A. <u>Orientation information</u>
   a. Orientation is a mandatory 2-day training that is completed remotely at the program where the newly hired Team Member is assigned.
   b. The Team Member is not to have direct contact with Individuals until orientation and form 1 of the Program Training Checklist is completed.
   c. Form 2 of Program Training Checklist is to be completed within 30 days. The Team Member is not to work alone with individuals until the Program Training Checklist is completed.
   d. A Program Manager and/or Coordinator must be present during the orientation.
   e. Friendship Community's Orientation training includes:
      i. The application of person-centered practices, community integration, individual choice and assisting individuals to develop and maintain relationships.
      ii. The prevention, detection and reporting of abuse, suspected abuse and alleged abuse in accordance with the Older Adults Protective Services Act (35 P.S. § § 10225.101—10225.5102), the Child Protective Services Law (23 Pa.C.S. § § 6301—6386), the Adult Protective Services Act (35 P.S. § § 10210.101—10210.704) and applicable protective services regulations.
      iii. Individual rights.
      iv. Recognizing and reporting incidents.
      v. Job-related knowledge and skills. Which is completed through the Program Training Checklist.

B. Medication Administration
   a. Training Requirements
     i. Team Members shall complete within 90 days of their date of hire Unless accommodations are made with Program Manager and Human Resources is made.
     ii. Medication Manuals shall be sent to Team Member(s) at their primary program approximately one month prior to the designated class date.
     iii. A welcome letter containing instructions shall be sent via email to the Program Manager and Team Member, along with the Verification Forms and study material to be completed prior to attending the class.
     iv. Program Manager will review these documents with the Team Member to ensure that the Team Member understands the expectations
     v. Program Manager will fax/email the completed Verification Form to the Training Department *one week prior* to the first day of the course.
     vi. Once completed Verification Forms are received by the Training Department, the Team Member will be enrolled in the in-person, online Medication Administration Training Course by the trainer conducting the course on that date.
     vii. If verification form is not completed in the time period specified, the Team Member may need to reschedule the training.
     viii. Program Managers shall ensure that Team Members enrolled in the Medication Administration Training Course are not scheduled to work in the program during the days they are taking the course.
     ix. *Note: See Medication Administration Procedures contained in each program's Medication Administration binder for further information related to Medication Administration.
     x. Any Non Licensed Program Team Member that gives medication must complete the online condensed Med Training. They do not need to attend the live sessions.

   b. Medication Administration Remediation
     i. If a Team Member is struggling in the class to complete the quizzes and are not passing them and needing to take them over, over and over again. The plan will be:
        a. At Lunch, Instructor will talk to Training Team about the concerns.
        b. Training Team will discuss and if they are struggling significantly we will have them stop taking the class
        c. When they return, a Training Rep will let them know that they will not continue the rest of the week.
        d. The Team Member will take the Manuel and a activity packet with them.
        e. Then an email will be sent to Manager to alert them of the concerns

      f. Training Associate will set up a Time for the TM to come in to review Homework and Manual.

      g. At the meeting the Team Member will then sign up for another med class

      h. If Team Member again has trouble in the second class, Training and Program will discuss the next steps.

ii. After a failed combined score of **90 points** or less on the documentation and multiple choice exams the following will occur:

      a. Total Score of 70-89.5 points: Team Member will automatically receive remediation and retesting

      b. Total Score of less than 70 points: a discussion will occur with Head Trainer, Assistant Head Med Trainer and Training Coordinator to determine what suggestion is made to the Program Manager, copying HR, about moving forward with a plan for this Team Member.

      c. Remediation time scheduled will be at the discretion of the Trainer

      d. After failing the second attempt with a score of **89 points** or less, a discussion will occur involving Med Trainer for the course, Training Coordinator, HR, Manager and Program Coordinator for the Program.

      e. Remediation will also be provided by the Med Trainer in the Program when a Team Member has made errors that are concerning to the health and safety of the Individuals in the Program.

      f. Practice Med Boxes with corresponding practice MAR's may be checked out of the Med Training cupboard to provide the Team Member with additional support.

c. <u>Required Timeframes related to Medication Administration Training (under the auspices of Department of Human Services) Requirements:</u>

i. At least 4 medication administration observations must be completed by a Medication Administration Trainer/Practicum Observer within **30** days of completion of the online portion of the medication administration course.

ii. Any student who has not completed all **4** med observations within a **30-**day period will be allowed an additional **45** days to complete the balance of the four **(4)** observations plus an additional **2** med observations (this means a total of **6** observations within **75** days of passing the exam).

        iii. Any student who has not completed the 6 med observations within **75** days of passing the exam must complete an additional med observation for every **30** days beyond that deadline.

