



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Title: Training Policy for DDDS Community Services Staff

Approved By:

James Sullivan
Division Director

Date of Origin: January 1996

Revised:

October 9, 2015

I. PURPOSE:

To provide guidance and direction for the training and oversight of DDDS Employees who support individuals with developmental disabilities so that they acquire the necessary knowledge, skills and abilities to promote their health, well-being and self-sufficiency.

II. POLICY:

DDDS Employees who are responsible for supporting individuals with developmental disabilities shall engage in mandatory and enrichment training that reflects current best practices and is respectful and fosters personal growth.

III. APPLICATION:

DDDS Community Services Staff

IV. STANDARDS:

STANDARDS – OPD DUTIES AND RESPONSIBILITIES

- A. OPD shall develop, provide and communicate training on existing and new federal and state laws and best practices, as they pertain to service delivery and as directed by Division and Departmental administration.
- B. OPD shall provide required and elective courses through the College of Direct Support. OPD will also host training conferences, guest speakers and subject matter experts as requested by the Division Director. OPD will support DDDS Employees attendance at external conferences as resources permit.
- C. OPD shall provide training resources to DDDS Employees through the CDS, such as training opportunities and materials. Appropriate training resources shall be maintained and new lessons / modules developed.
- D. OPD Managers / Supervisors shall facilitate the development of employee professional development, job knowledge, skills and abilities.
- E. In an effort to provide effective and consistent service delivery to DDDS Employees the OPD Director or Designee shall Chair an Advisory Committee composed of representatives of same. The Committee shall meet periodically, at least bi-annually, to review training developments and issues. Any Division unit wishing to become a member of this Committee shall make a request to the OPD Director or Designee prior to the first meeting of each year.

- F. OPD shall publish an informational bulletin on a bi-annual basis in order to inform and educate authorized service providers regarding the CDS, as well as deliver information concerning the OPD.
- G. OPD shall maintain a current Training Policy on the DDDS website and CDS System.

STANDARDS – CDS Materials

- H. DDDS will develop and maintain appropriate written training safeguards intended to discourage any copying or sharing of CDS materials with other people, be they staff or others not otherwise affiliated with the organization. If an employee or supervisor becomes aware of a violation of this type DDDS is mandated to take appropriate actions intended to halt any copyright violations and report the matter to the OPD. The report should provide information relating to the violation, time period and action taken to address the violation.
- I. All DDDS Community Services Employees and Supervisors shall not edit or modify information (titles, names or identifying information) in the College of Direct Support Training System without the express written authorization of the DDDS OPD Director or Designee.

STANDARDS – TRAINING

- J. Training shall reflect the Division's mission statement and support the inherent belief in the rights and dignity of all individuals.
- K. Required training shall include new employee, initial and on-going training standards for all employees, to include time frames for training completion. (See Exhibit E.)
- L. Required training modules are to be based on the position, and required knowledge, skills and abilities of that position. DDDS Community Services Employees shall not be permitted to waive training requirements for staff that may have education or training in excess of the position for which they have been hired. If at any time an employee has worked in a position, other than that for which they were initially hired for 30 or more consecutive days, that person must complete the training modules as set forth in Exhibit E.
- M. Any Defensive Driving Course utilized to meet the Defensive Driving requirement must have been approved by the Delaware Department of Insurance.
<http://delawareinsurance.gov/auto/defensive.shtml>.

STANDARDS – SUPERVISORS

- N. Requests for an alternate curriculum shall be submitted to the OPD Director or Designee for review and authorization no later than 90 days prior to its use for disposition.
- O. Managers / Supervisors shall facilitate the development of employee job knowledge, skills and abilities.

STANDARDS – RECORD KEEPING

- P. The assigned DDDS Community Services E-Learner Administrator shall be responsible for maintaining a current training record for each employee utilizing the CDS Transcript System.
- Q. OPD shall be responsible for maintaining a current training record and/or CDS Transcript for each DDDS Community Services employee. Stockley Center will maintain records for their staff.
- R. Compliance with training standards such as new employee, initial and on-going training is the responsibility of each DDDS Supervisor.

V. DEFINITIONS:

Annual Training: Instruction targeted toward professional development, which is designed to enhance staff performance relevant to their position, the needs of individuals receiving services and regional service needs.

