NorthStar
Community Services

Date of Training: 8/22/24 Trainer: Ashley Fetters + Amanda Briggs

Agenda: *See attached training agenda*

Print Name	Signature	Print Name	Signature
Rebecca Filipovich			
Gary Tegeis			
Jan Butler			
Elise Schultz	Elise Schultz		
Elizabeth Markey	Elizabeth Meyer		
Destiny Stanford			
Madison Kiminki			
Shyla Stegmann			

House Coordinator Training

Introduction – Which house do you work at and how long have you worked with NorthStar.

- **Building a team, trust, and motiving others to be invested in their team.**
- **Oversight of client's overall well-being**
  - Check in with client's weekly.
  - Make sure they are going to activities and outings that they enjoy; medical appointments are being attended as needed, personal needs shopping is getting done, helping make the menu.
- **Money Logs / Client Funds / Storing Receipts**
  - Each client must have a money log (unless NorthStar is not responsible for safeguarding). These logs must have ALL receipts attached to them, and reviewed by the team leads for accuracy weekly. Please initial on the log under the last transaction that was verified.
  - Each client should also have a sectioned divider/or envelopes to put monthly logs/statements and receipts into.
  - It is your responsibility to replace the previous month's documents with blank new documents each month. If you are not there on the 1st of the month. The documents should be printed and ready for staff to put in. This can be delegated ahead of time.
  - Money logs must be verified after each shift.
  - All individual funds must be locked in the medication cabinet when not being used.
  - **Rent:** Please ensure that each month when the invoice is sent from billing that each individual gets a copy of that invoice. Assist each individual in ensuring that their rent is paid and turned into the NCS office within that month.
- **Agency Funds**
  - Please ensure to follow budgets. If you need additional funds, please make sure to reach out to your director and let them know.
  - If we plan, we pay. If they plan, they pay (they pay for themselves, and NorthStar would cover the staff). We typically have one scheduled outing each week. With this we will pay for all staff and the clients. This needs to be budgeted into your weekly amount. There can be 1 paid out to eat each week ($10 per person), or 1 paid activity each week. Anything above the $10 per person for food needs to be covered by the individual and the staff.
  - Agency funds are not used for junk food, pop, flavored waters, energy drinks or multiple trips to the store to get snacks. This can be acceptable if there is a planned movie night, birthday party, but this should not be a regular occurrence.
  - Budget for future large purchases or outings. Let Kim Skyberg (kim@northstarcommunityservices.com) know if you are trying to save money each week and want to roll that over to the next week when the budget is replenished. Things should be budgeted for and not always just additional funds.
  - House money logs need to be verified after each shift.
  - House receipts and logs need to get sent to Kim Olson (kimolson@northstarcommunityservices.com) weekly (Either every Monday or every Friday). Please scan them in and email them to her. The receipts can then be saved in an envelope at the house.
  - All house funds must be locked in the medication cabinet at all times when not being used.

- **House Mail**
  - Mail must be picked up daily. Mail should be opened and taken care of each shift.
  - If unable to take care of the need within the mail, please forward it to your director for assistance.
  - Make sure each house has a mail bin that staff can put things in for you or the director to take care of.
- **Phones and voicemails**
  - Check the voicemail at the house each day and return all calls before the end of your shift.
  - Make sure that messages are relayed to all staff as needed. This can be done in the communication log/book.
- **House task logs / daily communication books**
  - Each house has a daily task checklist that must be completed. Please review these and let us know if they need to be updated or changed. We have them saved to be edited as needed.
  - Please note that you should be training your staff off of these task logs and following up with coaching as needed.
  - Please note that we must be reasonable with these tasks. If staff were out all day, clients were sick, or something was different than the routine, it may be hard for staff to get everything done on the task log. As a team, it's our job to help them. However, if this is a pattern, or if they signed when they didn't do it. Please simply provide a kind reminder.
- **Agency Email Accounts**
  - When sending agency emails please always be sure to use professional language, person-centered language, and remember you are representing the agency.
  - Be sure to check your email each shift and respond to emails each shift. It is important to ensure that there is good communication and duties are completed.
  - Leads should be the direct point of contact with the team. Directors and Ashley Fetters are included in emails, but it is the responsibility of the lead to respond. Should you not know how to respond to a particular email, reach out to your director for advice. The response should then still come from the lead, so you are the main contact within NorthStar.
- **Menu planning and shopping**
  - Each home must have a planned menu each week. This menu must be planned with the individuals and should address all nutritional needs for the individuals.
  - Menus should incorporate when clients may be out of when there are outings.
  - Meals should be nutritional and made from scratch. An occasional pizza night, or chicken nuggets is fine, but this should not be a pattern.
  - Online shopping is not encouraged unless it is the only option to get the items you need due to client needs or staffing. Our job is to help support people live their best lives in the community and that includes the activity of shopping for the home.
  - Please be mindful of the amount of things that you purchase. Some homes have challenges with clients overeating and they run out of food. It is just fine to shop as often as possible, even if it is every other day.
  - Licensing states that we can not lock food without a rights restriction. HOWEVER, we can lock excess food. There is no definition of excess food, however, food purchased for the menu for future days could be considered excess. Also, we must always offer nutritional

