



NorthStar
Community Services

Training Policy – Residential

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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 client(s) you are working with. Including reviewing annually and when any change has been made to their file.

Training also includes:

- Onboarding packet.
- Medication, CPR and First Aid training.

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 coordinator and schedule a time the coordinator 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. Make sure to log your time in Deputy under Training and Development.
- 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 Training 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 16 years old and older.
- The Training Director or HR Assistant will sign staff up for the next medication class and will be required to attend.
- The following three shifts in the house after medication training, staff are expected to complete the supervised medication passing log and turn into your coordinator to be turned into the Training Director to complete the medication training.

Onboarding Packet:

- An onboarding packet is given by the Human Resources Manager when completing new hire paperwork but will stay in the Cloquet office while being completed.
- HR will keep the onboarding packet until all HR duties have been completed, dated and signed off on, including training.
- Program Coordinator will go through their portion of the packet during training in the office, date, initial and sign along with the new staff.
- Once completed, both the new staff and Program Coordinator will sign and date the last page and the Program Coordinator will turn into the Training Director.

Client Files:

- During the first day of training at the office, staff will read all client files in RTasks and complete the client acknowledgement form.
- Once the reading of all files is completed, staff will initial their onboarding packet along with the House Coordinator with the date it was completed and given to the Training Director.

Cross Training:

- Cross training between houses: The first day staff are in the new house they will be assigned client files to read in RTasks.

- Once the files have been read, the client file acknowledgment will need to be completed, signed and dated by the staff and House Lead or House Coordinator.
- The House Coordinator will turn these papers into the Training Director asap.

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

- New staff will not start their supervised training in their assigned house until all training is completed.

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

- Staff are expected to complete training within their regular scheduled hours or communicate a training plan with their supervisor or Training Director. This is not to exceed 40 hours per week.
- If training requirements are not completed within timelines staff may be removed from scheduled shifts until training requirements are met by licensing standards. In the event training is not completed, staff will be removed from scheduled shifts due to not being training compliant, training shifts will be reimbursed at \$15.00 per hour.
- Program Coordinator or House Lead will let the Training Director know when the staff will be scheduled to work on their training either in the office or at home.
- The Training Director will let the Program Coordinator and House Lead know how much of the training staff completed each day until it is finished, and then they can put the staff back on the 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 Training Director.
- A copy of attendance at house meetings will be kept on file in their personnel file.
- 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 coordinators and leads discretion.
- The Training Director will oversee the provision of training to meet identified needs.

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