    d. <u>Team Members with Limited Schedules:</u>
        i. In order to go through the training, the Team Member **must commit** to the course which must be completed within the **30** days after passing the on-line course as specified by the State training guidelines.
        ii. Program Managers shall alert the Medication Administration Trainer for their program in advance to make the Trainer aware of the time constraint for a Team Member who works a limited schedule.
        iii. It is best practice to have med trained Team Members administer medications to Individuals at least every 3 months to keep their medication certification current.

    e. <u>Medication Administration Annual Practicum</u>
        i. All Team Members must adhere to annual recertification requirements and timeframes as specified in Medication Administration training guidelines.
        ii. The Annual Recertification packet shall be completed and sent to the Training Department within one week following the recertification date.

    f. <u>Cross Trained Team Members</u>
        i. The Program's Medication Trainer or Practicum Observer shall complete a medication administration observation in a Program prior to a cross-trained Team Member being authorized by the Organization to administer medications in each program where they are expected to fulfill medication administration duties.
        ii. The Medication Trainer shall provide training for cross-trained Team Members regarding unfamiliar medications and/or treatments as required on behalf of the program.

    g. <u>Cross Trained Team Member Errors</u>
        i. Medication error follow-up with a cross-trained Team Member will be completed by the Medication Trainer and/or Practicum Observer from the Program where the error occurred.
        ii. Communication regarding the number of errors will be provided by the Program manager to the **Primary** Program Manager, who will oversee follow through on behalf of the Team Member who made an error.
        iii. The Medication Trainer and/or Practicum Observer will provide the appropriate additional training according to the Medication Error Policy.

h. <u>Training hours</u>
   i. Shall be entered into the Team Member's training record by the Training Department during the week following Medication Administration Training.
   ii. Practicum hours shall be entered once the Medication Observations are completed and the packet is sent to the Training Department with a clearly defined date of course completion.
   iii. Annual medication observations do not count for training hours unless additional training is given and documented by the Medication Trainer.
   iv. Additional training documentation will be entered in the Team Member's training file, as appropriate.

i. <u>Medication Administration Trainer Certification</u>
   i. A designated Training Associate will enroll new prospective Medication Trainers in the Train the Trainer Course, in collaboration with the Team Member's supervisor.
   ii. The new prospective Trainer will complete the course within the guidelines of the Train the Trainer Course.
   iii. A Training Associate is responsible for registering Medication Trainers for their recertification (every 3 years) at least 6 months prior to the expiration date.
   iv. Following the completion of the course the Medication Trainer shall print and provide the Training Team with a copy of the certificate.

j. <u>Transferrable Certifications</u>
   i. Team Members hired at Friendship Community, who already possess certifications for Medication Administration, Practicum Observer, or Medication Trainer shall adhere to the following.
      a. Friendship Community Medication Administration
   ii. All current online Department of Human Services Medication Administration certifications are transferrable. The Training Team shall review certification documentation to ensure successful completion of all course requirements and documentation shall be retained in the Team Member's training file, which must include the following:
      a. Student Certification Form signed by the Team Member and Medication Trainer
      b. Most recent Annual Practicum Summary Data Sheet

Note: Not all agencies will release their documentation for med training. If this is the case the Team Member will need to retake the training with Friendship community. It is the Team Member's responsibility to obtain the paper work from other agency. Friendship will not contact the agency.

iii. All Team Members with transferrable Medication Administration certifications shall be required to attend Friendship Community's Medication Administration 'Day 3' session to become familiar with the organization's current policies, procedures and practices related to medication administration. Following completion of 'Day 3' session, completion of 4 successful medication observations shall occur in the Team Member's primary program with the program's Medication Trainer or Practicum Observer.

iv. All Team Members who are hired with current Medication Administration certification from another organization that has not been achieved through completion of online Department of Human Services Medication Administration Training shall be required to complete all medication training requirements at Friendship Community, as another organization's classroom only training may not meet the current medication training guidelines.

k. Practicum Observers

    i. All of the above requirements apply to Practicum Observers, as well as the following documentation requirements:

    i. Practicum Observer Certification Form – Initial Training

    ii. Practicum Observer Examination Data Summary Sheet – Initial Training

    iii. Practicum Observer Certification Form – Recertification

    iv. Practicum Observer Examination Data Summary Sheet – Recertification

l. Medication Trainers

    i. All of the above requirements apply to Medication Trainers, as well as the following current Medication Trainer documentation requirements:

        1. Copy of Certification Certificate or other documentation that verifies all requirements to certify as a Medication Trainer have been met and maintained throughout the current certification period.

    ii. Upcoming recertification date shall be recorded

C. Diabetes Training

a. Any Team Member that works with an Individual who receives insulin must be trained by a certified Diabetes instructor annually (Every 365 days).

b. Team Member may not administer insulin unless they are medication administration trained and insulin trained.

