



HEARTLAND RESIDENTIAL CARE



90 Day Learning Quest
Direct Care Staff Investment

PURPOSE OF THE LEARNING QUEST:

- The Learning Quest was put in place to not only set forth expectations of employment but to also encourage investment.
- If invested in their learning process, they are more apt to stay longer and feel invested in as well!
- With laying out their first 90 days as a journey or adventure, there should be no surprises during the journey of getting to know our agency and individuals or their own personal journey while being trained properly.
- More so interactive approach among staff and Management.



LET'S GET THIS JOURNEY STARTED!

- Upon hire, our staff attend what we call a “Meet and Greet” in the perspective home they will be working. They will visit the home for an hour prior to full offer being extended. There is a form the House Manager fills out and forwards to the office for review.
- Once employment has been offered, there will then be OJT (On the Job Training) set up between the House Manager as well as what trainings the Office has set up (L1MA, Orientation, etc.) They will have a schedule of trainings given to them at their initial hire. Orientation being the first and most important!





HEARTLAND RESIDENTIAL CARE

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Changing the World, One Heart at a Time

House Manager Interview of Tentative Employee

Name of applicant: _____

Yes or No

1. Did they arrive in a timely manner?
2. Were they dressed appropriately?
3. Did they have positive interaction(s) with the consumers?
4. Did they seem nervous or display any apprehension of being in the home?
5. Did they ask questions relevant to our consumers and/or our agency?
6. Please answer questions below based on your interactions/interview of the applicant:
 - A. Do you recommend the applicant for employment in the home you manage?
 - B. Do you recommend the applicant for employment, but at a different home?
 - C. Do not hire for any home with Heartland Residential Care?

Please summarize your 1 hour observation/interview with the potential employee of our agency.
Also list any additional comments:

House Manager

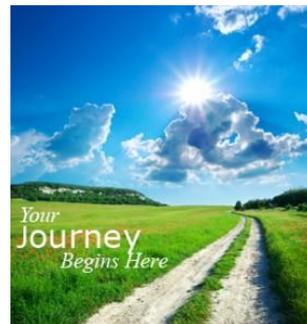
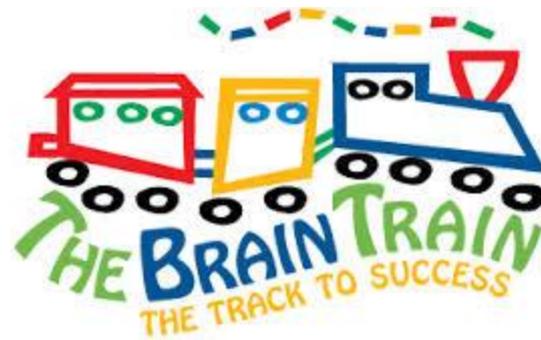
Date

*Complete this form as soon as the observation period is over and route to the personnel office.
**If you answered "no" on question 6, contact the personnel office immediately for instructions.



WHERE DOES THE LEARNING QUEST COME INTO PLAY?

- At Orientation training, there is a broad overview of:
 - Policies and Procedures
- -Orientation Booklet
- -Documentation Training
- -CPR/1st Aide
- -Abuse and Neglect
- -TOOLS Training Introduction/Overview
- -PBS
- -The Learning Quest.....



LET THE QUEST BEGIN!!!

- The Quest begins by welcoming the employee to our agency as well as instilling our mission statement.
- From this point the employee is let known that the Quest packet is their responsibility!!
- **“Remember, you are in charge of your Quest. The Learning Quest needs to be kept at the ISL/home that you work at.”**
- Heartland Residential Care has chosen to view the probationary period as a quest and like any quest there are obstacles and activities that must be completed successfully. At Heartland Residential Care we have a strong belief that work can be enjoyable and that is one of the reasons why the training and the development activities that you will need to complete at the start of your employment are presented in the format as a game.



CHECKPOINTS AND CHALLENGES

- Check points are critical time frames during the three month Probationary period. These are opportunities for you and your House Manager to make sure you are “on track” and also to determine whether or not you are satisfied with your job and your supervisor. These are the stops along your journey where changes in direction are possible. You cannot skip a checkpoint; all the steps need to be satisfactorily completed.



