



NorthStar Community Services (NCS) recognizes that its employees are the most important resource and is committed to the training and development of all employees to be the best direct support worker for the clients we serve.

NCS aims to:

- Ensure that all employees are properly trained in the skills they need to carry out their job to the standard expected by NCS, clients and caregivers.
- Provide employees with the training they require to deal with any changes or circumstances that may arise while on the job.
- Provide all required training by the State of Minnesota for providing care to our clients outlined by law in the State of Minnesota.
- Provide adequate training time allowed to complete in a timely manner while staying in the guidelines set by the State of Minnesota.

The individuals training and development needs will be developed through Star Services, this includes:

- Policies and Procedures set by NorthStar Community Services.
- 245D Policies set by the State of Minnesota.
- Reviewing client files pertaining to the house or community client you are working with. Including reviewing when any change has been made to their file.

Training also includes:

- Onboarding packet.
- Medication training and supervised med passing.

All staff that work in residential houses will need to complete all training, including annual training, while on shift at the house. Guidelines to completing training while on shift include:

- Staff that are working in a house that is hard to take time to do training, reach out to the house director and schedule a time the director can come in and cover part of the staff's shift to complete training.
- If staff are scheduled less than 40 hours a week, staff can work up to 40 hours and use the extra hours without going into overtime to complete training.

- If staff are working in the community and cannot complete training while on shift, sign into deputy under training and development, complete training staying under 40 hours a week without going into overtime.
  - While logged into deputy for training, if staff must step away, staff will start an unpaid break and then end it when staff start training again.
  - If the break is a long break, end the shift and then start a new shift once staff are back training.
- Star Services shows NCS when staff log in, how long they were logged in and how long it took staff to take a course.
  - The NCS Hiring Director will check Star Services to verify staff are only completing training in the allotted time it should take for staff to take the course and will adjust timecards to the appropriate time allowed.

#### Medication Training Class:

- When hired, staff will be required to take a medication training class with our nurse at NorthStar Community Services. This is required for all staff working in the houses.
- The Hiring Director will sign staff up for the next medication class and will be required to attend.
- Next three shifts you are expected to work in the house, staff will complete the supervised medication passing log and turn into your director to be turned into the Hiring Director to complete the medication training.

#### Onboarding Packet:

- Onboarding packet is given by the Human Resources Manager when completing new hire paperwork.
- This packet needs to be completed, signed by staff and the Director and returned to the Hiring Director after your third supervised training day for staff working in the houses. For community staff, once the onboarding packet is completed with your Director, Director will sign, staff will sign and Director will give to Hiring Director.

#### Client Files:

- On the first day of training with the Hiring Director, staff will read all client files that staff will be working with in RTasks.
- Once reading of all files is completed, staff will be assigned an acknowledgement in Star Services to be completed that staff have read the client file.

What will happen if required training for new hire's is not completed by specified date:

- Staff that have not completed all the required training by the specified date on the onboarding packet will be pulled off their shift.
- Staff will need to complete all required training on unpaid time – as they were required to complete and given ample time to complete by a specified date while on shift.
- Once staff have completed all the required training, they will be put back on their shifts.
- Staff cannot be working with clients without completing all the required training.

What will happen when annual training / refresher courses are not completed by specified date:

- Staff that have not completed their annual training by the specified date will be pulled from their shift.
- Staff will need to complete all annual training unpaid as staff had ample time to complete it while on shift.
- Once staff have completed annual training, they will be put back on their shifts.
- Staff cannot work with clients without completing the required training.

Organization of training records:

- All relevant training will be obtained from the staff by the relevant director and will be passed on to the Hiring Director.
- A copy of training certificates and details of attendance at house/community meetings will be kept on file in Star Services.
- Star Services will store all completed training completed in Star Services and all other training documents will be uploaded onto Star Services for each staff member and records are readily available to aid in making assessments.
- Training needs will be identified by both staff and directors, considering their allocated work tasks and aspirations. Potential training needs will be assigned per directors and leads discretion.
- The Hiring Director will oversee the provision of training to meet identified needs.

NorthStar's training policy is subject to change by the Hiring Director and will be reviewed by all staff when policy has changed.