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AT ANY TIME, WITH OR WITHOUT NOTICE OR REASON

MAXABILITIES OF YORK COUNTY

PROCEDURE: Staff Development

EFFECTIVE DATE: July 1, 1992

REVISION DATE:	August 28, 2025	March 27, 2025	
	July 22, 2015	July 1, 2006	July 1, 2001
	April 1, 2015	July 1, 2004	February 1, 2001
	November 7, 2013	July 1, 2003	July 1, 2000
	August 24, 2011	July 1, 2002	July 1, 1999
	September 24, 2009	January 1, 2002	July 1, 1998
			November 1996

REFERENCE: Staff Development Policy
Pre-Service Training Requirements and Orientation 567-01-DD

PURPOSE: To establish minimum training requirements for staff in the residential service area, day service area, in-home community supports and the administrative area, and to establish the methods of this training.

PROCEDURES – ORIENTATION

All MaxAbilities employees receive their basic orientation training within 30 days of hire. This training is designed to ensure the safety of the employee and people receiving services while maintaining the rights and dignity of the consumers.

The orientation training is based on the DDSN CORE curriculum. It includes but is not limited to the following topics:

- Mission, Vision, Values
- Understanding Disabilities
- HIPAA/Confidentiality
- Consumer Supervision
- Consumer Rights/Due Process
- Abuse/Neglect Exploitation-& Mandated Reporter (includes Acknowledgement Form for Abuse/Neglect and Fraud)
- Responding to Suicidal Behavior
- Elopement
- Critical Incidents
- Documentation

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- Medicaid Fraud
- Consumer Funds
- OSHA (blood borne pathogens, infection control, PPE, HazCom) o This is required within 10 days of hire
- Vital Signs
- Seizures/Head Injury Protocol/Fractures/Gait Belt
- Menus/Special Diets/Hydration
- Signs and Symptoms of Illness
- CPR & First Aid
- MANDT
- One Little Pill
- Policy & Procedure
- Defensive Driving – 8 Hr.
- Transportation Safety
- Employee Safety
- Fire Safety
- Disaster Preparedness
- Skills Training
- THERAP

EXEMPTIONS: Those staff who do not have daily contact with the consumers and are not responsible in providing direct supervision and assistance may be exempted from some of the CORE curriculum. These staff members include administrative office personnel and Program Director level management and above. Program Director(s) in conjunction with the Training Coordinator will provide Executive Director recommendation for training exemption. Executive Director will provide the final determination. The letter of exemption is included in the person's training file.

ON THE JOB TRAINING (OJT) OJT is completed throughout the 90-day period. The documentation of completion of the tasks is turned in to the training department for filing in the training record. OJT is completed under the direction of the direct supervisor.

New Managers will complete Supervisory OJT checklist which introduces their new/expanded job responsibilities. Training is provided by each department head of MaxAbilities to gain a better understanding of procedures and developed processes for varied job responsibilities.

CONTINUING INTRODUCTORY TRAINING

After the successful completion of the first 30 days of basic orientation training the employee will be required to complete additional training topics as part of OJT over the following 60 days to ensure understanding of all job responsibilities associated with their position and how to best support the individuals they work with in their assigned program(s).

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MEASURING COMPETENCY OF TRAINEES

The trainee will demonstrate competency by mastery of a combination of written tests, hands on skills check off and successful completion of OJT exercises. Mastery of a written test is 80%. The instructor and/or supervisor will evaluate the successful mastery of skills check off and/or exercise.

To recognize the value of prior training and eliminate duplication, a “test out” option may be offered in which the person demonstrates the required competency before training by passing the written test and/or skills check. In order to qualify for the “test out” option the following applies:

- (1) Staff must have the equivalent of 2 year’s full-time experience working with individuals with disabilities.
- (2) Staff who have previously demonstrated competency in another job within 12 months prior to their hire date, must receive credit for the training upon presentation of documentation of successful completion.

Staff who have been working in a position that is not in direct contact with individual’s served and who later transfer into a direct support position, must complete the pre-service modules of the recommended curriculum prior to working directly with individuals served.

ANNUAL TRAINING REQUIREMENTS

Annual recertification

- CPR
- MANDT
- One Little Pill Recertification
- Successful completion Consumer Safety to include refreshers in these topics:
Abuse/Neglect/Exploitation (includes Annual Acknowledgement of Consequences related to Abuse, Neglect, Exploitation and Fraud), Mandated Reporter, Confidentiality/HIPAA, Consumer Supervision, Medicaid Fraud, OSHA/Blood borne Pathogens/Infection Control/HazCom, Fire Safety, Management of Consumer Funds/Personal Property/Clothing Inventory, Disaster Preparedness, Consumer Rights.

Two-year recertification

- First Aid ♣ Those employees who work in a CRCF home must obtain first aid training every year.

Three-year recertification

- Defensive Driving ♣ No employee without current Defensive Driving training may drive an agency vehicle.

