

SERENITY BEHAVIORAL HEALTH SYSTEMS

SUBJECT: Staff Development
POLICY NUMBER: HR - 30.01
EFFECTIVE DATE: December 1998
SUPERSEDES: N/A
LAST REVISION DATE: February 2011

POLICY:

Serenity Behavioral Health Systems (SBHS) ensures the competency of its workforce by continuously assessing the workforce's educational needs and by updating the curriculum to address identified needs.

PURPOSE:

To establish the role, responsibilities and operating procedures for staff development and training.

I. DEFINITIONS:

- A. Field File: The SBHS Field File is a file maintained by Program Managers or Supervisors for all employees of the work force which contains personnel information, performance evaluations, competency, certification, licensure and training.
- B. Workforce: The SBHS workforce is defined as full-time, percentage and hourly employees.

II. GENERAL PROCEDURES:

- A. SBHS will provide quality training to the workforce of the facility to ensure all staff acquire and maintain the highest level of competency.
- B. SBHS will provide or facilitate training for its workforce to ensure that the volume and content of training provided for the workforce complies with education standards promulgated by regulatory and accrediting bodies.
- C. The responsibility of workforce training rests with administration, managers, supervisors, and employees at all levels.
- D. SBHS's workforce will receive required and supportive training to ensure quality services, maintain CARF accreditation, meet program licensure requirements, such as Office of Regulatory Services, meet Department of Behavioral Health and Developmental Disabilities (DBHDD) Contract and Provider Manual, and to uphold DBHDD Region 2 Regional Board and SBHS contracts. Exemptions from required training must be requested on SBHS Form 541, Exemption Statement, and approved by the Clinical Director and Human Resources Manager. Exemption for specific training topics may be granted if the employee can provide previous evidence of such training.
- E. SBHS provides support of educational activities within and outside of the facility.

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- F. SBHS will inform the workforce of upcoming training through the Serenity Times newsletter, email, special flyers and training calendar.
- G. SBHS will maintain documentation of workforce training in a database. Individual training reports should be verified by supervisors twice a year (the end of June and the end of December) to correspond with the performance rating periods. They will be placed in Field Files and copies forwarded to Human Resources to be placed in personnel files.
- H. SBHS will conduct a formal training needs assessment every three years in addition to on-going informal assessments.
- I. SBHS supervisors will maintain a Field File for each workforce employee. The field file is maintained at the worksite. The SBHS Program Manager, who is responsible for monitoring contract(s) and contractor(s), will maintain Field Training Files for contract workers.
- J. Program Managers will audit Field Files annually in July to ensure they are accurate and complete.

III. ORIENTATION PROCEDURES:

- A. New SBHS employees shall attend orientation prior to reporting to their job site. All training must be completed within 60 days and 16 additional hours annually thereafter. Employees that work with clients who have Substance Abuse or co-occurring disorders must have 30 hours of relevant training annually.
- B. The facility orientation program will begin on the first working day of each month.
- C. A training verification record will be kept for each training course the new hire attends.
- D. Facility orientation shall consist of but is not limited to the following topics:
 - 1. Welcome and Mission, Vision and Values
 - 2. Human Resource/Personnel Policies – HR 11 Standards of Conduct includes confidentiality, customer service, expectations regarding professional conduct, reporting suspected abuse and neglect, rights of personnel
 - 3. Fire and Electrical Safety/Vehicles/Safety and Emergency Codes
 - 4. Hazardous Chemicals/MSDS
 - 5. Infection Control and Universal Precautions/Exposure Plan
 - 6. Client Rights and Confidentiality Policies and Procedures, HIPPA, professional boundaries, unique needs of persons served, personal privacy, health issues and advocacy, mobility
 - 7. Defensive Driving (designated employees)
 - 8. Safety Care (designated employees)
 - 9. CPR/FIRST AID (designated employees)
 - 10. Age Specific Competencies
 - 11. HIV/AIDS
 - 12. Rights, Ethics and Compliance
 - 13. Cultural Diversity
 - 14. Medication Training (all direct care staff)

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15. Restraint and Seclusion (CSP staff only)
16. Critical Incident Reporting
17. Basic Documentation (all direct care staff)
18. Person Centered Planning and Services

NOTE: Additional training is available on the SBHS infonet and may be required as recommended by the Program Manager.

