



Direct Support Professional

In-Home Orientation Checklist for Shadow Shifts

In-Home Trainer Guide

Roles & Responsibilities

Learners will take a hands-on learning approach with the Assigned In-Home Trainer. Learners will actively participate in home activities, ask questions to seek clarification, and deep dive into policies and procedures, as well as individualized Person-Centered Plans and Behavior Plans during their Shadow Shifts. The Learner is responsible for the successful completion of all assigned Toolbox Trainings, as well as CPI and CPR/First Aid In-Person Skill Sessions, DMA Training, Recipient Rights Classroom Training, and In-Home Orientation Checklist within 30-days from hire to be licensing compliance. The Learner will be evaluated on the material covered during their In-Home Onboarding by their Home Manager, so ask questions as needed.

In accordance with the various regulatory agencies, the assigned **In-Home Trainers** must have sound knowledge and the ability to teach of each topic within the checklist. The In-Home Trainer is responsible for verifying and validating the Learner comprehension and readiness for the DSP role by asking open-ended and clarifying questions. The Assigned In-Home Trainer will demonstrate, in a show and tell manner, how to complete each task on-the-floor, in real-time.

The Learner's **Home Manager** will monitor the Learner's progress to ensure the Competency Assessment, as well as all assigned Toolbox Trainings, CPI and CPR/First Aid In-Person Skill Sessions, DMA Training, Recipient Rights Classroom Training, and In-Home Orientation Checklist is completed within 30 days from hire and to answer any questions they may have regarding the information they are receiving during their

onboarding. The Learner's Home Manager will make themselves available to address any issues or concerns related to the assessment or an on-time completion of required learnings. The Home Manager is responsible for documenting training upon completion.

Beacon's **Learning & Development** will provide ongoing support for Field Operations, Assigned In-Home Trainer, and the Learner throughout the Onboarding Experience. If at any point additional assistance is required, or if either party has questions, comments, or concerns regarding the material contained here, in virtual sessions, or via Star Services (LMS), please feel free to reach out to your onboarding Trainer, the assigned Trainer for your district, or email: Trainers@BeaconSpecialized.org.

Contact Information

Assigned In-Home Trainer:

Home Manager/Acting:

District Director/Acting:

Address of Residential Home for Shadow Shifts:

Onboarding Training Status

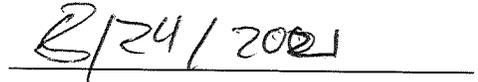
- Learner's Hire Date:
- Toolbox/LMS Trainings
 - Trainings to be Completed:
- CPR/FA Skills
 - Scheduled:
- CPI Skills
 - Scheduled:
- RR Classroom Training
 - Scheduled:
- DMA Virtual Classroom Training
 - Scheduled:
- Medical Training
 - Contact Medical Nurse to Schedule
- Next Step Username and Password:
- Initial Training & Employee Database with all Required Documentation –

TELL all onboarding training are required to be completed within the first 30 days from hire. If training is not completed within the first 30 days, Learning & Development may recommend removal from schedule until training is completed. REVIEW remaining trainings with new DSP and discuss a game plan for completion. REINFORCE the importance of attending the RR Classroom Training as scheduled. RR Training requires a consistent internet signal, constant engagement in the class, an active video camera, and the completion of a quiz at the end. If the RR completion certificate is sent to your email, please forward to your Home Manager to upload into your training compliance file.

By signing the acknowledgement below, the Home Manager confirms that the above information about Initial Training & Employee Database with all Required Documentation was reviewed.



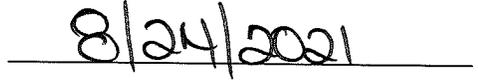
Learner



Date



Home Manager



Date

In-Home Trainer Facilitator Guide Instructions

The In-Home Facilitator Guide for Shadow Shift Onboarding contains directional queues and hyperlinks to create a seamless workflow for the facilitator.

ASK	Use these moments to check for understanding by asking pointed questions and provide additional information as needed.
DEMONSTRATE/DEMO	Perform the activity while describing the steps. Pause for questions. Ask clarifying questions. Then have the Learner demonstrate the activity to you.
SHOW & TELL	Physically show or demonstrate as the In-Home Trainer describes the process, route, location, or activity.
SHOW	Physically show or demonstrate a process, route, location, or activity.
TELL	Explain in detail. Remember the Learner is hearing the information for the first time from you. Pause for questions. Ask clarifying questions.
REINFORCE	Stress the importance of the information, fact, or policy.
REVIEW	In-Home Trainer will use hyperlinks to allow the Learner will view or examine policies, while describing the steps in detail.

