SUBJECT: **Employee Training**   NO: **C- 190**
REVISION DATE: December 20, 2017
EFFECTIVE DATE: March 1, 2017
INTENDED USER(S): Arizona Training Program at Coolidge

Purpose:
To describe the staff training program at ATPC and to identify the required employee training courses and training frequencies for course completion.

Procedure:
1.0   ATPC provides each employee with initial and continuing training to equip them to perform duties effectively, efficiently, and competently.

   1.1   All employees participate in a structured New Employee Orientation (NEO) training program prior to assuming their specific job responsibilities.

   1.2   Employees also receive continuing education on topics including, but not limited to, Abuse and Neglect, Handling Emergency Situations, Behavior Management, and Treating People with Respect and Dignity.

   1.3   For employees who work directly with residents, the employee training program is primarily focused on developing and improving the employee's skills and competencies to support individuals to be free from harm, to achieve or maintain good health, and to achieve their maximum level of independence through the provision of a continuous active treatment program.
      1.3.1 Employees are provided specific training focusing on assisting individuals to achieve or maintain good health. Health-related training includes, but is not limited to:
         1.3.1.1 Observing for signs and symptoms of changing health (e.g., constipation, urinary tract infections, adverse drug reactions, etc.);
         1.3.1.2 Exercise and diet;
         1.3.1.3 First aid for accidents or illness;
         1.3.1.4 Basic skills required to meet the health needs of residents;
         1.3.1.5 Infection control;
         1.3.1.6 Reporting to appropriate healthcare professionals; and
         1.3.1.7 For those staff who can administer medications, how to include residents in their medication administration by recognizing and encouraging the use of applicable skills.
      1.3.2 Employees are provided specific training on procedures and techniques necessary to administer interventions to manage the inappropriate behavior of residents.
      1.3.3 Employees are provided specific training on procedures and techniques necessary to implement the individual program plans for each resident for whom they are responsible.

1.4 All employees receive initial training and annual retraining related to emergency response, disaster preparedness and response and fire safety.

1.5 The primary measurement of effectiveness of the ATPC staff training program is through observation of an employee's ability to demonstrate the skills and techniques necessary to support the individuals with whom they are assigned to work.

2.0 Supervisor Training Responsibilities

2.1 Supervisors must assure that:
2.1.1 Staff have current training to perform their job effectively and be compliant with program, division, department and federal regulations.
2.1.2 Training is provided when new staff report to their designated work area after NEO.
2.1.3 Habilitation Technician staff receive Mandatory Orientation Training Skills (MOTS) in their assigned residence
2.1.3.1 Colleagues and peer support provide side-by-side, hands on guidance to the new staff member;
2.1.3.2 New staff typically are assigned two (2) to three (3) residents per shift for the first 10-15 days when working in the residence;
2.1.3.3 Residents with the highest level of need are assigned first so the new staff learns their unique requirements from the beginning of their deployment;
2.1.3.4 Staff demonstrate the care required then new staff perform the care themselves;
2.1.3.5 As the new staff demonstrate their competence and confidence in providing the necessary care they progress to other residents in the residence.
2.1.3.6 The side-by-side training is scheduled for a one (1) week period however many staff require two (2) weeks to complete the process;
2.1.3.7 MOTS is not completed however until
2.1.3.8 The new staff member has demonstrated their ability to care for their assigned residents and
2.1.3.9 Completed a review and interview with the Habilitation Supervisor;
2.1.3.10 The Habilitation Supervisor completes the MOTS packet (see attachment) which is maintained in the supervisor's employee file;

2.2 Supervisors must implement a monitoring system to ensure that staff are scheduled and current in training at all times. The process must include:
2.2.1 Staff Training must maintain a "tickler system" and notify the up line supervisor quarterly regarding staff whose certification may

lapse during the coming quarter

    2.2.2 The up line supervisor must schedule staff for training and complete planning to assure adequate staff coverage.

    2.2.3 This scheduling includes coordinating with the reciprocal supervisor to assure advance planning and coordination.

2.3   Staff are expected to attend training when scheduled.

    2.3.1 If staff cannot attend and this is known in advance, the supervisor will designate a substitute and notify Staff Training.