snacks to the individuals. This can include yogurt, fruit bowls, meat and cheese, granola bars, vegetables, and dip, etc.
  - Follow each individual diet.
  - Try to follow portion sizes as much as possible. When individuals are asking for larger portion sizes or extra helpings, please try to redirect with healthier options as much as possible.
  - If the individual does not like the meal that is prepared, staff do not have to prepare a completely new meal. Staff can offer leftovers, soup, salad, sandwiches, fruit bowls, vegetables.
- **Calls and on-call phones**
  - House coordinators and co leads (whoever is on call for that week) should be the first person in line to call when staff have a question/concern. If they don't respond, then it would go to the director (during business hours). If there is no response, then the residential on-call phone should be called.
  - Be respectful of on-call times and what is and is not an emergency. Schedule changes, not the same day or the following morning, are NOT an emergency.
- **Housekeeping**
  - Always remember that our homes are licensed settings, not only the individual's home. NorthStar has a high level of standards as many professionals, families and other individuals are coming to visit.
  - Client rooms: Tidy up daily (the individual should clean if able). Deep clean the room weekly. Deep cleaning includes washing the windows, dusting, sweeping, vacuuming, mopping, taking out garbage, washing base boards, fan, dressers, washing bedding. (Floor to ceiling).
  - The daily task list should include all housekeeping duties. Example: wash all bedding on Sundays, deep clean the fridge on Monday mornings.
- **Garbage Removal**
  - Remember to always take garbage out on garbage removal days. Stacking garbage in the homes, garages, or other areas is not acceptable.
  - Should you need larger items discarded, please let your director know, and they can connect with maintenance on proper removal.
- **Snow Removal**
  - Please remember that we will get to all the homes. There is a large amount of area to cover, and it will take time. Please do not call or text about plowing unless 24 hours have passed since the snow STOPPED.
  - All staff are asked to pitch in to do their part. Be sure to move cars when the plow is there.
  - Shovel sidewalks into the driveway so the plow can catch it.
  - Be sure to salt sidewalks.
- **Water Softeners**
  - Buy 10 at a time from Widdes and charge to the NorthStar account at Widdes. Once down to 3 bags of salt, go and stock buy an additional 10 bags.
- **Home upkeep / maintenance**
  - Please remember it is very important to keep up with our homes. Each home is assigned a maintenance person. It will be either Duane (218-460-6671) or John (218-879-1554). 1644

- Please go through your homes and make a list of things that need to be addressed in the next month or so. Then those can be sent to maintenance, while still giving them enough time to get caught up with it all. This should be done during business hours 8am-4pm (Monday through Friday).
- This is not a 24-hour service. If you have an emergency, it should be going to the on-call phone and then the director will call them if needed.
- For Agate or Cross Lake, with any home repairs, not caused by staff or an individual, go through the state maintenance, as it is per the lease agreement.

- **Gardens / Decorations**
  - It is very important to NorthStar that we are providing a warm and welcoming home to those we serve. NorthStar will provide funding to have gardens, flowers, and to decorate the homes each day and holidays.
  - Please be motivated to participate in this and to help get the individuals participating in this as well.
  - Your home should be a representation of your work, and a place that you can present proudly.
- **Vehicle Maintenance**
  - Mileage sheets should be done monthly. Put a new one in the vehicle each month and log back in the office.
  - Vehicles should be picked up after every use. No garbage left in the vehicle.
  - Vacuum out the vehicle weekly.
  - Car wash once a month unless it needs to be done earlier.
  - Please check the tabs monthly and let the director know the month prior to them being due.
  - For vehicle maintenance and repairs bring to Junction locations (aside from Cross Lake).
  - Any repair over $200 needs to get prior approval. Let the director know what needs to be done and the estimate, they will connect with Heather for approval and then get back to the house lead.
- **Home and client calendars**
  - It is very important that your home uses a calendar on every shift to ensure clients are making it to their appointments and needs are completed in the home. These should go on the paper calendars at the home as well as the house google calendar.
  - Clients MUST make it to their scheduled appointments and staff must update calendars with follow-up appointments.
  - House Coordinators should ensure that client calendars and chore calendars are being done daily/weekly (depending on the home). And that staff are following through with the calendars. The structure is very important to our individuals.
  - Plan ahead for all appointments and outings. If extra staff needs to be scheduled, this should be done well in advance as soon as the appointment is made. If there is trouble filling a shift and it is necessary to have that extra person on to be able to make an appointment or an outing, notify your director with at least one week's notice and they can try to help cover that shift.
  - Please notify your directors of all dates/times of psychiatry appointments.
  - House Coordinators are expected to show up to all annuals and semi annuals in person, unless covering a shift or if called out sick for the day, or on approved vacation.