Definitions

Arm's Length	A distance approximately equal to the length of an adult human's arm, no matter where they are.
Assist	To help someone, typically by doing a share of the work. (e.g., some hand over hand, prompting, guiding, or reminding).
Assistive Device	Any device that helps someone do something they might not otherwise be able to do on their own. These may be items used to promote, achieve, or maintain an individual's independence. (e.g., wheelchairs, adaptive switches, canes, walkers, communication device).
Event Report	<p>Event Reports are written following an occurrence that is either significant or unusual. These reports are communicated to outside agencies, such as the Licensing Division, Recipient Right Office, Case Manager, and Guardian. Reports must be completed before the end of the shift and must be written by the staff who observed or was involved in the situation.</p> <p>Event Reports are written for medication errors, refusals, or running out of medication; for any unexplained injury, fall and/or accident that could have caused injury to the resident; elopement from the home (Resident still in line of sight from staff); and any "unusual incident." Examples include, but are not limited to,: stealing, environmental emergencies that could have resulted in a need for medical care but did not, problem behavior not addressed in their plan such as aggression, smoking in the home, etc.; inappropriate sexual acts, such as public masturbation, etc.,; and aggressive behaviors that disrupt the home but did not result in serious injury.</p>
Hand Over Hand	Direct Support Professional (DSP) performs task(s) along with the individual by guiding their hands through the process.

Incident An unusual or significant event that disrupts or poorly affects the course of treatment or care of an individual. Incidents may include but are not limited to behavioral incidents, physical intervention use, individual death, any accident, or illness that requires hospitalization, displays of serious hostility, attempts at self-inflicted harm or harm to others, instances of destruction to property, the arrest or conviction of an individual, refusal of care, or medication, etc.

Incident Reports Event Reports are written following an occurrence that is either significant or unusual. These reports are communicated to outside agencies, such as the Licensing Division, Recipient Right Office, Case Manager, and Guardian. Reports must be completed before the end of the shift and must be written by the staff who observed or was involved in the situation.

Incident Reports are written for: death of a resident; hospitalization of resident; emergency department visits; attempts at self-inflicted harm or harm to others; instances of greater property destruction; arrest or conviction of a resident; resident AWOL (Resident out of line of sight and hearing range or unknown whereabouts); any use of physical intervention/CPI; any suspected abuse or neglect of a resident (this is followed by an immediate call to ORR); and calling 911/police contact.

Legal Representative

A legal representative is defined as any of the following:

- 1) A court-appointed guardian.
- 2) A parent with legal custody of a minor individual/resident.
- 3) In the case of a deceased individual, the executor of the estate or court appointed personal representative.
- 4) A patient advocate under a durable power of attorney or another advanced directive.

Line of Sight The staff member always has a clear view of the individual/resident.

Observe To notice or view, carefully and with attention to detail.

Prompt A reminder or cue; could be both verbal and with hand over hand assistance.

Remind To cause a person to remember; to cause a person to think of someone/something; to make someone aware.

Significant Change Observation or event that is out of the ordinary and may mean a change or potential risk.

Source: Some definitions were provided by Community Mental Health Partnership of Southeast Michigan, Standards for Community Living Support Services 2020, page 5 & 6.

Day One

Residential Home Tour

Emergency Preparedness Log -

The Emergency Preparedness Log is a red or burgundy binder. REVIEW the table of contents. SHOW who to contact when there is an internal or external emergency. DEMONSTRATE the emergency plans for fire, tornado, full evacuation, shelter-in place, and bomb threat drills and frequency. External evacuation goal is to evacuate everyone in three minutes or less. Internal emergency drills require everyone to shelter in place for ten minutes for tornado drills and six hours for shelter in place drills. REVIEW policy [EM-001].

Telephone Etiquette & Expectations

REVIEW Telephone Policy [HR-050]

Emergency Phone Numbers

SHOW & TELL location of the emergency phone number flip book.

All-Hazards Commander –

The All-Hazard Commander is Melissa Williams. The Home Manager notifies Melissa in the event of a serious injury or death that is a result of a natural disaster, house fire, and/or van accident. A serious injury is defined as requiring medical attention and hospitalization. The All-Hazards Commander should also be notified for terrorism, bomb threats, power outages, or other outages, as well as when the home may become uninhabitable. For more details, refer to the Emergency Management Plan. SHOW where the Emergency Management Plan can be reviewed.