- Check points are represented by a checkmark like the one above. The check mark indicated whether or not you can proceed to the next step.





CHALLENGES

- Challenges are represented by the symbols of the dragon. The dragons represent obstacles that you would have to overcome to complete a quest. Real tasks or challenges that occur during your probationary period correspond to these obstacles. A description for each challenge can be found in this notebook following the checkpoint evaluation forms. You will find the Quest easier to complete if you find each challenge in a timely fashion.
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- Your House Manager will let you know along the way whether or not your performance is satisfactory through the evaluation system, and by approving completion of various challenges and check points.





7 DAY CHECKPOINT

		Satisfactory	Unsatisfactory
Attendance	Has missed 0 days of work.		
Relationships	Appears to enjoy being with the individuals and is eager to spend time with them.		
Relationships	Takes a positive and appropriate approach toward individuals living in the home and his or her coworkers (use of language, voice level, helpfulness, supportive attitude, etc.)		
Relationships	Is comfortable helping people with personal care tasks, such as bathing/toileting, or whatever tasks are necessary for the people who live in the home.		
Initiative	Asks appropriate questions when he/she does not understand something.		
Other	Has read the ISP's (Personal Plans), and Medical Care Emergencies (orange paper) and Emergency Handbook (red folder) located in the Med Book.		
Other	Has scheduled 30-day meeting with Director(s).		





7 DAY CHECKPOINT CONTINUED.....

Comments:

***Discussion Items:** (Make notes where appropriate)

- What has been the best thing that has happened so far on the job?
- What has been the worst thing that has happened so far on the job?
- When are you scheduled to attend the following trainings?

Training	Date(s) Scheduled	Date(s) Attended
CPR/FA		
TB Test		
L1MA (Medication class)		
Insulin		
NCI		
Tools of Choices		





7 DAY CHALLENGE

		House Manager	Date
Training	Demonstrate CPR		
Training	Completed Personal Plan Quizzes (please write in client initials that the quizzes have been taken.		
Training	Completed New Employee Check List		
Other	Scheduled for Medical Delegations (if necessary)		

Manager Signature

Employee Signature

Date

Date





30 DAY CHECKPOINT

		Satisfactory	Unsatisfactory
Attendance	Has missed 0 days of work.		
Relationships	Appears to enjoy being with the individual and is eager to spend time with them.		
Relationships	Continues to take a positive and appropriate approach toward individuals living in the home and his or her coworkers (use of language, voice level, helpfulness, supportive attitude, etc.)		
Relationships	Is concerned about the quality of individuals' day and involves individuals in decisions and tasks in the home.		
Relationships	This employee represents the agency and the home positively.		
Work tasks	Completes daily documentation <u>correctly</u> . Daily Observation Notes, Additional Logs (behavior, BM, Hygiene, Food, Seizure, etc), Task Sheets, Medical Documentation, Mileage, Timesheets, Absence Request Forms, etc.		
Work tasks	Completes all other job duties (cooking, cleaning, tasks, laundry, emergency drills, etc.).		
Challenge	Has completed Challenge One.		



30 DAY CHECKPOINT CONTINUED....

Comments: _____

Discussion Items: (Make notes where appropriate)

What has been the best thing that has happened so far on the job?

What has been the worst thing that has happened so far on the job?

How do you feel you are meeting the agency's mission? What questions do you have?





30 DAY CHALLENGE

		House Manager	Date
Training	Scheduled for Medication Classes.		
Relationships	Has met with their House Manager's supervisor(QDDP).		Director(s) Signature
Other	Completed the emergency scenarios correctly.		

House Manager Signature

Date

Employee Signature

Date



30 DAYS IN.....ASSESSING THE SITUATION



ASSESSING BY THE HOUSE MANAGER.....

House Manager Assessment:

This form will be used to make notes while watching how your new employees are working in the home. Make notes and you will be able to use this to review with them after their first week of work.

