



Training Policy – Community

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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 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 Community are unable to complete training while working with their client. Staff will need to complete their training outside of their work time. Guidelines to completing training outside of your shift:

- 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.
 - If you are already scheduled 40 hours a week and were scheduled training, you will need to reach out to your Program Coordinator and arrange a day they will need to cover your shift so you can work on training until it is completed.
 - 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 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.
- Program Coordinator will work with a House Lead to coordinate a time for staff to do their supervised med passes. Complete the med pass sheet and House Coordinator will turn the completed form to the Training Director.

Onboarding Packet:

- An onboarding packet is given by the Human Resources Manager when completing new hire paperwork.
- 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 new hire training, all new staff will read all the files on the clients they will be working with while in the office.

- Once complete, new staff will need to complete the client file acknowledgement, sign and date along with the Program Coordinator.
- Program Coordinator will turn into the Training director.
- Client files will need to be read in all these instances:
 - When staff are going to work with a new client.
 - During annual training.
 - Every time something is updated in the client's plan.

All training will be completed for new hires before they are scheduled for their three days of supervised training – new hires cannot start training with the client 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.
- The Program Coordinator will let the Training Director know when the staff will be in the office to train.
- The Training Director will let the Program Coordinator know how much of the training staff completed each day until training 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 coordinator and will be handed over to the Training Director.
- Details of attendance for community meetings will be filed in their training file and the attendance and meeting notes will be kept in the staff's 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 coordinators, considering their allocated work tasks and aspirations. Potential training needs will be assigned per coordinator's 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.