PHYXIUS

Assistant Program Leader- Team Trainer Orientation Outline

Employee Name: Jade Myers . **Training Start Date:** 3/10/25

The following tasks need to be completed as part of Program Leader Orientation. The Trainer should INITIAL AND DATE each area as they are completed. The tasks to complete are as follows

HOUSE THINGS

1. House Cleaning List

- Maintaining house cleanliness is an expectation of all Phyxius employees.
- Review your House and Monthly cleaning list each time you are at the location.
- Assign monthly cleaning tasks to all home house employees. Every staff should have a duty.
- Keep track of who is and isn't completing their daily and monthly cleaning assignments. Have constructive conversations with those who are not doing their part and be sure they are aware of the expectations.
- ☒ Reviewed Materials ☒ Practiced Skill TH Trainer Initials

2. House Phone Lists

- Update your house phone list as needed with all current home house employees
- Be sure to include cross-trained employees
- ☒ Reviewed Materials ☒ Practiced Skill TH Trainer Initials

3. Menu/Groceries/Supplies

- Make a weekly menu for the house.
- Make a shopping list based on the menu
- Encourage home-cooked meals, and eating with clients when possible
- Get staff input on good recipes they enjoy making. Otherwise, use Google to search up recipes/menu ideas, and ask clients what their favorite meals are to get them more involved
- No ordering food to the house. if you bring in food from a restaurant, disguise it
- Create a list of needed house supplies before you go shopping.
- Document all purchases you make on your monthly budget ledger under the correct budget area.
- If needed, order credit cards for multiple trusted staff; email: Michelle, Lisa, DC, DM, and PL. Train each employee with a credit card to know how to use them properly and also document each purchase that has been made to the budget ledger and to their credit card logs.

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4. Overnight Checks

- All Phyxius locations are 24hr awake homes. We complete overnight checks to ensure the staff are doing their night shift duties and staff aren't sleeping.
- Overnight checks should be completed a minimum of once a month. You can do more if needed.
- Do not always check on the same overnights each time you do your checks.
- Overnights are responsible for the majority of the deep cleaning done at the location. You will want to be sure that is getting completed and signed off on. Along with all other documentation, including auditing client financials, and documentation in the client Information to write book.
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5. House Financials (Michelle)
- ☒ Reviewed Materials ☒ Practiced Skill TH Trainer Initials

6. House Maintenance (Michelle)
- ☒ Reviewed Materials ☒ Practiced Skill TH Trainer Initials

7. Vehicle Maintenance (Michelle)
- ☒ Reviewed Materials ☒ Practiced Skill TH Trainer Initials

Staff Training

8. New Hire Orientation

- You should contact your New Hires promptly once you receive the message they are completed with Star Training on the New Hire Background study page on Samepage.
- Nick Tran will add a tab to your Samepage to-do list regarding the completion of the new hires' training documents.
- Before meeting with you, your new hire should have already completed Star Service Training, T.I Training, First Aid, and Medication Demo 2 Course.
- Schedule the house Orientation and 3 shadow shifts for your new hire. Make sure they are working these training shifts with you or a trusted specialist.
- Meet new hires in person at the location to complete; The house Orientation Packet, Medication Demo Checklist, DPF-025, read the clients books, and if applicable the written drivers test, and behind the wheel test.
- Training specifically of client support plans (located in the client info to read book)
- New hires should also be shown the house filing system, OSHA book, and be familiar with all house postings
- All new staff need to complete ALL training within 60 days of hire
- Scan completed new hire items to Nick: dpf25 for each client, an orientation packet for each client, med demo checklist once completed with training

- Update the phone list when a new hire arrives
- Staff can only work training shifts at the house while waiting for their background studies to clear (besides Delta, Spiti, and Kalispera.)
- Check the background study page daily to see when new staff have cleared. once all training is done, send Nick paperwork before they work their first shift worked unsupervised
- After you have completed all the training, you will need to complete a recall meeting questionnaire with your new hires and upload it to their journals on deputy
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9. First Aid Renewal

- Every employee's first aid will need to be renewed every 2 years.
- Nick Tran will keep track of when these renewals will need to happen and add them to your to-do list.
- You will need to schedule a time with the employee who needs to renew their training to have it completed before they expire.
- This can take place at the location or at the office.
- Once they have completed the renewal training you will need to make sure their information is correct on the certificate, and it is sent to your email address to print and scan to Nick Tran.
- The printed copy will be placed in their employee file.
- This training is paid for with a company credit card and the receipt is filed under (admin purchase)
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10. Annual Training- Star Services