Bomb Threats –

SHOW & TELL how to handle a Bomb Threat. (1) Stay calm. (2) Obtain the clipboard with the attached red pen. (3) Follow the prompts on the bomb threat

checklist. (4) Once the location of the bomb is known, quietly notified another staff member to call authorities. (5) Call 911. (6) Call All-Hazards Commander. Evacuate home if instructed by Police and/or All-Hazards Commander. REVIEW policy [EM-002].

Evacuation Routes –

SHOW & TELL Evacuation routes are posted by every exit. The evacuation plan outlines two separate routes. Review evacuation routes by walking plans as outlined on the posting. REVIEW policy [EM-003].

Fire Exits –

SHOW & TELL all fire exits. Fire exit signage is not required over all the exits, however if there is signage it must be illuminated. If the sign is not illuminated, a work order must be completed in Facility Dude immediately. ASK How long should it take to evacuate everyone during a fire drill? ANSWER: Three Minutes

Fire Extinguishers –

SHOW & TELL the location of and how to use a fire extinguishing utilizing the PASS technique. (1) Pull the pin. This will break the tamper seal. (2) Aim low, pointing the nozzle or hose at the base of the fire. (3) Squeeze the handle to release the extinguishing agent. (4) Sweep from side to side at the base of the fire. DEMONSTRATE Have the New Hire demonstrate how to use a fire extinguisher properly.

Exterior Rally Point/Safe Locations for Fire & Evacuations –

SHOW & TELL. Walk the path of an exterior evacuation to the rally point or safe location. Time the evacuation. Repeat drill until under 3 minutes.

Interior Rally Point/Safe Locations for Tornado –

SHOW & TELL. Walk the path of an interior evacuation to the rally point or safe location. Stay in rally point or safe location for ten minutes.

In-Shelter Emergencies –

SHOW & TELL. Explain that an In-Shelter Emergency might be caused by weather, loss of power, or an emergency where it is not possible to evacuate the building.

Show how food and water is collected and the location of the emergency totes.

ASK How long do shelter in place drills last?

First Aid Kit –

SHOW & TELL the location of the First Aid Kits and review the items that are required to be inside. REVIEW how to check the integrity of the First Aid Kit via a zip tie or lock. Supplies are audited every month and/or anytime the First Aid Kit is opened.

Biohazard Kit –

SHOW & TELL the location of the Biohazard Kit(s). Review each of the items and explain how to use. The biohazard trash bags are used when there is a biohazard spill of blood and/or body fluids that saturates material. The biohazard trash bags are then placed in the biohazard container. REVIEW Hazardous Materials and Waste Cleaning Policy [EC-007].

CPR Masks –

SHOW & TELL location and DEMONSTRATE how to use. (1) Place the mask over the patient's nose and mouth with the narrow end over the nose. (2) Create an airtight seal by pressing the inflated bag tight to the skin. (3) Tilt the patient's head back using the head-tilt chin lift maneuver to open the airway. (4) Give rescue breaths through the 1-way valve. REVIEW First Aid and CPR Policy [CTS-018].

Emergency Utilities –

The need for reliable emergency power is vital for the continued functioning of residential facilities and operations buildings. Our policy is that a power failure is not just a matter of overcoming "inconvenient" circumstances; it is a matter of ensuring Resident, Staff, and Visitor safety/security that is within the

Organization's control. REVIEW Emergency Utilities policy. SHOW & TELL the location of the Emergency Power Shutdowns: RED = Electric. BLUE = Water. YELLOW = Gas. REVIEW policy [EC-005].

N/A

Window Alarm Codes (if applicable) –

SHOW & TELL the location of the key and/or codes. DEMONSTRATE. Note, if this applies to your residential home location, each resident must have the use of Window Alarms in their behavior treatment plan.

Fire Alarm Systems & Codes (if applicable) –

SHOW & TELL. (1) The location of the main box. (2) Keys for the fire pull stations. (3) Special equipment, process, and/or requirements pertaining to your Residential Home.

Special Needs Poster –

SHOW & TELL. Located outside each Resident's bedroom doors are notifications outline the special needs of the Resident in case of an emergency and/or evacuation. For example: Resident uses a walking device. Resident uses a wheelchair. The Resident requires oxygen. The Resident is prone to seizures.

