



Title: Policy and Procedure	Page: 1 of 2
Section: 4 Human Resource Management	Date: June 1, 2018
Policy: HH4-8A.01 Agency Education Plan	Replaces: December 1,2017

## Education Plan and In-services

To provide written education plan is developed and implemented which defines the content, frequency of evaluations and amount of on-going in-service training for each classification of personnel.

The Agency provides online training to cover: (RCTC Learn, Caregiverlist.com, Bureau Worker Compensation Website). All links are located on Agency Website ([www.familyfriendshomecare.org](http://www.familyfriendshomecare.org)) under Library Tab

- Emergency/disaster training
- How to handle grievances/complaints
- Infection control training
- Cultural diversity
- Communication barriers
- Ethics training
- Work place (OSHA) and client/patient safety
- Client/patient rights and responsibilities
- Compliance Program
- HIPAA
- 1<sup>st</sup> Aid/Adult CPR (Partial Online Training and Partial Classroom Training)

The Agency provides during orientation Skills Check Training and competency test that is instructed by LPN and supervised by an RN or instructed by an RN.

- Twice a year each caregiver must attend skill check lab training to learn:
  - Hoyer lift training
  - Chair lift training
  - Proper Mechanical Skills Transferring
  - Proper Bathing in Bed and shower
  - Review of proper documentation
  - Review of effective communication skills with clients and family

Monthly in-service meetings are conducted to review Company Policy and Procedures and to review client documentation training, cultural diversity.

Caregivers with less than 1 year of experience and no certification must complete 30 hours of training to qualify to provide personal care services by completing:

Caregiver Certification Training: 8 hours; RCTC Learn Online Training 12 hours, BWC Training 2 hours & 8 hours of Skill Check Training

Non-Certified and State Tested Caregivers must complete 75 hours of CEUs every 2 years

State Tested and Licensed Nurses must complete required CEUs per Ohio Board of Nursing Guidelines.

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel  
Reviewed by Executive Board and approved by the Board 6/1/18  
Reviewed by Compliance Officer and approved 6/1/18  
All nrevious versions are obsolete