

Shadowfax

Title	Staff Orientation and Training
Policy Number	DAY.5001.000.000
Policy Owner	Director, Day Supports
Approved By	Compliance Committee 12-1-21
Origin Date	September 9, 2021
Revision Date	
Effective Date	January 1, 2022
Next Review Date	September 2022
Associated Policies	ORG.1016.000.000 Training Accountability
Associated Procedures	
Associated Forms	

I. POLICY STATEMENT

The Day Supports (DAY) program of Shadowfax Corporation is committed to the safety of our staff and the individuals we serve and to effective, person-centered care for the individuals we serve. As part of that commitment, DAY will properly train staff members upon hire and on a regular basis thereafter according to regulatory, legal, and DAY business requirements and to enable staff to develop skills for efficient job performance.

II. PURPOSE

This policy establishes guidelines to promote the health and safety of the individuals we serve by ensuring all staff members are trained to deliver services in a person-centered manner and according to legal, regulatory, and business requirements. This policy sets minimum training requirements.

III. SCOPE

This policy applies to all DAY staff members and to specific positions as specified in this policy.

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IV. GENERAL

This policy is based on the standards set by PA Code Title 55 Chapters 6100, 2380, 2390 and PA Code Title 6 Chapter 11.

V. POLICY

DAY shall meet the training requirements necessary to maintain appropriate licensure or certification per applicable regulations.

Training may be delivered in-person by Shadowfax staff or outside instructors, via reading materials, or via online training; specific training courses, titles and delivery methods may change as needed, and are outlined in DAY.5001.001.000 Staff Orientation and Training Procedure.

ORIENTATION TRAINING

On or before the first date of work, all newly hired staff will be trained in fire safety, including:

- general fire safety
- evacuation procedures
- responsibilities during fire drills
- the designated meeting place outside the facility or within the fire safe area in the event of an actual fire
- smoking safety procedures if individuals or staff persons smoke at the facility
- the use of fire extinguishers, smoke detectors and fire alarms
- and notification of the local fire department as soon as possible after a fire is discovered.

Prior to providing service to an individual in our program, staff shall be trained on how to provide the service in accordance with the individual's support plan.

Orientation training must be completed within 30 days of hire and is required for full and part-time positions:

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- management, program, administrative and fiscal staff
- dietary, housekeeping, maintenance and ancillary staff.
- direct service professionals or equivalent positions
- paid and unpaid interns who will work alone with individuals
- consultants and contractors who are paid or contracted by DAY and who will work alone with individuals. Any consultant or contractor who provides a service for fewer than 30 days within a 12-month period and who is licensed, certified or registered by the department of state in a health care or social service field is not required to take Shadowfax orientation training.

At a minimum, orientation training will include:

1. The application of person-centered practices, community integration, individual choice and supporting individuals to develop and maintain relationships.
2. Shadowfax Mission, Vision, and company policies and procedures applicable to staff or individuals in the DAY program
3. DAY Supports program, including staff roles and responsibilities, and DAY-specific policies and procedures
4. Fraud and abuse
5. The prevention, detection and reporting of abuse, suspected abuse and alleged abuse and neglect in accordance with the older adults protective services act (35 p.s. § § 10225.101—10225.5102), the child protective services law (23 pa.c.s. § § 6301—6386), the adult protective services act (35 p.s. § § 10210.101—10210.704) and applicable protective services regulations.
6. Individual rights.
7. Recognizing and reporting incidents.
8. Job-related knowledge and skills
9. Job-shadowing with an existing Shadowfax staff member.
10. Health and safety precautions including infection control
11. Confidentiality
12. Community Participation Supports Training – this training must be completed within 60 days of hire.

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In addition to the requirements above, new hires are required to take Program Specific Training (PST), led by the Associate Directors, to be completed within six (6) months of hire. During the training period, staff may be eligible for raises based on PST test results.

Services Provided to Seniors

For services provided to seniors (defined as individuals over 60), additional orientation training must be completed within the first 90 days after hire:

1. Positive approaches for behavior management
2. Interdisciplinary approach
3. Body mechanics/transfer techniques.

VOC Certification

All Program Specialists, Program Manager 1's, and CPS supervisors in the vocational setting must take training on discovery, job creation and job site training to become a Certified Employment Support Professional within 60 days of employment.

ANNUAL TRAINING

The training year is defined as the calendar year from January 1 to December 31. Staff are expected to complete the required training by November 30.