- Kim needs to be notified of any time an individual is gone on an overnight. Kim should be notified by email every time an individual is going to be out with dates/times. (kim@northstarcommunityservices.com).

- **Doctor's appointments / Communication forms**
  - Clients MUST have a completed communication form for all appointments.
  - These should then go into a 'to be filed' folder or in the medical section in the client file.
  - House coordinators should be preparing this document for staff if they have delegated the appointment to another staff member.
- **Medication / RTasks / Pharmacy orders**
  - Responsible to ensure that medications are ordered timely, and all medications are in the home.
  - Need to count and check expirations on medications every week. Even for people on cycle fill. If below 7 pills, the medication needs to be ordered that day from the pharmacy.
  - Medication reviews: the nurse will be conducting medication reviews to ensure there are no errors. These will be filed in the client's books in the medication section.
  - House Coordinators are able to add/discontinue medications in RTasks.
  - Contact guardian for approval before starting any new psychotropic medications.
  - Email the team any time a new medication is started/changed/discontinued.
  - Make sure there is someone able to pass medications on every shift. Should there be someone who has not completed medication training and passes, the house coordinator needs to plan ahead on the schedule for who will come in to ensure medications are passed on time.
- **Master documents**
  - Ensure that there is a book of master copies within each home.
  - Please ensure that all house logs are being completed and documents are fully stocked. We can print large amounts of documents and can send them with staff to help save on ink in the homes.
  - DO NOT change or reorganize any of the books. These are master logs.
  - DO NOT use the master copy. That is for copies only.
  - Printers and ink: Please ensure that there is always ink in the house printer. Make sure there is paper as well. Administration needs to use at the house from time to time and a lot of the time there is no ink.
- **Staff communication**
  - It is very important as leaders that we are not talking poorly about the direct care staff within our homes to other direct care staff. This has been brought to our attention many times that this has happened.
  - Please bring any concerns forward to your program coordinators for the best way to address the given situation.
  - If there are any duties that need to be delegated while out on vacation or days off, make sure that it is done prior to your day off. Duties can be delegated to DSP's as well.
  - Ensure that when you need to update staff with a change you have a common community area that you are doing this in. Examples include the communication log, deputy, or a white board.

- All call ins need to be reported to Tara Price and your director, including the call ins for house coordinators.
- House Coordinators should be having discussions with staff in regard to corrective action. Any verbal re-coaching that is done with staff needs to be written in an email and sent to Tara, your director and Ashley Fetters.
- If the verbal re-coaching was not effective and there are still continued issues, and if it needs to go past a verbal re-coaching, please be in contact with your program coordinator and/or your director (Ashley Fetters) to see how to manage the continued problem.

- **Scheduling / Mandating Policy**
  - House coordinators need to work together to get any open shifts on the schedule covered. This should always be worked on a week in advance.
  - Ask Program coordinators for assistance to help find coverage, only after you have contacted everyone on the list and are still unable to find coverage without going into overtime.
  - Let program coordinators know in advance of any scheduling concerns. This should be at least a week prior to the scheduled shift (unless it is a call in).
  - If someone has to be mandated to cover a shift (other than a mandate for a call in), that staff that is going to be mandated should be notified at least 3 days in advance.
  - Make sure that staff that are on shift are able to be mandated. There are times when people are in doubles, and they would not be able to cover the open shift.
  - If there is a shift that cannot be covered because no one picked it up, and the staff on can not be mandated. The person responsible for coming in and covering that shift would be the house coordinator or co lead that is on call that week.
  - Discuss as a house if there is interest in doing the rotating 'fill in' weeks. This would be where if there were 6 staff, one week out of six would be the week that the staff would come and 'fill in', should a shift not be able to get covered.
- **New hire training / documentation**
  - Work with your program coordinator on training in new staff and ongoing training.
  - Tara will discuss all the documents that need to be completed with a new hire. The training protocol, the time frame of which things need to be completed and turned in, checklists, etc.
  - Please contact your coordinators and/or Tara Price if you have any questions/concerns in regard to training new staff.
- **Questions / Concerns / Comments**