Binders –

SHOW the location of the binders. REVIEW the use of binder and any information that is stored and/or entered within.

Chemical Storage –

SHOW & TELL. Chemicals must only be stored in this location. It must always remain locked. Chemicals are not to be left unattended. If a resident is participating in a "work in the home" role, the Resident cannot mix or use chemicals. They can only wipe or rinse the chemicals after they have been sprayed by a Beacon Staff Member.

Safety Data Sheets (SDS) –

SHOW & TELL the location of Safety Data Sheet (SDS) book. Every chemical found in the Residential home MUST have an SDS. If there is not an SDS for that chemical, the chemical does not belong in the home. DEMONSTRATE how to use the table of contents, look up a product, and discuss the information found under each section of the SDS. ASK the Learner to obtain a chemical from the chemical storage cabinet. ASK the Learner to look up the chemicals SDS. REVIEW with the Learner that there will be spot audits to ensure everyone knows how to use the Safety Data Sheets. TELL that random audits are done to ensure everyone knows how to look up chemicals in the SDS. ASK any questions?

Secured Residential Storage (if applicable) [CTS-016] - SHOW & TELL Every Resident has a limited amount of items that can be stored in their assigned room. The remaining items are secured in a residential storage and available to the resident at any time. SHOW how Resident items are stored at your Residential Home. REINFORCE the two-bin storage. Per policy, anything exceeding two bins should be stored offsite in a storage unit at the residents/guardian's expense. REVIEW Inventory log attached to the bin. DEMONSTRATE how items are added or removed from the log.

Environment of Care [EC-009] [EC-010] - SHOW & TELL the location of the Red or Burgundy binder in the home. REVIEW the Environment of Care emergency protection plan; facility specs for fire alarms, furnace, generators, and sprinklers; completed checklist; and the inspection reports conducted by Beacon and/or outside agencies. Completed reporting by Beacon Staff are printed by the HM and stored in the EOC binder. SHOW the Learner where the reports are housed in the EOC binder. REVIEW policies.

General/Replacement Work Order & Repair -

It is Beacon's policy to maintain safe and comfortable living conditions for Residents and working conditions for Staff that are in either Residential Homes or Company Vehicles. REVIEW policy [EC-008].

Facility Dude –

SHOW & TELL how to access Facility Dude and provide the standardized password. Each password is specific to each home. Do not change the password. Facility Dude is used to issue work orders for maintenance. It is everyone's responsibility to ensure the Residential home is hazard free and maintenance issues are taken care of. REVIEW "[How to Submit a Work Request](#)" found on the Beacon Systems & Process Index on the ADP Home page.

Residential Home Temperature –

Residential home temperatures should be always kept at 68 – 72 degrees.

Computers & Usage [IM-005] -

SHOW & TELL the location of the house computer. REVIEW the importance of computer safety and confidentiality when charting or documenting. REVIEW when and how to lock up the computer when not in use. REVIEW the importance of following confidentiality and HIPAA guidelines while using the computer or other electronic equipment for communication. REVIEW policy.

Mealtimes & Locations –

TELL each Resident is provided three standard meals a day plus snacks if someone is desiring something in-between meals. There should be no more than fourteen hours between meals, for example dinner and breakfast. Residents participate in meal planning and prep. MY25 is a meal planning tool that takes into consideration the individual Resident's preferences, dislikes, allergies, and diets and outputs recipes, menus, and shopping lists. SHOW the location of

dining room and EXPLAIN that everyone eats together, including staff.
DEMONSTRATE how MY25 works.

Safety

Walks, Steps, and Ramps -

TELL it is everyone's responsibility to remove/eliminate hazards that may cause slips, trips, and falls. Leaves and debris, such as grass clippings, should be swept away. Snow and ice should be shoveled, and walks, steps, and ramps salted.

Ladders, Stepstools, and Stairs -

TELL always maintain three points of contact when using an approved ladder, stepstool, and/or stairs. Remember a chair or piece of furniture is not a stepstool. They could tip and cause injury. ASK what does three points of contact mean? SHOW the location of ladders and stepstools.

Confidentiality, HIPAA, and Recipient Rights

Confidentiality -

Confidentiality is keeping personal information private. As Beacon Employees, we do not talk about or share information unless it is on a "need to know" basis for anyone working with our residents. Be cautious when accessing a resident's file or discussing information with a "need to know" individual of who is around you and if they "need to know." A Note of Caution: Even without mentioning names, there are identifiers that would alert a person without a "need to know" status as to the identity of the person you are speaking of. Make sure that there is no way an unauthorized person can identify a Resident through your conversation.

