



## **Division Guideline #50**

**Date:** Created August 3, 2015

**Title:** New Employee Orientation Training and Procedures for Habilitation Center Campuses and State Operated Waiver Programs

**Application:** Habilitation Center Campuses and State Operated Waiver Programs

**Purpose:** Staff development activities that are planned and conducted at the Habilitation Center Campuses and State Operated Waiver Programs are designed to ensure that all new employees receive timely and appropriate training to provide essential knowledge, skills, and abilities necessary to meet job expectations and performance standards. Additionally, ensure that each new staff member employed by the facility systematically receives appropriate training which will enhance those skills required to perform his/her job expectations in a competent manner. Each Habilitation Center Campus and State Operated Waiver Program shall train using a standardized set of courses including E-Learning, completed competency based training and/or testing.

### **Definitions:**

**Missouri Employee Learning System: (MELS Electronic Learning):** Education offered using electronic delivery methods such as web-based learning, computer-based learning, virtual classrooms, and digital collaboration. It includes the delivery of content via Internet, intranet/extranet (LAN/WAN), audio- and videotape, satellite broadcast, interactive TV, CD-ROM, and more.

**New Employee Orientation:** The introductory process for new employees to the mission, organization, and procedures of the Department, Division, Habilitation Center Campuses, State Operated Waiver Programs, and the work unit where each employee is assigned.

### **Procedure**

1. During new employee orientation, Human Resource Department staff shall present verbally and in writing information that includes but is not limited to:

- a. Information regarding appointment and starting salary
  - b. Employee Handbook
  - c. Department Operating Regulations pertaining to:
    - i. Sexual Harassment
    - ii. Disciplinary Actions
    - iii. Grievance Procedures
    - iv. Family Medical Leave (FMLA)
    - v. Worker's Compensation
  - d. Facility policies regarding:
    - i. Time
    - ii. Attendance
  - e. Information pertaining to employee benefits
  - f. Information pertaining to union membership
2. The Staff Development Supervisor shall ensure that the new employee orientation is conducted as needed, and that the schedule of classes is distributed to all supervisors.
3. Content of the orientation classes shall conform to Department, Division and facility objectives. Those specific classes and/or topics include:
- a. Welcome/Introduction - Meet Superintendent
  - b. New Hire Welcome by Staff Development/designee (parking, breaks, smoking, electronic devices, etc.)
  - c. Computer Training (Introduction to MELS)
  - d. Personnel Policies/Procedures/Worker's Compensation/Timekeeping (Preventing Sexual Harassment 650 and Diversity/Fair Employment Practices 650 MELS)
  - e. Union Representative
  - f. Benefits: Medical; Life Insurance; W2/W4; Payroll
  - g. Individual Advocacy-Parent Perspective (Team Hoyt Video)
  - h. Abuse/Neglect and Employee Misconduct (Abuse/Neglect, Employee Misconduct, and Boundaries on 650 (f) MELS, , DMH Safety Brochure)
  - i. Positive Behavior Support (MELS), Tools of Choice (Enhancing Interactions, Strengthening and Building Skills Overview), Engagement Overview (Formal and Informal Learning Opportunities)
  - j. MANDT or NCI (Non-Violent Crisis Intervention)
  - k. Overview Sexual Activity, Supervision Levels, Bed Checks, and Shift Change Communication
  - l. Standard First Aid and CPR, Health Care Curriculums (Ex: Seizures, Vital Signs, Fall Prevention, Osteoporosis, Hydration of Individuals, G/J Tube, PICA Protocol, Choking and Aspiration Precautions, Oral Hygiene, Bowel Movement, Weight Management, Emergency Medical Treatment, Universal blood/body substance precautions, other important observation, reporting, and documentation requirements), Infection Control 650 (f) MELS
  - m. Missouri Quality Outcomes, Person Centered Planning Overview, Working with Persons with Developmental Disabilities
  - n. Risk Prevention and Management Overview, Event Report 2.0 Overview, Documentation Overview
  - o. Occupational Therapy Overview, Dietary Cards, Adaptive Equipment
  - p. Sensitivity Training: A working awareness with people who have low vision/deaf/blindness
  - q. Physical Therapy Overview, Lifts/Transfers, Body Mechanics, Back Safety, Positioning Cards
  - r. Speech and Communication Overview
  - s. Dietary Issues (General Nutrition, Portion Control, Modified Diets, Textures, Food Safety, Center Procedures on Food Service, Choking Risk and Precautions, Meal Cards)

