

Training Policies

1.3 Staff Orientation & Training

Cross-references: Personnel Forms
MS 256.0659 Personal Assistance Program

Purpose

To have a formal program to orient staff members to their respective roles, and to the philosophy, services and policies and procedures of the agency to prepare them to provide quality client care.

Policy

Every person who provides direct care, supervision of direct care, or management of services for the agency will complete an individualized orientation program.

Personal care assistant training must include successful completion of the following training components:

- (1) basic first aid
- (2) vulnerable adult, child maltreatment
- (3) OSHA universal precautions
- (4) basic roles and responsibilities of personal care assistants including information about assistance with lifting and transfers for recipients
- (5) emergency preparedness
- (6) orientation to positive behavioral practices
- (7) fraud issues
- (8) completion of time sheets.

Upon completion of the training components, the personal care assistant must demonstrate the competency to provide assistance to recipients and complete training and orientation on the needs of the recipient within the first seven days after the services begin.

Procedure:

The orientation required will contain the following:

1. Review of individual job descriptions
2. History and philosophy of the agency
3. Organizational structure/team work
4. General operating policies and procedures, including but not limited to:

- Employee supervision
 - Use of Phone/communications
 - On-call procedures
 - Operating hours
 - Dress code
 - Scheduling (staff substitutions, availability requirements, client need and preference)
 - Compensation (time card, pay periods, overtime, shift & weekend differential, holiday pay, mileage reimbursement)
5. Mandatory training & continuing education requirements, including but not limited to:
- basic first aid
 - vulnerable adult, child maltreatment
 - OSHA universal precautions
 - basic roles and responsibilities of personal care assistants including information about assistance with lifting and transfers for recipients
 - emergency preparedness
 - orientation to positive behavioral practices
 - fraud issues
 - completion of time sheets.
6. Documentation requirements
7. Trial work period, performance reviews
8. Confidentiality/Data Privacy/HIPAA
9. Infection control
10. Accidents and incidents (safety, prevention & reporting)
11. State and federal regulations overview

Effective January 1, 2010, for a personal care assistant to provide the health-related procedures and tasks of tracheostomy suctioning and services to recipients on ventilator support there must be:

- delegation and training by a registered nurse, certified or licensed respiratory therapist, or a physician;
- utilization of clean rather than sterile procedure;

- specialized training about the health-related procedures and tasks and equipment, including ventilator operation and maintenance;
- individualized training regarding the needs of the recipient; and
- supervision by a qualified professional who is a registered nurse.
- Effective January 1, 2010, a personal care assistant may observe and redirect the recipient for episodes where there is a need for redirection due to behaviors.

Training of the personal care assistant must occur based on the needs of the recipient, the personal care assistance care plan, and any other support services provided.

Ongoing education programs are offered on a regular basis. Such programs may be offered directly by this agency or staff may be made aware of educational programs available within the community.

Legal authority: MS 256B.0659 (new 2009)
MN Rules 9505.0335