SHOW the Learner where Resident Authorizations are found that outlines what information can be shared and with whom. REVIEW Release of Information document which residents and guardians sign to give Beacon Specialized Living authority to share specific and confidential information with those that they specify. REVIEW Policy [CTS-004]: Confidentiality, Abuse, Neglect & Mandatory Reporting Requirements. policy. ASK: What role would be required to “know” information about our Residents? ASK: What about a parent or guardian? ASK: If in doubt, who are your resources?

HIPAA -

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient’s consent or knowledge. REVIEW Policy [HIPAA-01].

Mental Health Code Resources & CMH Manuals -

SHOW location of CMH Manuals on BASECAMP under Policies & Forms.

Recipient Rights and Responsibilities [Employee Handbook] –

SHOW & TELL where blue books are and phone numbers for CMH. REVIEW Abuse/Neglect Claims Filed by Resident Policy [HR-037]. REVIEW ORR Progressive Action Grid.

Language Translator – Interpreter -

REVIEW policy [CTS-012]. ASK In the event of an emergency would we ever use another resident, guardian, or minor to translate for us?

AFC Licensing Rules Act 218 and Location of Book –

An Act to provide for the licensing and regulation of adult foster care facilities; to provide for the establishment of standards of care for adult foster care facilities; to prescribe powers and duties of the department of licensing and regulatory affairs and other departments; to prescribe certain fees; to prescribe penalties;

and to repeal certain acts and parts of acts. SHOW Blue Binder location and contents.

Abuse/Neglect/Confidentiality/Chapters 7 & 7A -

"All clients here at Beacon are to be treated with dignity and respect and shall remain free of harm or neglect. We as staff, have a duty to protect the integrity of our residents and keep our homes free of danger or neglectful behavior. This includes protecting the privacy of residents identity and personal information."

REVIEW Recipient Rights Progressive Action Grid.

Licensing Incident Report, Location, & Use of Clarity -

SHOW & TELL Review Clarity and show a demo of how to complete an Incident Report (IR).

Resident Security -

It is the primary responsibility of the Organization to protect all Residents we serve. This focus and concern are shared not only by Beacon Specialized Living, but by referring organizations with whom we contract. In this light, Beacon has designated certain homes with structural secured areas to deter elopement and potential harm to Residents who may have elopement and safety issues.

Residents are not locked in homes and are able to leave secured or non-secure environments when they request to leave. However, if their treatment plan does not state independent community access, the staff will attempt to redirect the Resident. If the Resident chooses to leave, Beacon will follow the elopement/AWOL protocol. REVIEW Policy [EC-012].

Person Center Plan (PCP) -

TELL the 1996 revision to the Mental Health Code requires a person-centered approach to the planning, selection, and delivery of the supports, services, and/or treatment a Resident receives from the public mental health system (community mental health programs, centers for persons with developmental disabilities, and

psychiatric hospitals, and mental health service providers under contract to any of these). The PCP are individualized for each Resident and outlines specific goals and objectives. PCPs are updated annually or whenever a resident and/or their guardian request it. SHOW location in NextStep. REVIEW policy [CTS-009].
SIGNOFF on in-service plan during Resident Treatment Plan Activity.

Behavior Plan (BP) – The Behavior Plan (BP) outlines any restrictions that a resident might have. SHOW the location of BP in NextStep. REVIEW policy [CTS-028]. SIGNOFF on BP during Resident Treatment Plan Activity.

Bed Checks

Daytime checks happen every 30 minutes between 6 am and 9 pm. Nighttime checks happen every 60 minutes between 9 pm and 6 am. The frequency could be more often if indicated in the BTP or Clinical On-Call. REVIEW policy [CTS-023].

Unauthorized Leave of Absence (AWOL) – [CTS-037] [CTS-026]

REVIEW policy.

Corporate Compliance Plan Review -

REVIEW Compliance Plan and Compliance PA Grid.

Review Resident Treatment Plans Activity

Learner will review and sign off on Person Center Plans and Behavior Plans.

Meet & Greet Activity

Resident Meet & Greet Activity with In-Home Trainer (30-60 minutes)

- Hot Chocolate Social *Pizza*
- Board or Card Game
- Craft Activity
- Join Mealtime with Residents

Day One Assessment

- Learner completes DSP Shadow Shift Day One Assessment in Star Services/LMS