured?
 - A. Secure inmate in cell
 - B. Ignore injury if it is not serious
 - C. Contact the medical department
 - D. Leave the inmate alone until the external investigator arrives
3. What is the first step in problem solving?
 - A. Gather facts
 - B. Find a solution
 - C. Define problem

D. Consider limitations

4. Which of the following techniques is effective for combating the effects of stress?

- A. Alcohol
- B. Drugs
- C. Exercise
- D. Working Overtime

5. Which of the following best describes schizophrenia, mood disorders, and Alzheimer's disease?

- A. Imagines diseases
- B. Signs that an inmate is considering suicide
- C. Conditions that can be cured with medication
- D. Mental illnesses sometimes present in inmates

6. Which of the following is the most appropriate action when speaking with an inmate who does not speak English?

- A. Place the inmate with the special needs inmates
- B. Use body language and attempt to find a translator
- C. Have an English-speaking family member translate
- D. Place the inmate with non-English speaking inmates

Answers: 1. A 2. C 3. C 4. C 5. D 6. B

How Do I Recertify Once My Four Years Is Up?

Option 1: Training Requirements

- Mark the **Training Requirements** box at the top of the *CJO Recertification Application Form*.
- Attach a copy of your current job/position description.
- Accumulate at least **80 hours** of correctional training between your last certification date and the date you apply for recertification.
- Submit a minimum of three original potential CJO examination questions along with supporting documentation.
- If paying via credit card, you may scan entire application and supporting documentation into one pdf document and email to certification@aja.org 4 weeks **before** your certification anniversary date expires.
- If paying with check or PO, you must mail your completed CJO Recertification Application with fees to AJA Headquarters 4 weeks **before** your certification anniversary date expires.

Fees: AJA Member: \$45 AJA Nonmember: \$95

Option 2: Re-Examination

- Mark the **Re-Examination** box at the top of the *CJO Recertification Application Form*.
- Submit a minimum of three original potential CJO examination questions along with supporting documentation.
- If paying via credit card, you may scan entire application and supporting documentation into one pdf document and email to certification@aja.org **before** your certification anniversary date expires.
- If paying with check or PO, you must mail your completed CJO Recertification Application with fees to AJA Headquarters **before** your certification anniversary date expires.
- Once the application is received you will be emailed the examination instructions.

Fee: \$120

PLEASE NOTE: To be eligible for recertification, the CJO must be currently employed as a jail officer, or have had no more than a two-year departure from such employment at the time of CJO's certification expiration date AND must state an intention to re-enter the field of jail operations.

It is the CJO's responsibility to meet the recertification criteria and to mail in or upload a recertification application **BEFORE** his/her certification anniversary date expires. Applications must be received FOUR (4) weeks before the certification anniversary date expires or an additional \$35 late fee will be assessed. If the certification lapses, the individual will have to re-apply and take the CJO examination. Fees are subject to change.

Certified Jail Officers who do not recertify or who fail to meet the criteria required for recertification will no longer be able to use the CJO designation. If certification is suspended, and at some point in the future, the former CJO decides to become certified again, he/she will be required to proceed through the entire certification process, including taking the certification examination.

REVOCAION OF CERTIFICATION

Certification may be revoked or denied for: Falsification of an application and/or CJO Application, misrepresentation of certification, or breach of existing ethical standards of professional practice as stated in the AJA Code of Ethics. An appeals mechanism for challenging revocation or denial of certification is available.



Certified Jail Officer Application

Required Documentation:

To be eligible for the CJO program, candidates must have a minimum of ONE YEAR paid jail officer experience. An official agency job description must be submitted.

Type or Print Clearly. Once the application is received, allow 3-5 business days for verification.

Today's Date: _____

Name _____ AJA Member ID# _____
(Print your name as you would want it to appear on a certificate.) AJA Membership not required.

Home Address _____

City _____ State _____ Zip _____ - _____

Office Telephone Number: (_____) _____ Fax: (_____) _____

Current Employing Agency: _____

Facility Name if different than Agency: _____

Agency Address: _____

City _____ State _____ Zip _____ - _____

Office Telephone Number: (_____) _____

Work E-Mail Address: _____

Rated Capacity of Facility: _____

Current Position: _____

Dates: From: _____ / _____ / _____ To _____ / _____ / _____ Rank (if applicable): _____

Check the appropriate paragraph that describes your agency.

Check the appropriate paragraph that describes your agency.

- [] County, municipal, tribal or regional facility that houses pretrial and sentenced inmates; and/or an institution that houses pretrial and sentenced inmates where the state is responsible for jail operations (Alaska, Hawaii, Rhode Island, Connecticut, Vermont, Delaware); and/or a private facility that houses pretrial and sentenced in-mates and exists to serve the local jail needs of the community where it operates.
- [] A facility that houses ONLY pretrial detainees, regardless of what entity operates it. This includes, but is not limited to facilities that house persons for less than 72 hours (lock-ups), facilities that house federal or military custody inmates awaiting trial (e.g. INS, Marshals, Armed Forces), institutions where the state is responsible for the operations of jails, and private facilities.
- [] A local government or private facility that houses convicted persons who, without this Facility's existence, would serve their sentence in the local jurisdiction's jail. With regard to private facilities: the local government responsible for jail operations has contracted with a separate entity to replace that jurisdiction's jail operations.
- [] Other: (Describe)

The following statement must be signed by your immediate supervisor or director.

