

Dependable Home Health Care, Inc.

POLICY AND PROCEDURE ON EMPLOYEE TRAINING AND SUPERVISION

I. PURPOSE

The purpose of this policy is to outline expectations of employees with regard to qualifications, training, education, and in-service programs.

II. POLICY

Employee development through orientation and on-going training is crucial to the delivery of quality services. Employees will be trained to meet the needs of service recipients and comply with program standards. An employee's supervisor may require the employee's attendance at any in-service considered beneficial to the employee by the supervisor. All employees will be qualified for the position they have been hired for.

III. PROCEDURE

- A. All employees must show successful completion of required trainings that provide the employee with skills required to perform job duties as defined by this agency.
- B. The PCA provider agency and the Qualified Professional will determine that the PCA has, through training and experience, the skills required to perform the personal care services specified for each service recipient the PCA is working with.
- C. Prior to beginning orientation each PCA must:
 1. Complete and pass a criminal background check prior to working with individuals or enrolling with DHS.
 2. Enroll as an individual PCA through the Minnesota Health Care Program.
 - a. If it is found that the PCA appears on the Office of Inspector General exclusion list they will not be eligible for employment. Also, if at any time a PCA is found to be on the OIG list they may be subject to termination of employment.
- D. Additional PCA requirements:
 1. The PCA must be able to effectively communicate with the recipient/responsible party and the PCA agency.
 2. The PCA will complete all state required and company required training including the one-time Individual Personal Care Assistant (PCA) Training (online) and online test (see letter E below).
 - a. A copy of successful completion of this online training must be kept by the PCA and given to the employer agency for the agency to keep on file.
 3. The PCA must have the ability to, provide covered services according to the recipient's care plan, respond appropriately to recipient needs, and report changes in the recipient's condition to the Qualified Professional.
 4. The PCA must maintain daily written records detailing the actual services provided to the recipient and the amount of time spent providing services.
 5. Persons who do not qualify as a PCA include parents or stepparents of minors; legal guardians of minors; spouses; paid legal guardians of adults; responsible parties, recipients of PCA services, or an owner of a PCPO.
- E. Initial PCA training-Each PCA will be required to complete training in the following areas prior to enrollment with the department:
 1. Vulnerable Adult Act and Maltreatment of Minors Act
 2. OSHA/Universal Precautions
 3. Basic First Aid
 4. Lifting and Transferring
 5. Emergency Preparedness
 6. Positive Behavioral Interventions/Practices
 7. Fraud Prevention

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8. Time Sheets
 9. Policies and Procedures
 10. Training and orientation on the needs of the recipient completed by the Qualified Professional.
 11. All other trainings as assigned by the personal care agency.
- F. Ongoing PCA training-Each year the PCA will be required to complete designated trainings as identified by the QP or agency and which may include the following:
1. Review of the Vulnerable Adult Act and the Maltreatment of Minors Act
 2. OSHA/Universal Precautions
 3. Policy and Procedure Review
 4. All other trainings the Qualified Professional or supervisor deems appropriate
- G. Qualified Professional requirements:
1. Upon initial agency enrollment or within six months of date of hire with an enrolled agency, the Qualified Professional must complete the DHS Steps for Success training and repeat at least once every three years.
 2. The Qualified Professional must pass an initial background check upon hire to provide supervision of PCA services.
 3. The Qualified Professional must enroll with the department (DHS) as a qualified professional after clearing a background study.
 4. A Qualified Professional must be a Registered Nurse, Mental Health Professional, Licensed Social Worker, or Qualified Developmental Disabilities Professional.
 5. The Qualified Professional is in charge of supervising and evaluating PCAs and completing all required documentation.
 6. The Qualified Professional will ensure and document that PCAs are capable, knowledgeable, and able to identify situations needing to be addressed immediately by the Qualified Professional.
- H. The Qualified Professional:
1. Will evaluate PCAs within 14 days of starting services.
 2. Will supervise PCAs who are 16 or 17 years old every 60 days.
 3. Will supervise PCAs at least once every 90 days during the first year after the recipient first receives personal care services.
 4. Will supervise the PCA at least every 120 days after the first year of a recipient's service or whenever needed for response to a recipient's request for increased supervision of the personal care assistance employees. The Qualified Professional will record in writing the results of the evaluation and actions taken to correct any deficiencies.
 5. After the first 180 days of a recipient's service, visits may alternate between unscheduled phone or internet technology and in-person visits, unless the in-person visits are needed according to the care plan.
- I. Each owner, managing employee, Qualified Professional, and billing personnel of this agency will attend and successfully complete Steps for Success training that is provided by DHS.