- Annual Training with Star Services takes place every April for all employees!
- This is paid training your staff can clock in for remote training to complete or work on it at the location when there is downtime on their shifts.
- You will need to make sure the staff are completing their Star Service training by the asked deadline.
- Send out daily reminders to your staff to complete the training.
- Nick Tran will send out course reports daily updating you on your staff's progress.
- Offer incentives to your staff for completing these courses in a timely manner
- Staff who do not complete the training by the deadline will need to be removed from the schedule until it is completed.
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MEETINGS & COMMUNICATION

11. Communication
    - Keep PL/DC in the loop with any staffing issues, client behaviors, guardian's concerns, etc.
    - Contact family/guardians at least every other week by email or phone call (some families will require more frequent contact) to update them on how the clients are doing. Include concerns, good things, cute stories, ect. – Contact more often if any issues arise. If you choose to call, sum up your chat and email the PL/DC/DM.
    - Team Training won't need to send update emails on a regular basis as the Client Support will be sending them out. However, you can participate in the information that will be added to these update emails.

    - Email social workers (include PL/DC/CM) at least every other week to update them on how the clients are doing. Include concerns, good things, cute stories, ect. – Contact more often if any issues arise. Get reports from staff on how things are going with both the other staff and the clients during times you are not at the house yourself. Remember HIPAA privacy. Don't include "Protected Health Information" (ex. diagnosis, med changes, doctor visits, date of birth, social security number, address, client name, etc) in an email. Try to refer to the person as "him", "her", or their initials if absolutely necessary. All updates that would include Protected Health Information should be done over the phone.

    - Stay in touch with your staff. Try to see them face-to-face as much as possible. Be flexible with your schedule to allow the opportunity to connect with all your staff, especially new staff, and anyone we have concerns about. You are the "main connector" between the staff and the rest of the team (clients, families, social workers, DC/DM, and John & Amy), so be approachable, available, and friendly.

    - In person, phone and email are approved methods of communicating with your staff members, and your co-workers. If a staff text messages you, please kindly remind them that you can receive their texts, but not respond to them. Text messaging is still not an approved form of appropriate communication in the workplace.
- [x] Reviewed Materials [x] Practiced Skill TH Trainer Initials

12. Clinical Meetings
    - Request a clinical if one is needed due to changes in client behaviors or adjustments in programming.
        - If you are requesting a clinical you can locate the clinical meeting schedule on Samepage. These meetings take place on Wednesday of Wk 2.
        - Come prepared with notes and client data to share. Tracking the frequency of targeted behaviors to present.
    - [x] Reviewed Materials [x] Practiced Skill TH Trainer Initials

13. Staff meetings

- Staff meetings need to be scheduled quarterly or semi-annually – see chart where months are assigned on Samepage.
- You can assess if your meeting will need to include a TI refresher. Refreshers need to happen annually.
- Staff Meetings are the best way for your staff to stay informed and up to speed on clients.
- Keep attendance for timesheets
- Include items discussed at Program Leader meetings, companywide policies & changes.
- Keep notes continuously on items you want to discuss at the meeting and create an outline.
- Take notes during the meeting for staff who are unable to attend
- Place meeting notes in Com Log after the meeting is over for staff who missed to review.
- Check-in with each staff who missed to ensure they understood the materials of the meeting and any new changes that may have been made.
- Staff unable to attend need to contact the Program Leader prior to each meeting since they are mandatory. Absences from the staff meetings are reflected in the employee journals the same way shift absences are reflected.
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14. Service Plan Review Meeting-Staff Meeting

- Service Plan Review meetings happen after a client's Annual meeting.
- As soon as you know your client's annual meeting you will want to schedule this review meeting for the staff members.
- These meetings typically only last an hour, they are to be informative of what took place at the annual meeting and explain changes the team has made to the client programming the staff will need to follow.
- After the meeting is completed, your DC will send out a new DPF-025 through Adobe sign for those who attended.
- Every employee who did not make the meeting will need to be met with and you will personally need to create the new DPF-025
- Staff unable to attend need to contact the Program Leader prior to each meeting since they are mandatory. Absences from the staff meetings are reflected in the employee journals the same way shift absences are reflected.
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