The information provided in the *Current Jail Officer Paid Position* section of this CJO Application for candidate:

_____ regarding his/her current position with _____
(Candidate name) (Agency name)

is, to the best of my knowledge, truthful, and accurate.

Supervisor's Signature

Title

Date

Supervisor's Printed Name

Note: If the applicant has been employed with his/her current agency for more than one year, it is not necessary to include previous agency information with the application.

Previous Employing Agency: _____

Address: _____

Position: _____

Rank (if applicable): _____ Dates: From: ___/___/___ To: ___/___/___

Please check the paragraph below that describes your previous agency. (Agency must meet the CJO program's definition of a jail.)

A county, municipal, tribal or regional facility that houses pretrial and sentenced inmates; and/or an institution that houses pretrial and sentenced inmates where the state is responsible for jail operations (Alaska, Hawaii, Rhode Island, Connecticut, Vermont, Delaware); and/or a private facility that houses pretrial and sentenced inmates and exists to serve the local jail needs of the community where it operates.

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A local government or private facility that houses convicted persons who, without this Facility's existence, would serve their sentence in the local jurisdiction's jail. With regard to private facilities: the local government responsible for jail operations has contracted with a separate entity to replace that jurisdiction's jail operations.

Other: (Describe)

Submission of Documents

I do hereby certify that my biographical statement, as submitted to AJA in connection with my application to take the examination, is true and correct in all material respects. I authorize the AJA to take whatever reasonable steps may be necessary to verify and confirm the accuracy of the information contained herein.

I understand that I must scan this application and job description into ONE pdf and send to AJA via email or mail, and I must take the CJO examination within **one month of notification of eligibility per the CJO Handbook; and**

I agree to the Code of Ethics of AJA and understand that any material misrepresentation of the information provided on the CJO Application may result in denial or loss of the CJO designation. I acknowledge that I have read and understand the *CJO Handbook*.

The undersigned hereby agrees to indemnify and hold harmless the American Jail Association, Inc., its officers, directors, employees and agents from any or all liability, loss or damage whatsoever that may result from a denial of my application for certification as a Certified Jail Officer, failure to successfully pass the required examination, or to be awarded certification.

Signature

Date

METHOD OF PAYMENT

NOTE: If paying by check or PO, please **MAIL** your application and payment. If paying with a credit card, you may scan your entire application into one pdf and email to the Certification Department: certification@aja.org

Candidate name: _____

Name of Cardholder: _____

Signature of Cardholder: _____

VISA

MasterCard

American Express

Credit Card Number: _____

Expiration Date: _____

Complete Billing Address and ZIP Code: _____

Security# _____ (Visa/MasterCard- three digit # found on the signature panel)
(American Express- small four-digit # found on front of card)

AJA Member \$140

Check appropriate status: AJA Nonmember \$199

Leadership Academy Graduate \$100

Check Enclosed # _____

P.O. Form Enclosed # _____

Send payment and all required materials to:
American Jail Association
Certification Department
1135 Professional Boulevard
Hagerstown, Maryland 21740



PROCTORED EXAM: INSTRUCTIONS FOR PROCTOR

A Proctor must be an AJA Certification liaison, an agency supervisor or their designee.

1. The allotted time for the Exams are 3 hours for CJO and up to 4 hours for CJS/CJM.
2. Please verify the person's identity to your satisfaction with identification bearing the name and photo of the individual (such as driver's license).
3. The individual should be under your supervision during the entire exam. Failing to do so will result in the individual failing the exam.
4. Copying questions and making notes from the final examination is prohibited.
5. The room in which the exam is being taken must be a quiet room with no distractions.
6. The exam area is to consist of the computer only. The computer must have internet access and the only window open during the exam should be the testing platform.
7. The use of a cell phone is strictly prohibited. Cell phones should be turned off or set to silent during the exam period. The phone is to be stored in a pocket or a purse. It cannot be out in the exam area.
8. Please sign the Verification of Exam form that contains the statement certifying that you supervised the examination and have the individual taking the exam sign as well.

CJM
CERTIFIED JAIL MANAGER

CJO
CERTIFIED JAIL OFFICER

CJS
CERTIFIED JAIL SUPERVISOR
AMERICAN JAIL ASSOCIATION

Proctor Verification Form

This form is to be completed and signed by the person taking the exam and the proctor and returned to the American Jail Association to validate the examination.

Name on ID: _____

Type of Photo ID: _____ ID# _____

Certification Type: CJO CJS CJM

Statement of Verification

I hereby verify that I have independently completed this examination under the supervision of my designated Proctor or AJA Certification Liaison. I did not have access to any books, notes or other materials as noted in the directions of the examination.

Name (please print): _____

Signature: _____ Today's Date: _____

Proctor Statement of Verification

I hereby verify that I personally supervised the administration of this examination. The above named individual has completed the examination following all regulations as outlined.

Please initial all that apply:

_____ I personally supervised the administration of the exam.

_____ I verified the identity with a photo ID.

_____ The individual did not copy any part of the exam or take any notes.

_____ I have no conflict of interest in administering this exam to this individual for example, the individual is not a family member, spouse, friend, etc.

Proctor Name (please print): _____

Proctor Signature: _____ Date: _____

Please return this form to:
American Jail Association
Certification Department
1135 Professional Boulevard
Hagerstown, MD 21740 or
email: certification@aja.org