Calculation of Time Periods for Purpose of Training Compliance: The date used to calculate the timelines for when an employee training must be complete. Initial training calculations begin the individual's first day of employment. Recertification training shall be completed no later than 12 months following the completion of the previous modules / courses training certification. This includes weekends and holidays, unless the last day is a federal / state holiday or the Governor declares the date a State of Emergency. In these cases the next day following these events is the final day.

College of Direct Support ("CDS"): The on-line learning system used for mandatory and enhancement training by the DDDS Community Service Staff.

CDS Learner Transcript: The CDS on-line record of a learner's training activities that are generated automatically by CDS. This Transcript is utilized by DDDS to monitor the training requirements of Community Services Staff.

CDS Position Specific Module: The training module that contains multiple lessons intended to provide and promote the necessary knowledge, skills and abilities required to meet the minimum standards for job success. Position Specific Modules are to be completed within the time frames established by DDDS. (See Exhibit E)

Copyright Violations: The unauthorized duplication and / or dissemination of information included in The College of Direct Support Training System or Elsevier materials, without the express written authorization of Elsevier.

Department: Delaware Department of Health and Social Services

Division: Division of Developmental Disabilities Services

DDDS Employees: DDDS Community Services Staff

E-Learner Administrator: Responsible for working with Office of Professional Development (OPD) and Supervisors in order to administer the College of Direct Support, (i.e., creating employee learner ID's, assigning training, portfolio management...).

Initial Training: Instruction received by new employees that provide them with the guiding principles and service philosophy, as well as the fundamental knowledge necessary for satisfactory job performance within the DDDS service delivery system.

Lesson: An area of instruction on a specified topic that includes information, examples and exercises, mastery of which is based on a post-test examination.

New-Employee Orientation: Beginning with the first day of employment, new employees are to complete New Employee Orientation within 90 days. Each DDDS Unit Supervisor will determine any additional training requirements in consultation with OPD.

Office of Professional Development (OPD): The DDDS office responsible for the administration of the statewide professional development and training program for DDDS employees and authorized provider agencies.

Program Area: A core area of knowledge, skills and abilities.

Recertification Training: Instruction received on a prescribed schedule necessary to verify that an employee remains proficient in a given skill area. Recertification training shall be completed no later than 12 months following the completion of the previous training certification.

Site Specific Orientation: Familiarization with, and adaptation to a job position and a particular program area to include the service recipients and their support needs. Additional areas to be covered include specific regional procedures, as well as on-the-job training. In addition, staff responsible for supporting people we serve shall be required to review each individual's person centered plan within their assigned area.

Stakeholders: Service recipients, families, representatives of service delivery recipients and advocates.

Training Topic: An identified required or enhancement training subject.

Training Voucher: Documentation that verifies the completion of a particular training subject or module.

Training Waiver: A form approved by the OPD Director or Designee that extends the timeline for required training due to extenuating circumstances. (See Exhibit B)

VI. EXHIBITS

- A. Request For Training Waiver
- B. Request For Alternate Training Curriculum
- C. Community Services Training Voucher
- D. Request For Training Form
- E. Training Requirements by Position

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Request for Training Waiver

TO: Office of Professional Development

FROM: _____

AGENCY: _____

DATE: _____

EMPLOYEE NAME: _____

DATE OF HIRE: _____

An extension of time is requested for the training class _____.

Reason of extension: _____

Length of extension: _____.

Request Approved

Request Declined

OPD Director or Designee

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Request for Alternate Training Curriculum

TO: Office of Professional Development

FROM: _____

AGENCY: _____

DATE: _____

EMPLOYEE NAME: _____

DATE OF HIRE: _____

An alternate training curriculum is requested. _____.

Class description and copy of training verification: _____

Request Approved

Request Declined

Director of Community Services

OPD Director or Designee

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Community Services Training Voucher

Name: _____ **Agency:** _____

Class Name: _____ **Class Date:** _____

Employee Signature

Instructor Signature

**Delaware Health and Social Services
Division of Developmental Disabilities Services
Office of Professional Development**

Request For Training Form

DATE: _____

EMPLOYEE NAME: _____

TRAINING TO BE ATTENDED: _____

LOCATION OF TRAINING: _____

DATE OF TRAINING: _____

COST OF TRAINING/REGISTRATION: _____

JUSTIFICATION: _____

SEMINAR / COURSE SELECTION (if multiple options)

MEAL / MENU SELECTION (if applicable)

Request Approved

Request Declined

OPD Director or Design

Training Requirements by Position

Exhibit E

Time frame for completion of a training requirement begins on the staff person's first day of employment.