    2.3.2 If no one is available, the supervisor will contact the Unit Manager, who will attempt to designate an alternate.

    2.3.3 The Unit Manager will attempt to obtain a substitute.

2.4   If staff do not attend training without previous notice, Staff Training must immediately notify the appropriate Unit office.

3.0   Required Training (Non-Supervisory Personnel)

3.1   All new staff must complete NEO. However, certain position classifications are exempt from attending specific classes, e.g., cooks and clerical staff are not require to complete CIT Level II.

3.2   Direct care staff are to successfully complete Medication Administration training prior to administration of a medication.

3.3   Staff are responsible for maintaining awareness of when they need training and notifying their supervisor; they are also encouraged to request training to advance their skills.

3.4   The following identifies the required training courses and training timelines/intervals for non-supervisory personnel.

3.5   Prior to classroom NEO, new staff observe in their work area as outlined in the new employee packet.

3.6   Within 10 Working Days
- Bloodborne Pathogens (DEDD1005)
- Tuberculosis In-Service (DEDD1024)

3.7   Within 10-14 Days (Computer Based Training [CBT])
- DES ETE Introduction (DETE00006)
- DES Initial IT Security Training (DEISA1005)
- Welcome to State Government (ADORI100)

3.8   Within 90 Days
- Recognize/Report Maltreatment (DEDD1108) (and annually after)
- Understanding History, Philosophy, Mission & Org. of DDD, (DEDD2008)
- Recognizing and Reporting Maltreatment and Abuse (DEDD1108) (and annually after)

- Intro to the 4D's/Seizure Management (DEDD2004)
- Communicating with Families (DEDD2001)
- Article IX/Confidentiality/Client Rights (DEDD2000) (and every three [3] years after)
- Basic Sign Language 1 & 2 (DEDD1003 & DEDD1004)
- Positive Behavior Support (DEDD2005)
- Preventing Aspiration & Asphyxiation (DEDD2006)
- Teaching Techniques & Skill Building (DEDD1022)
- Individual Support Plan (DEDD1015)
- Lifting & Back Safety (DEDD1016)
- Fire Safety (DEDD1010)
- Respect, Dignity & Pos. Interaction (DEDD1020)
- Medication Administration Day1 & 2 (DEDD1018)
- CPR/First Aid (DEDD5117) (and every two [2] years after, or per certificate expiration)
- Prevention & Support (DEDD 1026) (and every three [3] years after)

3.9   Within 90 Days (CBT)
- Fraud Awareness for Employees (HCAG10 AHCCCS Courses) (and every year after)
- Standards of Conduct (LAW1000)
- State Employee Driver Training (RM29) (and every four [4] years after)
- Van Dynamics (VAN101INTR) (and every four [4] years after)
- Van Dynamics Behind the Wheel (VAN102BW)
- MAP Employee Participation (MEPEMPPART)

3.10   Within 180 Days
- Diversity (LAW1005)
- DES Workplace Violence Avoidance (DEE600)
- ADA 504 Compliance Overview (DEE504)
- ADA 504 Compliance Exam (DEE504T)
- Limited English Proficiency Overview (DESLP001)
- Limited English Proficiency Exam (DESLP001T)
- Fair Labor Standards Act (FLSA) (DEHR050) (and every two [2] years after)
- MAP101 Introduction to MAP (MAP101)
- SPS Employee Handbook (SPSORI100)
- Hazard Communication (DESAF125)
- Preventing Inappropriate Behavior & Workplace Harassment (LAW1006)

3.11   Annually (CBT)
- DES ISA Annual Security Awareness Training Recertification (DEISA1001)
- Medicaid: Fraud, Waste, Abuse (DEDD1155)

3.12   After receiving notification from ETS, the employee must train to
- HIPPA Level 1 (DEHIP001)
- HIPPA Level 2 (DEHIP002)

4.0   Required Training (Supervisory Personnel)
        The following identifies the required training courses and training
        timelines/intervals for supervisory personnel.

