

STAFF TRAINING POLICY AND PROCEDURE

<p>POLICY TITLE and number</p>	<p>#203, Staff Training & Development</p>
<p>HEADER INFO - Adopted - Revised</p>	<p>Adopted 09/85 Revised 02/12, 08/14, 3/15, 8/15, 11/20, 3/21</p>
<p>RULE REFERENCE</p>	<p>5123:2-2-01</p>
<p>GLOBAL POLICY STATEMENT (what and why)</p>	<p>CHOICES IN COMMUNITY LIVING, INC. shall ensure that its employees all receive training as required by law for the specific duties to be performed by the employee. It is the policy of CICL to provide knowledge and training to all employees as they provide services for people served by CICL. Choices in Community Living, Inc. requires employees to attend and participate in various in-service training and developmental programs designed to provide knowledge and skills that will enhance job performance. The agency expects employees to attend required in-services sponsored or conducted by the agency as scheduled. Employees who fail to do so without acquiring appropriate approval in advance from their supervisors are subject to disciplinary action. Choices In Community Living will provide opportunities for employees to attend and participate in other in-service training and developmental programs sponsored or conducted outside of the agency with appropriate approvals, based on their relevance to the requesting employee's position, location, length and cast as it compares to the availability of budgeted dollars.</p>
<p>GUIDELINES/PROCESS STATEMENTS (how)</p>	<p>Chief Executive Officer:</p> <ol style="list-style-type: none"> 1. Except for a person who, on September 30, 2009, was employed by or under contract with CHOICES IN COMMUNITY LIVING, INC. as the Chief Executive Officer, CHOICES IN COMMUNITY LIVING, INC. shall ensure that, within thirty (30) days of initial certification of CHOICES IN COMMUNITY LIVING, INC. or within thirty (30) days of hire of a Chief Executive Officer, as applicable, the Chief Executive Officer successfully completes web-based orientation provided by the Ohio Department of Developmental Disabilities ("Department") for chief executive officers of agency providers. 2. Except for a person who, on September 30, 2009, was employed by or under contract with CHOICES IN COMMUNITY LIVING, INC. as the Chief Executive Officer, CHOICES IN COMMUNITY LIVING, INC. shall ensure that, within sixty (60) days of initial certification or within sixty (60) days of hire as the Chief Executive Officer, as applicable, the Chief Executive Officer successfully completes training in accordance with standards established by the Department in: <ol style="list-style-type: none"> (a) Service documentation; (b) Billing for services; (c) Internal compliance programs; (d) The rights of individuals set forth in Ohio Revised Code Sections 5123.62 to 5123.64; and (e) The requirements of Ohio Administrative Code rule 5123:17-02, including a review of health and welfare alerts issued by the Department.

3. CHOICES IN COMMUNITY LIVING, INC. shall ensure that the Chief Executive Officer successfully completes, commencing in the second year of certification or employment as the Chief Executive Officer, annual training in accordance with standards established by the Department in:

- (a) An agency provider's role and responsibilities with regard to services including person-centered planning, community integration, self-determination, and self-advocacy;
- (b) The rights of individuals set forth in Ohio Revised Code Sections 5123.62 to 5123.64; and
- (c) The requirements of Ohio Administrative Code rule 5123:17-02, including a review of health and welfare alerts issued by the Department since the previous year's training.

Person designated as responsible for administration of CHOICES IN COMMUNITY LIVING, INC.

1. If the Chief Executive Officer designates an employee of CHOICES IN COMMUNITY LIVING, INC. to be responsible for administration of CHOICES IN COMMUNITY LIVING, INC. and directly and actively involved in day-to-day operation of CHOICES IN COMMUNITY LIVING, INC., the person designated must comply with all requirements contained under Section A.