Job Titles	DSP Staff / Staff Supervisors - Day	DSP Staff / Staff Supervisors - Residential	Transportation Staff		Comments
New Employee Orientation / Checklist & Policy Reviews	Approved Crisis Intervention Training 30 days	Approved Crisis Intervention Training 30 days	Approved Crisis Intervention Training 30 days		Policy Review: PM5, Rights Complaint Policy, Proclamation of Beliefs and General Practices, Basic Driving Info & Site Specific Orientation (Not Included in CDS at this time)
CDS Position Specific Module First 90 Days	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA		
CDS Position Specific Module to be completed within 180 days and includes remaining CDS Lessons	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.	CDS Module Includes Lessons including information similar to prior in-person courses: Dietary Awareness, Health Awareness, Rights and Infection Control.		
CDS Aspiration Module	90 days / annual recert	90 days / annual recert	90 days / annual recert		
Asst. w/ Self Admin. Of Meds	90 days / annual recert	90 days / annual recert	n/a		The Initial Asst. w/ Self Admin. of Meds is taken over 2 days – Day 1 Day 2 CDS; The recertification is offered in 1 day using the CDS
*CPR	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)	*90 days / recert 1 yr (ARC) or 2 yrs (AHA/NSC)		American Red Cross requires annual recertification; American Heart Assoc. and National Safety Council require certification every 2 years.
Defensive Driving	90 days / w/required recert to maintain certificate	n/a	90 days / w/required recert to maintain certificate		
First Aid	90 days/recert/ 3yr (ARC)	90 days/recert/ 3yr (ARC)	90 days/recert/ 3yr (ARC)		
Home & Fire Safety	90 days/annual CDS recert	90 days/annual CDS recert	90 days/annual CDS recert		Home & Fire must initially be taken at the Fire School and then in subsequent years recertifying using the CDS Module.
Crisis Intervention Training	90 days/annual recert	90 days/annual recert	90 days/annual recert		e.g., MANDT, Safe Crisis Management, Therapeutic Options or other similar authorized training.
CDS Seizures	90 days/annual recert	90 days/annual recert	90 days/annual recert		
Emergency Preparedness	Provided by Agency	Provided by Agency	Provided by Agency		

*Required courses that must be completed before staff can work alone with a person receiving supports.

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Training Requirements by Position

Exhibit E

Time frame for completion of a training requirement begins on the staff person's first day of employment.

Job Titles	Behavioral Specialist	Nursing	DDDS Case Manager / Employment Navigator	Comments
Training Requirements				
New Employee Orientation / Checklist & Policy Reviews	30 days	30 days	30 days	Policy Review: PM5, Rights Complaint Policy, Proclamation of Beliefs and General Practices, Basic Driving Info & Site Specific Orientation
CDS Position Specific Module for First 90 Days; Required to work alone with service recipients	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	DDDS Nurse Consultant Resource Guide CDS Module Includes Nurse specific information as well as education similar to prior in-person courses: Dietary Awareness, Intro to DD, Rights, Health Awareness, and Infection Control	CDS Module Includes: Introduction to DD, Introduction to DSP, Civil Rights and Advocacy, Individual Rights and Choice, Professional Documentation, Confidentiality, and HIPAA	In addition to Intro to DD, the other CDS lessons were selected come into compliance with licensing standards
CDS Position Specific Module to be completed within 180 days and includes remaining CDS Lessons	CDS Module Includes information similar to prior in-person courses: Rights, Health Awareness, and Infection Control.			
CDS Aspiration Module	90 days / No annual recert	90 days / No annual recert		
Asst. w/ Self Admin. Of Meds	N / A	As Required by License	N / A	The initial Asst. w/Self Admin. of Meds is taken over 2 days – Day 1 in classroom / Day 2 CDS; The recertification is offered in 1 day using the CDS
*CPR		As Required by License		American Red Cross requires annual recertification; American Heart Assoc. and National Safety Council require certification every 2 years.
First Aid				
Crisis Intervention Training	90 days/annual recert		90 days/annual recert Day One Only	
CDS Seizures	90 days / No annual recert	90 days / No annual recert		

*Required courses that must be completed before staff can work alone with a person receiving supports.

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