   4.1   Within 10 Working Days
           • Bloodborne Pathogens (DEDD1005)
           • TB In-Service (DEDD1024)

   4.2   Within 10-14 Days (CBT)
           • DES Initial IT Security Training (DEISA1005)
           • DES ETE Introduction (DETE00006)
           • DES ETE Supervisor Role (DETE00008)

   4.3   Within 90 Days
           • Recognize/Report Maltreatment DEDD1108 (and annually after)
           • Active Treatment (DEDD1001)
           • Article IX/Confidentiality/Client Rights (DEDD2000) (and every three [3]
             years after)
           • Basic Sign Language 1 (DEDD1003)
           • Basic Sign Language 2 (DEDD1004)
           • Communication with Families (DEDD2001)
           • CPR/First Aid DEDD5117 (and every two [2] years after)
           • Individual Support Plan (DEDD1015)
           • Lifting & Back Safety (DEDD1016)
           • Fire Safety (DEDD1010)
           • Hazardous Communication (DEDD1012)
           • Respect, Dignity & Pos. Interaction (DEDD1020)
           • Medication Administration Day 1 and 2 (DEDD1018)
           • Positive Behavioral Support (DEDD2005)
           • Preventing Aspiration & Asphyxiation (DEDD2006)
           • Prevention & Support (DEDD1026) (every three [3] years)
           • Understanding the History, Philosophy, Mission & Org. of DDD
             (DEDD2008)
           • Intro to the 4D's/Seizure Management (DEDD2004)

   4.5   Within 90 Days (CBT)
           • State Employee Driver Training (RM29) (and every four [4] years after)
           • Standards of Conduct (LAW1000)
           • Van Dynamics (VAN101INTR) (and every four [4] years after)
           • Van Dynamics Behind the Wheel (VAN102BW)

   4.6   Three Months from Start Date as DES Supervisor (ADOA Courses)
           • MAP Training for Supervisors (MAP)
           • MAP Training for Supervisors –Module 2 (MAP2)
           • MAP For Supervisors – Module 3 (MAP3)
           • MAP3 Assessment for DES Supervisors (DESMAP3)
           • MAP3 Assessment for DES Supervisors (DESMAP3)

4.7 Three Months from Start Date (AZ Learning Center)
- SPS Employee Handbook (SPSORI100)
- MAP101 Introduction to MAP (MAP101)

4.8 Within 180 Days (CBT)
- America with Disabilities Act (ADA) 504 Compliance Course
- Overview (DEE504) & Exam (DEE504T)
- Hazard Communications (DESAF125)
- DES Mandatory Workplace Violence Avoidance (DEE600)
- Diversity (LAW1005)
- Records Management & Retention (DEE162)
- Fair Labor Standards Act (FLSA) (DEHR050) (every two [2] year)
- Limited English Proficiency Overview Course: Study (DESLP001) & Exam (DESLP001T)
- Welcome to State Government (ADORI100)
- DES Hazard Communication (DESAF125)

4.9 Six months from start date as DES Supervisor (AZ Learning Center)
- Selection Interviewing (HRD1050)
- Drug & Alcohol Testing Policy (DEM900C) & Exam (DEC900)
- Americans with Disabilities Act (LAW1007)
- Fair Employment Practices (LAW1002)
- Fair Labor Standards (LAW1004)
- Family Medical Leave Act (LAW1003)
- Filling Vacancies (MGT1001)
- Interview & Selection (MGT1002)
- Fingerprint Clearance Card Training (DEM1000 1)
- On-Boarding New Employees (MGT1003)
- Managing Performance (MGT1004)
- Day to Day Supervision (MGT1005)
- Corrective and Disciplinary Action (MGT1006)
- Off-Boarding Employees (MGT1007)
- Preventing Inappropriate Behavior and Workplace Harassment (LAW1006)

4.10 Twelve Months from Start Date as DES Supervisor
- Introduction of Supervision (Must be 1st course taken - Supervisory Academy Series) (MGT1000)
- Communicating Through Writing (COM3000)
- Listening and Communicating (COM2000)
- Managing Time (PRD1020)
- Providing Quality Customer Service (COM2011)

4.11 Annually (CBT)
- DES ISA Annual Security Awareness Training Recertification (DEISA1001)
- Fraud Awareness for Employee (HCAG10)

4.12 Upon Notification from HRIS
- HIPPA Level I (DEHIP001)
- HIPPA Level 2 (DEHIP001)