BEACON
Specialized Living

# 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.

Learners Name: Darrell Stanciel

# Onboarding Training Status

- [x] Learner's Hire Date:
- [x] Toolbox/LMS Trainings
  - Trainings to be Completed:
- [x] CPR/FA Skills
  - Scheduled:
- [x] CPI Skills
  - Scheduled:
- [x] RR Classroom Training
  - Scheduled:
- [x] DMA Virtual Classroom Training
  - Scheduled:
- [x] Medical Skills
  - Contact Medical Nurse to Schedule (of no date)
- [x] Next Step Username and Password:
- [x] 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 |

# 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 | 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.<br><br>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. |
| 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. |

# Day One

# Residential Home Tour

- [x] 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 tornados drills and six hours for shelter in place drills. REVIEW policy [EM-001].

- [x] Telephone Etiquette & Expectations

  REVIEW Telephone Policy [HR-050]

- [x] Emergency Phone Numbers

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

- [x] 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 unhabitable. For more details, refer to the Emergency Management Plan. SHOW where the Emergency Management Plan can be reviewed.

- [x] 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.

☒ 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].

☒ 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.

☒ 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.

# 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 Polices & 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.

☒ 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.

# Day Two
# Organizational Review

- ☒ Mission Statement –

  Since 1978, Beacon Specialized Living has cared for individuals with disabilities and mental health needs. Our mission is to provide high quality, gentle, compassionate, evidence-based care to help the people we serve reach their goals and live rich lives.

- ☒ Beacon's Purpose

  REVIEW Letter from the CEO. ASK how can the Learner uphold Beacon's Purpose in their everyday work?

- ☒ iCare Values –

  We believe that everyone, regardless of their abilities, deserves to be a full member of their community.

  - Integrity: Act honestly, speak the truth, and deliver on promises.
  - Compassion: Be compassionate, caring, and gentle in all that we do.
  - Advocacy: Encourage and invest in new ideas that elevate equality and community.
  - Respect: Encourage a variety of thoughts that reflect the diversity in our markets, customers, and workforce.
  - Excellence: Consistently deliver high quality services that have a positive impact.

- ☒ Beacon's Services –

  REVIEW the services Beacon provides and which services are provided to your Residents.

- ☒ Organizational Structure –

  REVIEW Organizational Structure by identifying Home Manager, District Direct, and Vice-President.

- ☒ Beacon's System & Process Index -

☒ Seizure Protocol -

REVIEW the Seizure Protocol Policy [MM-019] within the Med Room Poster Book.

☒ Universal Precautions & Supplies –

REVIEW location of supplies and the protocol for use of each item.

☒ eMAR -

REVIEW eMAR with the Learner.

☒ Paper MAR –

SHOW & TELL location and use of Paper MAR.

☒ NextStep –

TELL NextStep is the system that houses Resident information. Provide the Learner with their username and log-on credentials. DO have the Learner review notes. DEMONSTRATE how to complete chart notes. Have the Learner chart notes later in the afternoon. ADDITIONAL TRAINING, documentation training is held every Wednesday for new hire employees or individuals requesting refresher training. ASK the Learner if they have attended the training or if they would like to re-attend as a refresher. Contact Beacon's Operations Trainer for an invite.

☒ Health Care Appraisals –

SHOW location of Health Care Appraisals in NextStep. REVIEW when Health Care Appraisals are done by the Nurse and tracked by the Home Manager or DSP Lead: Resident intake or transfer (90 days prior to intake/transfer or day of admission); annually; and as required to double check vitals and weight.

☒ Vitals Chart & Weight Log -

TELL vitals and weight are charted every month, in Nextstep and logs, on the 1st and additional times based on the frequency written in the Physician's order in NextStep. REVIEW Vital Signs Monitoring [MM-020].

☒ Clinical and Medical On-Call Policy

REVIEW Policies [MM-053] [MM-045]. SHOW location of Clinical and Medical on-call information in the medication room. REVIEW process. 1. Call and leave a

# Day Three

# Human Resources

- [x] BASECAMP –

  REVIEW BASECAMP highlighting: Benefits, Employee Handbook, FAQ, Current Job Openings, Beacon Heroes, Policies & Forms, Orientation & Training, Get Promoted (LEAP Program), Leadership, and Beacon Proud.

- [x] Personnel Policies –

  REVIEW location of Personnel Policies.

- [x] Employee Handbook –

  REVIEW location of the Employee Handbook

- [x] Benefit Information -
  - TELL Benefits Informational Virtual Sessions are held every Tuesday. If you were unable to attend one, please reach out to your Beacon Operations Trainer for an invite.
  - TELL Newly hired full and part-time employees that they have 30 days from their hire date to enroll or waive benefits via ADP. Failure to elect or waive benefits within that timeframe will constitute a waiver of all benefits. ASK have you enrolled or waived benefits?
  - TELL Questions? Email Benefits@BeaconSpecialized.org.

- [x] Employer Required Notices –

  SHOW poster. SHOW postings on BASECAMP.

- [x] Bullard-Plawecki Act "Right to Know" Act -

  The Bullard-Plawecki Act gives the employee the right to review personnel records; outlines the criteria for the review; and dictates the information which may be contained in personnel records.
  - Employee Handbook: Written Request to HR for Copy of Employee File HR@BeaconSpecialized.org.
  - Third Party Agencies Right to Information

☒ Staff Meetings –

TELL Staff meetings are mandatory and held once a month. Please make every attempt to mandatory monthly please make every attempt to attend because it is a great resource to share new information, discuss solutions, and build teamwork. If you have a conflict, contact your Home Manager as soon as possible.