- E. Required training may be done by lecture, instructional paper copy or through the SBHS computerized training modules, as applicable.
- F. The employee's immediate supervisor shall be fully responsible for ensuring that each new workforce employee attends the facility orientation prior to entering the job site.
- G. Responsibility for Orientation:
 1. Human Resources Staff will be responsible for:
 - a. Identifying newly hired employee
 - b. Enrolling new employees in facility orientation.
- H. The employee's immediate supervisor will be responsible for maintaining a Workplace Orientation Competency Checklist SBHS Form 505 in the employee's field file as well as any other competency checklist specific to the staff person's position or job responsibilities.
- I. Failure to complete required training may result in suspension, revocation of job offer or dismissal.

IV. WORKSITE ORIENTATION PROCEDURES:

- A. All new employees, contractors and current employees who may be reassigned to new job responsibilities shall be oriented to the job site prior to assumption of any responsibilities.
- B. The Worksite Orientation Checklist must be completed during the first two days of the employee's assignment. The worksite orientation is documented on the Workplace Orientation Competency Checklist SBHS Form 505.
- C. Staff will complete a Self-assessment Competency Checklist within 45 days of hire SBHS Form 775. Supervisors will use the Competencies Assessment Checklist to assess workforce employees' knowledge, skills, and abilities to perform their assigned duties. Additional training needs will be determined through the self-assessment and direct observation of the employee.
- D. The worksite supervisor is responsible for ensuring that the worksite orientation is conducted and documented on the Workplace Orientation Competency Checklist as well as the Agency Core Competencies Checklist. The forms are filed in the employee's field file. The Supervisor will provide or facilitate a plan on the Performance Management Form (PMF) to address skill or knowledge deficits identified through the administration of the Agency Core Competencies.

V. ANNUAL UPDATE TRAINING AND ADDITIONAL FACILITY BASED TRAINING PROCEDURES:

- A. It is mandatory for all employees to attend/receive Annual Update Training during the employee's birth month or at a time specified by the employee's supervisor. It is the responsibility of each employee to enroll and attend annual update training.
- B. CPR/1st Aid Certification must be renewed prior to expiration of the current certification.
- C. Training attendance is mandatory.
- D. Employees not satisfactorily completing required training would be required to repeat the training.
- E. Records of employee participation in required training will be maintained in the Registrar database, the employee field file, and the personnel file.
- F. Responsibility for Annual Update Training:
 - 1. The Leadership Team/Training Coordinator will:
 - a. Set up and disseminate training schedule
 - b. Provide training and/or coordinate provision of training with guest instructors and computer-based training
 - c. Assess training results
 - d. Provide individual supervisor with name(s) of staff not satisfactorily completing training or who did not attend
 - 2. The Program Director will:
 - a. Provide time and opportunity for staff to attend
 - b. Ensure staff attendance
 - c. Schedule repeat training for staff with unsatisfactory training results
 - d. Ensure staff does not resume work area responsibilities until training is satisfactorily completed. The Program Director will direct staff to submit a request for annual leave in order to complete training. Direct the staff to the computer lab or supply the written copy of the training modules for completion. Staff with insufficient leave will be placed on leave without pay until the training is complete.

SBHS will offer a curriculum, which facilitates SBHS's compliance with training requirements promulgated by regulatory, accrediting and funding organizations.

VI. TRAINING REQUIREMENTS

- A. SBHS orientation and continuing training complies with applicable rules and regulations of accrediting agencies.

- B. The presenters will document attendance and successful completion of required training by completing SBHS Training Attendance Roster Form 506 for each training course attended.
- C. Additional facility based training will be offered to appropriate staff, when available.
- D. Each scheduled training event will be arranged through the SBHS staff development clerk. A SBHS Course/Program Description Form 747 must be submitted prior to the scheduled event.
- E. The workforce will rate the quality of each training session by completing the SBHS Training Evaluation Form 756.

ATTACHMENTS:

- I. [Staff Development Department/Exemption Statement SBHS Form 541](#)
- II. [Workplace Orientation Competency Checklist SBHS Form 505](#)
- III. [Competencies Assessment Checklist SBHS Form 775](#)
- IV. [Course/Program Description SBHS Form 747](#)
- V. [Training Attendance Roster SBHS Form 506](#)
- VI. [Training Evaluation SBHS Form 756](#)
- VII. [Orientation Roster SBHS Form 504](#)

APPROVAL SECTION:

Chief Executive Officer

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Committee Chairperson

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