- t. Driver's Safety (includes Wheelchair Tie-down Procedures and competency)
- u. Fire Safety 650 (f) MELS and Emergency Preparedness (Includes evacuation carries)
- v. HIPAA Introduction, Privacy, and Security on 650 (f) MELS; Reception and Hosting of Visitors-Facility Procedures, Confidentiality Agreement
- w. Consumer Rights/Consumer Grievances Procedures 650 (f) MELS
- x. Policy Review by Staff Development/designee (Ex: Employee Expectations, Dress Code, Smoking, ID Badges, Cell Phones, Alcohol and Drug Free Workplace, Bathing/Showers/Hot Water Temperatures and Procedures, PICA Protocol, Choking and Aspiration Precautions, Sleeping on Duty)
- y. Workplace Violence 650 (f) MELS)
- z. Diversity in Mental Health Settings (650 (f) MELS);
  - aa. Stress Management Suicide Prevention (MELS)
  - bb. Autism (MELS)
  - cc. Mentoring of new employees and continued on the job training specific to job functions following New Employee Orientation classes.
  - dd. Note: the MELS courses include 650 Core Courses (those assigned to employees annually) as well as the 650 (f) Core Courses for Individual Safety and are designated as such above.

Note: Instructors will have a qualified designee (a person receiving approval to teach from Staff Development Lead, Superintendent and/or a designated expert) who will conduct their class if they are unable to conduct it. Course content includes, as applicable, any corresponding Department Operating Regulations, Division Directives, and facility policies/procedures. New Employees will complete the new employee orientation classes within thirty days of their employment. Any exceptions must be prior approved by the Superintendent. It should also be noted instructors will incorporate necessary information in curriculums for those new employees who will work in the State Operated Waiver Program.

4. Following basic orientation for the Developmental Assistant (DA), the assigned staff (as designated by Superintendent, such as Supervisor, DA III, Staff Development Lead) will ensure completion of the new DA Curriculum on the job duty checklist and booklet/manual. Completion of the new DA booklet/manual will assure that the DA has learned specific skills relating to his/her job. A copy of the summary sheet indicating successful completion of the manual will be filed in the employee's personnel file. Designated staff as mentors shall support the positive job skills and traits that supervisors and managers expect from model employees. A mentor's main purpose is to assist the new employee with becoming successful in the role they hold in the organization. Mentoring may include job shadowing, role playing and tutoring as methods to support the new employee during their on the job training.
5. The new DA's shall not work alone with an individual, or with an individual requiring 1:1 or higher supervision level until the checklist has been completed with the supervisor and manager approvals. Supervisor and manager approvals shall ensure the new DA has received the necessary training in order to effectively perform their job expectations.
6. Passing scores of 75% or above on written and practical examinations are required for some of the new employee orientation courses. New employees will be given two opportunities to pass. A new employee who does not pass an examination on the second trial may be required to take the class again or may be recommended for termination depending on the new employee's overall performance.
7. New employees will also be expected to complete the required MELS courses. A new employee will be allowed as many opportunities as needed to pass the MELS courses with a score of 100%.

8. An established training work group shall convene as necessary to discuss and review any on-going recommendations for improvements and/or changes to the New Employee Orientation training. This shall include, but not be limited to, review of additional classroom and/or MELS topics to be included in the New Employee Orientation, review of recommendations for changes to course content submitted by various staff including training workgroup participants, designated experts, and the like.
9. Designated experts shall review and approve curriculums and related training materials prior to their implementation. Designated experts shall also include periodic attendance with classroom and/or review of MELS training modules in a continued effort to advise and make recommendations for continued best practices.
10. Superintendents shall be responsible for ensuring their center complies with the New Employee Orientation Division Directive that may also include periodic attendance in various classroom curriculums as well as MELS training modules.
11. Quality Enhancement staff (QE) shall review a 3% sample of training documentation each quarter to monitor implementation of this Division Directive. The results of this review are communicated to the Superintendent within the routine reporting methods.

**Authority**

ICF/MR Regulation 483.430 (e) and adoption of DOR [6.005](#) Employee General Rights  
RSMo 630.050 [Rules, promulgation, procedure--public inspection--facility policies.](#)

*This guideline will be reviewed and updated annually, if needed.*