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NOTIFICATION

Notification of training that is due is generated annually for each employee and distributed to their assigned program. Quarterly reminders will be sent to supervisory staff to include members of that department.

It is ultimately the responsibility of the employee to schedule training within recertification requirements.

ANNUAL TRAINING

Direct Support Professionals and Supervisors engaged in direct support are required to complete 10 additional hours of training each year. These hours do not include items on the annual recertification list. This training can be provided through monthly risk/safety staff meetings, videotapes, training modules, scheduled trainings, and non-agency training topics that are applicable to the job description of that staff member.

New Managers gain a portion of the 10 hours via Supervisory OJT checklist completed with various Department Heads.

NON-COMPLIANCE WITH TRAINING REQUIREMENTS

If an employee is out of compliance with their training requirements, he or she will be placed on administrative leave until the training is complete. For annual training requirements, the training must be completed by the last day of the month in which it was due. If training is not completed by the last day of the month, the Employee will be placed on administrative leave without pay. The effective date of unpaid administrative leave is the first day of the following month. The employee will remain on administrative leave without pay until the training is current. (Ex. Training is due on 3/15. If not completed by 3/31, employee will be placed on administrative leave effective April 1). If employee does not complete training within 90 days while on admin leave, employee will be terminated for failure to maintain training requirements. The employee may complete the required training at another site, but at their own cost. If an employee has missed training due to medical leave they will have a grace period of one month to complete. Supervisors examine the training needed and then ensure training requirements are appropriate before allowing the employee to return to work.

INSTRUCTORS

A trainer needs to be competent in the following areas:

- Knowledge of material presented Understanding of adult learning styles
- Understanding of theories and techniques of training
- Presentation skills
- Group processing skills including questioning, feedback and negotiating

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Trainers for Defensive Driving are certified through the National Safety Council.

Trainers for CPR and First Aid are certified through American Red Cross.

Trainers for MANDT are certified through MANDT approved train the trainer classes. They must take a refresher course every 2 years to continue as a trainer.

TRAINING TOPICS

Training topics are based on agency need identified by quality reviews and various compliance reviews. It may include but is not limited to: better meeting the safety needs, medical needs, emotional needs, and training needs of people with developmental disabilities, OSHA related topics, staff safety, transportation safety, proper documentation. If training is identified in response to one of the aforementioned needs, the employee has 30 days to complete the recommended training. Failure to complete training in a timely manner, may result in disciplinary action and/or administrative leave until the training is completed

Training can also address needs of supervisory staff. Training may also be job specific such as finance or human resources.

Case Managers

Any Case Manager delivering services to Waiver participants must complete the SCDHHS Waiver Case Management curriculum before delivering Waiver Services.

Case Manager will be trained in issues of compliance, Plan of Service, monitorship, documentation, HCB Waivers, and other case management duties. OJT that includes:

- Case Management Standards
- Basic case management skills,
- DDSN policies and procedures applicable to case management,
- County, state and national resources for service populations,
- Access to and use of applicable recordkeeping/data systems.

Waiver Case Management staff annual training includes: Procedures for Reporting ANE/Mandated Reporter, Confidentiality of personal Information, Person-Centered Planning, Level of Care, Assessments and Plans of Support, Programmatic changes and one topic of provider's choice.

Early Intervention

Early interventionists must complete their credential and required training via DDSN , BabyNet, and/or the Team for Early Childhood Solutions (TECS) in support of the Comprehensive System of Personnel Development (CSPD) under Part C of IDEA. These 40 hours of training is provided within the first 30 and 60 days of employment. The TECSBOOK Webinars are an additional training requirement and must be completed within 90 days of hire date.

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Annually, staff are required to receive an additional 10 hours of job-related training. The TECHS training modules should not be considered part of this 10-hour training requirement.

Abuse/Neglect is taught during orientation; it is included in the annual Consumer Safety curriculum and is included monthly in the risk/safety staff meeting.

In-Home Support (Respite Care/Companion Providers)

Respite care providers receive the following training before working in a home:

- First Aid/CPR
- Abuse/Neglect/Exploitation & Mandated Reporter
- Understanding Disabilities
- Confidentiality/HIPAA
- Supervision
- OSHA
- Medicaid Fraud
- MANDT
- Defensive Driving

They are required to annually update:

- CPR
- Abuse/Neglect/Exploitation & Mandated Reporter
- OSHA
- BBP/HAZ COMM
- Medicaid Fraud
- MANDT

They are required to update First Aid every two years and Defensive Driving every three years.

VOLUNTEERS CONSISTENTLY WORKING WITH CONSUMERS

- Introduction to Developmental Disabilities
- Confidentiality/HIPPA
- Abuse/Neglect Medicaid Fraud/Exploitation False Claims Act & Complete Signature Sheet
- Agency Gossip
- Telephone Use
- Solicitation
- Other areas as determined by the assignment Upon assessment, some of the training requirements may be waived