All DAY staff will receive training each year to maintain and improve their skills and knowledge.

24 hours of training related to job skills and knowledge is required each year for:

- direct support professionals, i.e., Community Support staff
- Shadowfax direct supervisors of direct support professionals, i.e., Associate Directors and Program Specialists

12 hours of training related to job skills and knowledge is required each year for:

- management, program, administrative and fiscal staff persons.

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- dietary, housekeeping, maintenance and ancillary staff. If DAY does not own the building where services are provided, staff people who work for or are contracted by the building owner/company who provide dietary, housekeeping, maintenance or ancillary services are not required to take Shadowfax annual training.
- consultants and contractors who are paid or contracted by DAY and who will work alone with individuals. Any consultant or contractor who provides a service for fewer than 30 days within a 12-month period and who is licensed, certified or registered by the department of state in a health care or social service field is not required to take Shadowfax annual training.
- volunteers who work alone with individuals.
- paid and unpaid interns who work alone with individuals.

At a minimum, the annual training will include:

1. The application of person-centered practices, community integration, individual choice, and supporting individuals to develop and maintain relationships.
2. Individual rights.
3. Fraud and financial abuse prevention.
4. The prevention, detection and reporting of abuse, suspected abuse and alleged abuse, and neglect in accordance with the older adults protective services act (35 p.s. § § 10225.101—10225.5102), the child protective services law (23 pa.c.s. § § 6301—6386), the adult protective services act (35 p.s. § § 10210.101—10210.704) and applicable protective services regulations.
5. Recognizing and reporting incidents.
6. Individual complaint resolution.
7. DAY-specific policies and procedures.
8. Shadowfax company policies and procedures applicable to staff or individuals in the DAY program.
9. The safe and appropriate use of behavior supports if the person works directly with an individual.

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10. Implementation of the individual plan if the person works directly with individuals

SENIOR TRAINING

For services provided to seniors, defined as individuals over 60 in the Adult Training Facility (ATF) 2380 regulations setting only, the following additional annual training includes:

1. Positive approaches for behavior management
2. The needs of the clients 60 and over.
3. Body mechanics/transfer techniques

The Nursing staff will conduct quarterly training for all DAY staff who work with seniors in the ATF (2380) setting regarding the needs of clients in centers, including infection control.

TRAINING FOR EMERGENCY SITUATIONS

A person certified as a trainer by a hospital or other recognized health care organization shall train, certify and recertify staff in cardio-pulmonary resuscitation (CPR), first aid and Heimlich techniques. There shall be at least one (1) staff for every 18 individuals, with a minimum of two (2) staff present at the facility at all times who have had this training within the past year.

If a staff member has formal certification from a hospital or other recognized health care organization that is valid for more than one (1) year, the training is acceptable for the length of time on the certification.

Program specialists and direct service workers shall be trained annually by a fire safety expert in:

- general fire safety
- evacuation procedures
- responsibilities during fire drills

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- the designated meeting place outside the facility or within the fire safe area in the event of an actual fire
- smoking safety procedures if individuals or staff persons smoke at the facility
- the use of fire extinguishers, smoke detectors and fire alarms
- and notification of the local fire department as soon as possible after a fire is discovered.

BEHAVIOR SUPPORT TRAINING

- Staff who implement or manage a behavior support component of an individual plan shall be trained in the use of the specific techniques or procedures that are used.
- If a physical restraint will be used, the staff person who implements or manages the behavior support component of the individual plan shall have experienced the use of the physical restraint directly on themselves.

TRAINING RECORDS

Shadowfax's Training Department will keep a training record for each person trained. Records of orientation training and on-going training will be kept, including, at a minimum:

- the training source and content, including qualifications of all trainers
- dates and length of training
- staff persons attending and copies of certificates received

Shadowfax's Training Department will make the curriculum and trainer or organization qualifications available to the Department for review at the time of initial licensing and annual re-licensing inspection, according to policy
ORG.1018.000.000 Access to Records.

VI. OVERSIGHT

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Shadowfax's Compliance Committee or their designee(s) (the "Approved By") shall be in charge of the administration of this Policy. The Approved By responsibilities include:

1. Identifying the action steps to come into compliance and directives to maintain compliance and implement the action steps.
2. Periodically reviewing this Policy and monitoring compliance to it.
3. Training responsible parties on their obligations under the Policy.

Revision History

Name	Date	Reason for Changes	Version