



*Our mission is to reunite people
living with physical disabilities
with the community.*

POLICY: **ORIENTATION, TRAINING, AND EDUCATION**

EFFECTIVE: **August 2011**

PURPOSE: The service coordination supervisor is responsible for ensuring that individuals providing NHTD waiver services complete Basic Orientation training and Service Specific training. Individuals with documented successful completion of prior training in the content areas specified in Basic Orientation training and/or Service Specific training may be exempt from such training at the discretion of the provider. The reason for the exemption must be documented in the employee file.

PROCESS: **BASIC ORIENTATION TRAINING**

1. All qualified service providers must complete Basic Orientation training prior to any unsupervised contact with a waiver participant and within 30 days of initial employment as a NHTD waiver service provider.
2. The training consists of one-on-one and/or group training to instruct NHTDW service providers (SC Supervisor, Service Coordinator, Home & Community Support Service) regarding the specific needs of individuals within the philosophy and policies of the HCBS/TBI waiver and waiver participant's rights and responsibilities.
3. Basic Orientation training for all service providers must include, at a minimum, instruction in the following areas:
 - Overview of the NHTD Waiver the HCBS/TBI waiver philosophy,
 - Role of the Regional Resource Development Specialist (RRDS)
 - Role of the Service Coordinator
 - Role of other state contractors
 - Overview of all waiver services, including the interaction and communication of all waiver service providers with the Service Coordinator.
 - Review of Participants Rights and Responsibilities and Complaint Policy
 - HCBS/NHTD Incident Reporting Policy, including recognition, prevention and reporting of Serious Reportable Incidents.
 - Understanding and if applicable development and/or implementation of a written Detailed Plan of intervention for

each service, including long and short-term goals and milestones for each goal

- Basic safety and emergency procedures (e.g. choking, loss of consciousness, as well as emergency disaster planning).

Training for Service Coordinators include, at a minimum, instruction in the:

1. Roles and responsibilities of the Service Coordinator, including a detailed job description;
2. Record-keeping responsibilities, including appropriate use of mandated standardized service forms – Admission Checklist, and appropriate documentation in the electronic medical record, NHTDW Service Plan forms – Refer to NHTDW Manual;
3. Procedures for effective communication and coordination between all service providers, including coordination of Team Meetings with all service providers;
4. Procedures of the HCBS/NHTD waiver Housing Program, using the NHTDW Housing resources
5. Guidelines, and procedures for completion of the Housing Standards Checklist;
6. Availability of approved HCBS/NHTD waiver providers of other waiver services and non-waiver
7. Service providers in their region;
8. Local, state and federally funded programs such as Medicare, Medicaid, Food Stamps,
9. HEAP, VESID and Social Security Administration and methods for securing these services and funds; and
10. Sources of potential informal supports available in the community.

Minimum Required Annual Training for All Waiver Service Providers

All HCBS/NHTD waiver service provider agencies are required to provide to their staff annual training that includes, at a minimum, the following information:

1. HCBS/NHTDW Incident Reporting Policy
2. Review of all new policies and/or procedures required by the HCBS/NHTD waiver
3. Review of HCBS/NHTDW Participant Rights and Responsibilities; and
4. Additional topics relating to findings of satisfaction surveys, incident reports and additional training.