Employees

1. CHOICES IN COMMUNITY LIVING, INC. shall ensure that each employee, contractor, and employee of a contractor engaged in a direct services position have the following credentials or successfully complete following training:

- (a) Holds valid "American Red Cross" or equivalent certification in first aid, which includes an in-person skills assessment completed with an approved trainer.
- (b) Holds valid "American Red Cross" or equivalent certification in cardiopulmonary resuscitation, which includes an in-person skills assessment completed with an approved trainer.
- (c) Successfully completes, prior to providing direct services, eight (8) hours of training in accordance with standards established by the Department that addresses the following topics:
 - (i) Overview of serving individuals with developmental disabilities including implementation of individual service plans;
 - (ii) The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy;
 - (iii) Universal precautions for infection control including hand washing and the disposal of bodily waste;
 - (iv) The rights of individuals set forth in Ohio Revised Code Sections 5123.62 to 5123.64; and
 - (v) The requirements of Ohio Administrative Code rule 5123:17-02, including a review of health and welfare alerts issued by the Department.

STAFF TRAINING POLICY AND PROCEDURE

	<p>(d) Successfully completes, prior to providing direct services, training specific to each individual he or she will support that includes:</p> <ul style="list-style-type: none">(i) What is important to the individual and what is important for the individual; and(ii) The individual's support needs including, as applicable, behavioral support strategy, management of the individual's funds, and medication administration/delegated nursing. <p>(e) If the employee supervises other employees in direct services positions, successfully completes within ninety (90) days of becoming a supervisor, training regarding:</p> <ul style="list-style-type: none">(i) Service documentation;(ii) Billing for services; and(iii) Management of individuals' funds. <p>(f) Successfully completes, commencing in the second year of employment or contract, annual training in accordance with standards established by the Department in:</p> <ul style="list-style-type: none">(i) The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy;(ii) The rights of individuals set forth in Ohio Revised Code Sections 5123.62 to 5123.64; and(ii) The requirements of Ohio Administrative Code rule 5123:17-02, including a review of health and welfare alerts issued by the Department since the previous year's training. <p>In addition to renewed training in the areas above, each employee will annually on their anniversary date complete a questionnaire/survey about their work experiences online that will be sent to the CICL HR trainer. The CICL trainer will review the responses annually with each employee (by phone call, text or email) to determine if there are any issues needing to be addressed (training, ideas for improvement, changes with agency systems, etc.). HR trainer may recommend further conversation with their supervisor to discuss areas of interest and areas of need for improved skill and performance in their job. Training options and expectations will be agreed upon and coordinated by their supervisor, Program Director and the HR department. Completed training will be documented in the employee's file.</p> <p>CPR/First Aid Certification</p> <p>Choices In Community Living requires all employees to acquire and maintain current CPR and First Aid certification and to provide supporting documentation. Choices In Community Living requires employees to acquire this certification within thirty (30) days of employment and/or before they work alone with the agency's clients. The agency will schedule and pay for the certification. The agency expects existing employees to renew their certifications prior to the expiration dates. The agency in conjunction with the employee will monitor the dates. CICL will provide training and certification opportunities and will inform all staff of these opportunities on the HR web site. If employees fail to take advantage of the certification opportunities provided by the agency, they will be prohibited from reporting</p>
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work. Choices In Community Living expects the employee to schedule and pay for their re-certification and present documentation of such prior to the expiration date or prior to the employee being allowed to return to work if the employee has been removed from the schedule. Failure to maintain all certifications will result in disciplinary action including immediate suspension without pay on the expiration date up to termination.

Delegated Nursing

Choices In Community Living requires employees to acquire delegated nursing certification within thirty (30) days of employment and/or before they administer medications to clients. The initial training for those without previous certification (Course for residential employees beginning in October 2003) is fourteen (14) hours. The agency will schedule and pay for this certification. The agency expects existing employees to renew their certifications prior to the expiration dates. The agency in conjunction with the employee will monitor the dates, send notice to employee’s supervisor and provide certification opportunities at its expense. If employees fail to take advantage of the certification opportunities provided by the agency, Choices In Community Living expects them to schedule and pay for their re-certification and present documentation of such prior to the expiration date or prior to the employee being allowed to return to work, if the employee has been removed from the schedule. Failure to do so will result in disciplinary action including immediate suspension without pay on the expiration date up to termination.