☒ "Call Off" Procedure

TELL If circumstances require you to call off your shift, you are required to call your Home Manager 4 hours prior to the start of your shift after you have attempted to find coverage. In the event of an emergency, communicate with your Home Manager. REVIEW policy [HR-042].

☒ Absence/Tardy –

REVIEW Attendance and Work Schedule Policy [HR-042]. REVIEW Attendance PA Grid on Basecamp.

☒ Leave of Absence & FMLA [Employee Handbook] –

- REVIEW Family & Medical Leave Policy [HR-019] and Return to Work Policy FMLA, Non-FMLA, Workers Comp [HR-002].
- REVIEW Paid Time Off Policy [HR-004].

☒ Paid Holidays -

REVIEW Policy [HR-010].

☒ On-Call Policy –

TELL When a situation arises that the staff feels needs to be immediately addressed, contact the on-call person. SHOW the location of the on-call calendar. REVIEW Policy [HR-051].

☒ Workers Compensation -

REVIEW Policy [HR-013]. SHOW & TELL how to report a staff injury in Clarity. Documenting a staff injury is required even if the individual is not seeking medical treatment. Documentation allows Beacon to learn and to implement corrective

are documenting appropriately. For example, marking off that the individual took a shower is not the same as assisting with shower.

☒ Shift Duties and Cleaning Schedule Review –

SHOW & TELL the assigned shift duties, found on the Staff Checklist, and cleaning schedule. REVIEW how different duties are assigned to each staff on shift. Tasks are required to be completed within 12 hours. If you cannot complete, document reason that the task was not completed and communicate during shift change meeting. ACTIVITY – Complete cleaning schedule together. Provide feedback as needed. The cleaning activity that the Learner was assigned:

_____.

☒ Resident Assignment Sheet and Transfer Protocol –

SHOW & TELL the location of the Resident Assignment Sheet and REVIEW Transfer Protocol. When care of a resident is re-assigned to another staff member, i.e.: doctor's appointment, a signature is required to transfer responsibility. If a signature is not obtained, you are held accountable for the care of the residential although they are not in your immediate care.

☒ Visitor Protocol and Logbook –

SHOW & TELL the location of the COVID screening station and visitor logs. SHOW the difference between the Beacon Staff Visitor Log and the External Visitor Log. DEMONSTRATE how internal and external visitors sign in; what ID is required; how to use thermometer; and process to refuse visitation due to temperature. REVIEW visiting hours and exceptions to the rule. REVIEW Resident Visitor Policy [CTS-010]. REVIEW MDHHS COVID 19 Residential Care Visitation Order, MDHHS Special Case Visitor Posting [COVID Resources ADP Home Page] and Visitors (Staff) [HR-015].

☒ Employee Phone/Cellphone Use –

TELL cellphone are not allowed in the Residential home at any time to avoid breaching Resident confidentiality. Residential home phone numbers can be given to family for emergency purposes only. REVIEW policy [HR-046].

- Safe Food Handling Practices & Storage -
  - TELL Food borne illnesses can be prevented by practicing good personal hygiene, having a clean kitchen and cooking area, preparing food properly, and safely storing and disposing food products. REVIEW policy [IC-014]
- Hair Net, Gloves, and Handwashing
  - Hand Hygiene –Hand washing with soap and water remains critical for good hand hygiene. Hands should be washed for 20 seconds. DEMONSTRATE washing hands properly. REVIEW policy [IC-002].
- Food Handling and Storage Policy[IC-014]
  - Review policy.

☒ Resident Diets -

- My25 is used in homes with three or more Residents.
- Menu Planning and Documentation
- Consumption Logs
- Allergy & High Alert Board

☒ Food Preparation, Substitutions, & Documentation –

REVIEW the food preparation process, how to make substitutions, and where to document.

# Vehicle Orientation

☒ Weekly Vehicle Inspection –

SHOW & TELL how to conduct a Vehicle Inspection. REVIEW the log and the points you are required to inspect. ACTIVITY Conduct a weekly vehicle inspection.

☒ Vehicle First Aid Kit and Fire Extinguisher –

SHOW the location of the first aid kit and fire extinguisher.

- [x] Turning Corners and Wheelchairs –

  DEMONSTRATE securing wheelchairs in the vehicle. TELL turns should be taken at a slow speed with gradual acceleration as you come out of the turn to ensure minimal movement of the Resident and wheelchair.

- [x] Seatbelt Usage –

  TELL everyone is required to use a seatbelt in the vehicle. Van doesn't move if seatbelts are not in use.

- [x] Usage of Orange Cones –

  TELL Orange Cones are utilized every time the vehicle is parked. One cone is placed at the back driver's tire and the other cone is placed at the front passenger's tire. ASK why does Beacon utilize orange cones? Answer: It ensures that the driver conducts a full 360 inspection.

- [x] Vehicle Service –

  TELL the process for ensuring that routine vehicle maintenance is scheduled and completed.

- [x] Driver Test with Home Manager -
  - Date Scheduled:

    Date Completed:

# Doctor's Appointment Activity

- [x] Learner will shadow other DSPs and Residents during a doctor's appointment. During the appointment they will learn how to document visits and medical instructions, as well as being an advocate for the Resident.

# Day Three Assessment

- [x] Learner completes DSP Shadow Shift Day Five Assessment in Star Services/LMS