



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 houses that are 18 years old and older.
- 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 Program Director, the Program Director will sign, staff will sign, and Program Director will give to Hiring Director.

Client Files:

- On the first day of supervised training in the house for staff hired for residential houses will read the client files for that house.
- Once reading of all files is completed, staff will initial in their onboarding packet along with the House Lead or House Director with the date it was completed.

- Cross training between houses: first day of training in the new house, staff will read the client files.
- Once reading of client files is completed, staff will sign the client file acknowledgement, along with the House Lead or House Director and return it to the Hiring Director.
- Community staff, once you read the client file(s) that you will be working with, you will initial along with your Program Coordinator in the onboarding packet with the date files were read.
- Any time a community staff starts with a new client, staff will read the client file and sign the client file acknowledgement along with the Program Coordinator with the date file was read. This will then be turned in to the Hiring Director.

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

- Staff will have 60 days to complete their new hire training in Star.
- After 30 days, the Hiring Director will check in to see how training is going and how much has been completed.
- After 60 days, the Hiring Director will give Human Resources a list of names of all staff that have not completed their new hire training in Star and Human Resources will give the staff on the list a first written warning.
- The staff's training file in Star will be reviewed one week later by the Hiring Director and if training still has not been completed, Human Resources will give staff a second written warning.
- The staff's training file in Star will be reviewed in one more week after a second written warning is given. If training has not been completed in Star, a third and final written warning will be given by Human Resources and staff will be pulled from their schedule.

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

- Staff that have not completed their annual training by the end of the month to which annual training was assigned will receive a written warning from Human Resources.
- The staff's training file in Star will be reviewed one week later by the Hiring Director and if training still has not been completed, Human Resources will give staff a second written warning.
- The staff's training file in Star will be reviewed in one more week after a second written warning is given. If training has not been completed in Star, a third and final written warning will be given by Human Resources and staff will be pulled from their schedule.

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 the policy has changed.

Updated 1/31/2024