Additional Overview of Developmental Disabilities Topics:

- A. Lest We Forget video – historic oversight of living standards/conditions for individuals with developmentally disabilities, for staff with no prior experience working with or minimal experience assisting individuals with developmental disabilities
- B. Definitions of Terms – handout: This focuses on expanding the new hires exposure, and appreciation to the historical aspects of this industry and the acceptable terminology that is commonly used in discussing and inter, common developmental disabilities, agencies, terms routinely used in this field
- C. “Think People First” – handout: this handout is reviewed in detail with the purpose of educating the new hire on the positive and negative impact of words in this environment. A description and explanation of choosing language that reflects and expresses dignity to and for individuals with disabilities
- D. Ten Commandments of Communicating with People with Disabilities – handout, philosophy of simple respect in speaking with or about individuals with disabilities
- E. Staff Expectations – handout and discussion of job responsibilities

Individual Specific & Site Specific Training

Review of each client’s individual Specific Information is completed.
Review of each service location for Site Specific Information is completed at the location. All new hires are assigned to a Manager and/or lead staff at the program site. Additionally, in our FUN FIT Program, we provide staff with additional exposures and experiences by assigning the new hire to interact with our lead and experienced staff in other day-habs we operate. This is designed to broaden the individual’s exposures and provide additional mentoring opportunities and interactions with other experienced team members:
A. Job Shadowing with Experienced Staff at the program location

STAFF TRAINING POLICY AND PROCEDURE

- B. Individual Service Plan (ISP) – reading, understanding, becoming familiar with service plans for the specific individuals with which staff will be working
- C. Participation in team/program meeting – attending, contributing to development of services for individuals, meeting the interdisciplinary team
- D. Acuity Assessments – review and explain how the individual’s budgets are developed and impact available service supports

Enhanced Training:

- A. Specialized training to meet client-specific needs
 - 1. Do the Right Thing – behavior support training
 - 2. Smith System – driving training provided by the Regional Transit Authority
 - 3. Principles of Behavior Support – County Board
 - 4. Principles of Habilitation Programming – County Board
 - 5. Medical Issues specific to individuals to include diabetes, asthma, seizures, anaphylaxis and Mixed Connective Tissue Disease
 - 6. American Sign Language
 - 7. Vehicle operation in in climate weather conditions
 - 8. Quarterly staff meeting to address skill enhancement and knowledge
 - 9. Individual specific training as needed based upon client needs and or other applicable developments that requires a modification or expansion of services for the client.
- The goal of our team is to provide on-going training without regard to the staff’s tenure with the agency or experience in their program. Our overriding philosophy is that we can and should be “BETTER” for our clients tomorrow than we are today.
- 10. RELIAS TRAINING (on line programs)

Waiver Services – Adult Day Program/FunFit/NMT

- 1. With respect to each waiver service provided to individuals served, CHOICES IN COMMUNITY LIVING, INC. shall ensure that employees, contractors, and employees of contractors, complete, within ninety (90) days of employment or contract:
 - (a) An orientation program of at least eight hours that addresses, but is not limited to:
 - (i) Organizational background of CHOICES IN COMMUNITY LIVING, INC. , including:
 - (1) Mission, vision, values, principles, and goals;
 - (2) Organizational structure;
 - (3) Key policies, procedures, and work rules;
 - (4) Ethical and professional conduct and practice;
 - (5) Avoiding conflicts of interest; and
 - (6) Working effectively with individuals, families, and other team members.
 - (ii) Components of quality care for individuals served, including:
 - (1) Interpersonal relationships and trust;
 - (2) Cultural and personal sensitivity;
 - (3) Effective communication;
 - (4) Person-centered philosophy and practice;
 - (5) Development of individual service plans;
 - (6) Roles and responsibilities of team members; and

