



EMPLOYEE TRAINING POLICY

I. POLICY

Employee development through orientation and annual/ongoing training is crucial to the delivery of quality services. Direct Support Staff will be trained to meet the needs of the person served and comply with licensing standards. The Designated Manager may require the employees' attendance at any in-service considered beneficial to the employee or the company.

II. PROCEDURE

- A. The company will ensure that all employees receive and show competency training that is designed to meet the needs of person served and will maintain documentation to indicate that the training was completed as required. Training on relevant topics received from other sources may count toward training requirements.
- B. The company will ensure that employees are trained, and demonstrate competency, in subjects that will increase knowledge and understanding of the person served. These subjects may include, but are not limited to:
 - 1. Communication skills and constructive problem solving.
 - 2. Roles and relationships in Residential Support Services and human sexuality.
 - 3. Cultural differences and self-esteem.
 - 4. Recreation/leisure time and community services for adults.
 - 5. The aging process and death, dying, separation, and grieving.
 - 6. Basic first aid and cardiopulmonary resuscitation (CPR).
 - 7. Home safety and medication assistance.
 - 8. Nutrition and eating disorders.
 - 9. Mental health and chemical dependency.
 - 10. Intellectual/developmental disabilities, autism and physical disabilities.
 - 11. Stress management and assertiveness.
 - 12. Behavior problem solving and living skills training.
 - 13. Money management and data privacy.
 - 14. Any other documents as relevant to Residential Support Services.
- C. During orientation, or within 60 days of hire, new employees will receive the following training by the Designated Manager, Office Manager, CEO, CFO, Administration Manager, Media Manager and Program Coordinators.
 - 1. 245D Policies and Procedures and Where to Find Them
 - 2. 245D Statutes
 - 3. Behavior Plans
 - 4. Coordinated Service and Support Plan (CSSP) addendum
 - 5. Documentation
 - 6. First Aid
 - 7. HIPAA
 - 8. Job description.
 - 9. Medication Administration
 - 10. Outcomes



11. Participant Rights/HCBS - Service Recipient Rights
 12. Person Center Planning and Delivery
 13. Prohibited Procedures
 14. Resident Specific ADL Training
 15. Resident Specific Diet Plan
 16. Right Restrictions
 17. Service Outcomes
 18. Vulnerable Adult Reporting
 19. Safeguarding of Cash Resources Policy
 20. Funds and Property Authorization
 21. Responding to, and Reporting Incidents
 22. Following SMB Disability Solutions' Safety Practices
 23. Emergency Use of a Manual Restraint
 24. Strategies to Minimize the Risk of Sexual Violence
- D. In addition, employees must receive training on maltreatment reporting rules and regulations within 72 hours of first providing direct contact with person served. This training will include, at a minimum:
1. The Vulnerable Adult Act and Maltreatment of Minors (if applicable) including maltreatment definitions.
 2. Company maltreatment reporting policies and their responsibilities to the prevention and reporting of maltreatment of the person served.
 3. Each person's *Individual Abuse Prevention Plan*.
 4. The company's *Program Abuse Prevention Plan*.
- F. Employees must complete and show competency in annual/ongoing training on the following subjects:
1. The Vulnerable Adult Act and Maltreatment of Minors (if applicable) including maltreatment definitions.
 2. Company maltreatment reporting policies and their responsibilities to the prevention and reporting of maltreatment of residents.
 3. Each person's *Individual Abuse Prevention Plan*.
 4. Physical plant *Program Abuse Prevention Plan*.
 5. Each person's *Individual Service Plan*.
 6. HIPAA
 7. Participant Rights/HCBS – Service Recipient Rights
 8. Person Centered Planning and Delivery
 9. Emergency Use of a Manual Restraint
 10. Basic First Aid
 11. Strategies to Minimize the Risk of Sexual Violence
 12. Prohibited Procedures
- G. Employee meetings that review training topics are considered as part of ongoing training requirements and must be documented by the Office Manager and filed in employee personnel files.
- H. Course work regarding disability issues or other relevant topics from a post-secondary educational institution may also be counted toward on-going training requirements. Employees must provide the Office Manager with a course syllabus and documentation demonstrating completion. The Office Manager will determine if the coursework is relevant and will notify the employee of the decision to



approve or deny the request to consider coursework as hours counted toward the ongoing training requirements.

- I. Employees who would like to attend outside trainings must submit a written request to the Designated Manager that includes the topic, location, dates, fees, and proposal for coverage of any missed work shifts. The Designated Manager will approve or deny the request after reviewing the applicability of the training with the Administration Manager.
- J. The Designated Manager will ensure that employees who provide direct care to persons receive training on overriding health needs, as determined by the *Individual Service Plans*.
- K. Monitoring of new and ongoing employee training will be completed and the Office Manager will ensure:
 - 1. Training records are maintained, continuously monitored, and audited to ensure that licensing training requirements are met.
 - 2. Documentation is completed accurately verifying that an employee has completed training including test materials, sign-in sheets, and certificates if applicable.
 - 3. A new employee does not work unsupervised until the orientation requirements have been met.
 - 4. That employees who have not completed medication administration training, including the on-site training, do not administer medications.
- L. Employees will be required to sign applicable forms as determined by the company to indicate that they received and understood the training provided to them. These forms will be maintained in employee personnel files during the course of the employment and will then be archived upon employment termination.