1.Interacting: (How was the employee acting with the consumers):

2.Documentation: (How has the employee done on their documentation: professional, spelling, errors, legible hand writing, documentation relating back to the individual's personal plan, etc.)

3.Cleaning Duties: (Sticking to cleaning lists/duties specified by house manager)

4.Overall Performance: (List all positives as well as any areas for needed improvement)

Positives:

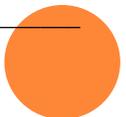
Needed Improvement:

Plan of Action: (What will the employee and you work on for better results by the next meeting time?)

Date of Next Meeting: _____

House Manager Signature: _____ **Date:** _____

Employee Signature: _____ **Date:** _____





60 DAY CHECKPOINT

		Satisfactory	Unsatisfactory
Attendance	Continues to meet attendance standard (0 absences).		
Relationships	Has established rapport with individuals in the home. Individuals are comfortable asking staff for help or assistance.		
Relationships	Has established a comfortable working relationship with coworkers.		
Relationships	Is comfortable with everyday tasks related to the individual in the home and engages everyone in the home and engages everyone in participation at his or her level of ability.		
Initiative	Brings suggestions/concerns to House Manager promptly. Does not wait for others to solve problems.		
Initiative	Calls the House Manager on appropriate concerns.		
Work tasks	Completes daily documentation appropriately every shift.		
Training	Successfully passed the LIMA class, completed the LIMA check list and has completed all necessary delegations.		
Challenge	Has completed Challenge Two.		





60 DAY CHECKPOINT & CHALLENGE

Discussion Items: (Make notes where appropriate)

-What has been the best thing that has happened so far on the job?

-What has been the worst thing that has happened so far on the job?

-What can I do as a supervisor (House Manager) to help you be more successful on the job? What questions do you have for me?

-If you had any absences, during your first 60 days, why?



CHALLENGE 3

		House Manager	Date
Training	Demonstrate CPR		
Initiative	4 Points of Gentle Teaching		
Other	Completed 60 day Checkpoint.		

House Manager Signature

Date

Employee Signature

Date



SUCCESSFUL COMPLETION!



90 DAY CHECKPOINT.....EVALUATION TIME!!!

Heartland Residential Care, Inc. Employee Performance Evaluation

Probationary Evaluation

Annual Evaluation

Employee Name: _____

Date of Evaluation: _____

Position: _____

Dept.: _____

Hire Date: _____

Ratings: **1** – Above Average **2** – Satisfactory **3** – Unsatisfactory

Overall Rating: _____

Rating: 13-27 = within expectations 28-32 = probation 33-39 = termination

House Managers: If rating is 28 or greater, return to office before reviewing with employee.



90 DAY EVALUATION

Qualities	Rating	Comments
Attendance/Punctuality Works all shifts as scheduled and arrives on time ready to work		
Appearance/Grooming Dresses appropriately for work and provides an example of good personal hygiene		
Job Duties-Cleaning Completes assigned duties as requested to agency standards		
Job Duties-Documentation Completes required documentation and paperwork to agency standards		
Medication Administration Takes responsibility seriously, making few to no errors, and documenting correctly		
Support to Consumers Willingness to take consumers into community, completion of Personal Plan goals, overall care		
Attitude to Consumers Showing respect and empathy to consumers, having an effective relationship that promotes improvement in consumers' lives		
Teamwork Works well with co-workers, cooperates with requests, communicates effectively, has appropriate attitude with others		
Competence Ability to make reasonable decisions and follow through with requests		
Initiative Voluntarily initiates projects, attempts non-routine job tasks		
Accountability Takes pride in work, responsible for self and job duties		
Training Completion of required trainings in timely manner		
Disciplinary Action Any disciplinary action during the evaluation period.		



OVERALL AMAZING EXPERIENCE!!

DCS Perspective

- Being continuously accountable their first 90 days.
- Feel appreciated as well as needed and wanted.
- “You never are unsure of where you should be at in your training process.”

House Manager Perspective

- Keeps DCS on track and task.
- Shows them continual support as well as praise as being assessed and evaluated.
- Building rapport and makes it easier to communicate over time with DCS.