STAFF TRAINING POLICY AND PROCEDURE

	<ul style="list-style-type: none">(7) Recordkeeping including progress notes and incident/accident reports.(iii) Health and safety, including:<ul style="list-style-type: none">(1) Signs and symptoms of illness or injury and procedure for response;(2) Building/site-specific emergency response plans; and(3) Program-specific transportation safety.(iv) Positive behavior support, including:<ul style="list-style-type: none">(1) Principles of positive intervention culture;(2) Role of direct service staff in creating a positive culture;(3) General requirements for behavior support plans and intervention strategies and direct service staff role including documentation;(4) Behavior support review and human rights committees; and(5) Crisis intervention techniques.(v) The specific Waiver services being provided as defined by and in accordance with the applicable rule contained in Ohio Administrative Code Chapter 5123:2-9. <p>2. CHOICES IN COMMUNITY LIVING, INC. shall ensure that direct services staff who provide waiver services (other than those who have at least one year of experience providing the particular waiver service at the point of hire), during the first year after hire, are assigned and have access to a Manager/mentor.</p> <p>New Hire Training and Mentoring Components: The primary goal on our new hire training and orientation component (mentoring process) is to provide the individual with multiple opportunities to:</p> <ul style="list-style-type: none">1. Witness and observe experienced staff in the home, van, community, and the worksite.2. Provide the individual with multiple opportunities in multiple situations where the individual can work hand-in-hand with an experienced team member assisting the team member with the daily duties and responsibilities of service delivery to our clients, their family, and the community.3. Provide the individual with opportunities to take the lead and work independently with our clients in all aspects of service delivery with the oversight of an experienced staff. The goal is to observe and advise the new hire, answer any questions the new hire may have, and provide on-going support, encouragement, and skill development. <p>3. CHOICES IN COMMUNITY LIVING, INC. shall ensure that direct services staff who provide waiver services (other than those who have at least one year of experience providing the particular waiver service at the point of hire), no later than one year after hire, successfully complete at least eight hours of training specific to the provision of adult day support that includes, but is not limited to:</p> <ul style="list-style-type: none">(a) Skill building in the necessary activities and environments that build on the individual's strengths and foster the development of skills that lead to greater independence, community membership, relationship-building, and self-direction for those individuals receiving adult day support services;(b) Developing natural supports for those individuals receiving adult day support services;
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STAFF TRAINING POLICY AND PROCEDURE

	<p>(c) Skill-building in advancement of individuals on the path to community employment and development of an individual's strengths and skills necessary for competitive integrated employment for those individuals receiving group employment support services;</p> <p>(d) Self-determination which includes assisting the individual to develop self-advocacy skills, to exercise his or her civil rights, to exercise control and responsibility over the services he or she receives, and to acquire skills that enable him or her to become more independent, productive, and integrated within the community.</p> <p>4. CHOICES IN COMMUNITY LIVING, INC. shall ensure that each direct services staff member who provides waiver services successfully completes on-the-job training specific to each individual he or she serves that includes:</p> <p>(a) What is important to the individual and what is important for the individual; and</p> <p>(b) The individual's support needs including, as applicable, behavioral support strategy, management of the individual's funds, and medication administration/delegated nursing.</p> <p>5. CHOICES IN COMMUNITY LIVING, INC. shall ensure that direct services staff who provide waiver services, commencing in the second year of hire by CHOICES IN COMMUNITY LIVING, INC. , annually complete at least eight hours of training.</p> <p>(a) The training shall enhance the skills and competencies of the direct services staff member relevant to his or her job responsibilities and shall include, but is not limited to:</p> <p>(i) The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy;</p> <p>(ii) The rights of individuals set forth in sections 5123.62 to 5123.64 of the Revised Code;</p> <p>(iii) The requirements of rule 5123:17-02 of the Administrative Code including a review of health and welfare alerts issued by the department since the previous year's training;</p> <p>(iv) The requirements relative to the direct services staff member's role in providing behavioral support to the individuals he or she serves; and</p> <p>(v) Best practices related to the provision of the particular waiver service.</p> <p>6. CHOICES IN COMMUNITY LIVING, INC. shall ensure that each employee, contractor or employee of a contractor engaged in a direct services position is trained on and understands the applicable requirements for service delivery and service documentation in accordance with the applicable rule contained in Ohio Administrative Code Chapter 5123:2-9</p> <p>7. CHOICES IN COMMUNITY LIVING, INC. shall ensure that each employee, contractor, or employee of a contractor who is responsible for billing for Medicaid services is trained on and understands the applicable requirements for billing for Medicaid services in accordance with the applicable rule contained in Ohio Administrative Code Chapter 5123:2-9.</p> <p>E. Training Plan</p>
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STAFF TRAINING POLICY AND PROCEDURE

