



Human Resources Policy and Procedures Staff Orientation and Training

Title: New Employee Orientation

Effective: March 2014

Last Reviewed: January 2025

Document No.: 02-301.2

Accountability: Clinical Nurse Supervisor; Staff Specialist or Operations Manager

Background: 144G.63 subd. 2-4, 144G.64, 144G.83

Policy:

All Assisted living employees, including those who provide direct care, who provide supervision of direct care, or who provide management services, must complete their orientation to assisted living requirements before providing assisted living services to residents. If any volunteers provide services to assisted living residents, they will also receive orientation to assisted living.

Orientation to assisted living services needs to be completed only once but must be provided by our agency. The orientation is not transferable, so employees who have previously worked for another assisted living agency must complete this orientation again at our agency.

At this time Progressive Care, LLC will instruct facilities to use the EduCare on-line training program in addition to other materials deemed necessary to meet the requirements. At a minimum, this training will include:

- An overview of Minnesota's assisted living statutes;
- An introduction and review of all our agency's policies and procedures related to the provision of assisted living services;
- Handling emergencies and using emergency services;
- Reporting the maltreatment of vulnerable minors or adults under Minnesota Statutes §626.557 to the Minnesota Adult Reporting Center (MAARC).

- The assisted living bill of rights and staff responsibilities related to ensuring the exercise and protection of those rights;
- Principles of person-centered planning and service delivery and how they apply to direct support services provided by staff;
- Handling of residents' complaints, reporting of complaints, and where to report complaints, including information on the Office of Health Facility Complaints;
- The consumer advocacy services of the Ombudsman of Ombudsman for Long-Term care, Office of Ombudsman for Mental Health and Developmental Disabilities, Managed Care Ombudsman at the Department of Human Services, county managed care advocates, or other relevant advocacy services, and
- A review of the types of assisted living services the employee will be providing and the scope of our agency's license.
- Training on providing services to residents with hearing loss
- For staff and supervisors providing direct care and services, training relating to Dementia specified in 144G.64, 144G.83 will also be included.
- Mental Illness and De-escalation Training

Purpose:

To provide education and training in a comprehensive process, both initially upon hire, on-going education, and annual requirements. This Policy will set forth the agenda for initial core competency requirements as well as specific items called for in the facility's policies and procedures.

Procedure:

1. After a job offer has been made and accepted, the Staff Specialist or Operations Manager or their delegate, will use the *Team Member General Orientation Checklist Form 02-305a* and policy number 02-305 to ensure all of the appropriate employment paperwork is completed.
 - a. One of the items on that list is to enter the new employee into the EduCare online training system. The Staff Specialist or Operations Manager or delegate, will enter their information, assign them to their department (Administration, RN, LPN, Care Specialist, CNA, Dietary, or Therapy) and create a username and password.
 - b. Give the employee the appropriate Orientation Checklist and Requirements (doc. No. 02-301b) for their department. This checklist gives the courses and additional training that needs to be completed in EduCare and other methods.

- c. From the S drive print all the “Core Skills Competency Lists” that are specific to the new hire’s title and also the folder that is titled “Additional Skills” which are building specific.
 - Any Core Skills will be attached with the Educare transcript to 02-301b.
 - Any skills printed from the “Additional Skills” folder will require completion of a Training Certificate Form 02-303c, which is also located on the S, drive.
 - Therapy will require printing of the “Competency Assessment” form located on the S drive.
 - d. Once this is complete, notify the RN that the individual has been set up in the system.
2. When the employee is assigned to their department in EduCare, classes will be automatically enrolled to the individual. The auto-enrollment groups have been set up by Progressive Care according to the *Assisted Living License for Assisted Living Orientation Checklist and Requirements Form 02-301b* in addition to any special facility-required courses.
 - a. Per Progressive Care, LLC, any person doing so must score 80% or above and may only take the test once, before the RN will edit their assignment and give them the whole course to do over.
3. A passing grade is 80%. Those falling underneath will be given one more opportunity to take the course and the test again. After that, they will need to meet with the RN and go over the course material in person.
4. The RN must document in the training files the materials or format used in the assisted living orientation of staff. Evidence of such materials and proof that each staff person has completed the assisted living orientation will be kept in each person’s personnel file, under “Training”.
5. All new staff providing assisted living services will be orientated specifically to each individual resident and the services to be provided. This orientation may be provided in person, orally, in writing, or electronically.