	<ol style="list-style-type: none">1. The Director of the service area shall identify training priorities for employees, contractors, and employees of a contractor who are engaged in the direct provision of Medicaid waiver services or engaged in the billing of Medicaid services. Training priorities shall be consistent with the needs of individuals served, best practice, and CHOICES IN COMMUNITY LIVING, INC. 's mission, vision, and strategic plan. The written plan of training priorities shall describe the method (e.g., written test, skills demonstration, or documented observation by supervisor) that will be used to establish employees' and contractors' competency in areas of training. The Director of the service area shall update the written plan of training priorities at least once every twelve months and shall be responsible for arranging or providing the identified training and the projected timelines for completion of the training.2. The training may be structured or unstructured and may include, but is not limited to, lectures, seminars, formal coursework, workshops, conferences, demonstrations, visitations or observations of other facilities/services/programs, distance and other means of electronic learning, video and audio-visual training, and staff meetings. <p>F. Documentation</p> <ol style="list-style-type: none">1. CHOICES IN COMMUNITY LIVING, INC. shall maintain a written record, which may include an electronic record, of initial and continuing training completed by each staff member. Documentation of training shall include:<ol style="list-style-type: none">(a) the name of the person receiving the training;(b) the date of training;(c) the training topic;(d) the duration of training;(e) the instructor's name, if applicable; and(f) a brief description of the training. <p>G. Inservice Requests Procedures</p> <ol style="list-style-type: none">1. Employee completes an Inservice Request form and forwards it with a copy of a brochure that outlines the nature of the in-service, cost, location, date, etc. to his/her immediate supervisor.2. Immediate supervisor reviews, signs and approves or denies request. if denied, supervisor returns the request to employee with reason for denial. If approved, supervisor forwards the request to program director, if applicable,3, Program director reviews, signs and approves or denies request, If denied, program director returns request to program administrator and/or employee with reason for denial, if approved, program director forwards request to fiscal director for funds approval. If denied, fiscal director returns to the program director/program administrator with reason for denial, If approved, fiscal director forwards to secretary for processing.4. Secretary enrolls employee and completes and forwards the bottom of the request form to him or her.5. Secretary notifies supervisor, in writing, to confirm the training dates and schedule.6. Secretary Forwards request to fiscal management specialist. Fiscal management
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STAFF TRAINING POLICY AND PROCEDURE

	<p>specialist writes a check and sends payment unless other arrangements are required for registration.</p> <p>7. Employee submits attendance verification with appropriate timesheet.</p> <p>Choices in Community Living reserves the discretion to request that employees, whose job performance in one area or another is considered below standard, attend in-service training and developmental programs sponsored or conducted outside of the agency at its expense, Employees who do not agree to the request of the agency may be subject to disciplinary action.</p> <p>Choices In Community Living expects employees to attend and participate in in-service training and developmental programs sponsored or conducted outside of the agency to attend as scheduled. The agency will expect a full and immediate reimbursement of any pre-paid costs of the programs if employees fail to attend as scheduled and/or fail to provide attendance verification with their timesheet.</p>
<p>FORMS Titles of forms</p>	<p>Appendix I - Program Specific Training Appendix II – Annual Conversation & Survey Form</p>
<p>TRAINING Titles of training</p>	