    D. <u>CPR, AED, First Aid, and BLS</u>
    a. <u>Instructors</u>
        a. Friendship Community Instructors achieve and maintain their certification through the American Heart Association (AHA) course.
        b. Copies of all certifications related to CPR, AED, First Aid, and Basic Lifesaving Skills (BLS), CPR FA, BLS and Instructor cards shall be kept on file.
        c. All recertification requirements shall be adhered to as specified in AHA guidelines.
    b. <u>Team Member Certifications</u>
        a. Newly hired Team Members with current AHA (American Heart Association) Instructor or other related certifications shall provide documentation of the most current certifications to be kept on file.
        b. Newly hired Team Members shall be registered at their Initial Orientation and shall complete this training within 6 months from date of hire.
        c. It is strongly recommended that Team Members not be alone with Individuals if they are not trained in CPR, AED, and First Aid.
        d. A newly hired Team Member with a current American Heart Association CPR, AED, and First Aid card shall be accepted and will not have to repeat the training until the current certification is expired. The card will be copied and placed in the Team Member's training file. The Team Member will need to complete Friendship Community's First Aid/CPR Lesson on Elsevier.
        e. American Heart Association is the only CPR/First aid Certification that is accepted as of 2020. Friendship Community no longer accepts other CPR/First Aid certifications.
        f. Existing Team Members that become out of compliance may be removed from their job responsibilities until the training is completed, either provided by Friendship Community certified trainer or an outside organization with AHA curriculum. This may be at the Team Member's own expense.
        g. Any Team Member who receives an American Heart Association First Aid/CPR certification at another facility will need to complete the Elsevier's Friendship Community's FA lesson.
        h. If a Team Member resigns or is terminated prior to receiving their CPR card and desires the original card, the Team Member will pay the current fee for the card.
    c. <u>Limitations</u>
        a. A Team Member with physical limitations preventing them from completing all or some course requirements must have a note from their physician stating they are physically unable to deliver compressions.
            i. Team Members unable to deliver compressions will be certified in First Aid only.
            ii. A Team Member that is certified in First Aid only may not be permitted to work alone with Individuals.
    d. <u>Equipment & Supplies Maintenance</u>

a. Over all equipment
1. Equipment shall be monitored for defects and replaced as needed with approval of Training Administrator.
2. Lead CPR Instructor shall be responsible for monitoring and ordering all supplies.
3. Lead Instructor will compile all course paperwork for 2 or more completed classes and send to the overseeing AHA Training Center.
4. The original CPR card will be sent to the Team Member's primary Program and a copy shall be maintained in the Team Member's training file.

b. AED Inspections
1. Lead CPR Instructor or designee shall be responsible to check the AED's at all Friendship Community locations on a monthly basis and notify Cardiac Science when completed.
2. A failed AED inspection shall be reported and repaired as soon as possible upon discovery.

e. Safe and Positive Approaches (SAPA) Training
As 2019, SAPA was on hold due to COVID-19.
a. Part 1 Staff Effectiveness General Information
i. Each Friendship Community Team Member who provides or may provide direct support to Individuals shall complete SAPA Training annually. Other Team Members such as Nurses and Program Specialists who have direct contact with Individuals on a regular basis are encouraged to participate.
ii. SAPA 1 should be taken before taking SAPA 2 and 3.
iii. Failure to complete SAPA Training annually may result in disciplinary action, including being removed from scheduled shifts until completion.
iv. Team Members are expected to arrive on time and stay for the entire class. Team Members who arrive after the stretching segment of the training has been completed will be asked to leave and reschedule for an upcoming training session.
v. To promote Team Member's health and safety throughout this training session, 30-minute breaks for meals are built into the schedule.
b. Safe and Positive Approaches (SAPA) Part 2 and 3
i. Each Team Member must be independently successful in at least 80% of the practical assessment, and must be able to demonstrate competency on all skills (100%) with remediation.
ii. Any Team Member who does not successfully complete the practical assessment shall attend a second SAPA class/repeat the practical assessment as soon as possible.

      iii.   A customized practice session with a certified SAPA Trainer and the Team Member's Primary Supervisor may be arranged if the practical assessment is failed a second time.

      iv.   Repeated failures shall be discussed by at least three (3) members of the Leadership Team for any given Program. A majority decision shall be made regarding the next step. The Director and Associate Director of Human Resources shall be notified if/when these situations arise.

      v.   Known physical/medical limitations that may impact the ability to complete the training successfully shall be reported to a Trainer at the beginning of the class.

      vi.   Any Team Member who does not successfully complete the entire practical assessment may not use any Part 2 skills (Safety Techniques) or Part 3 skills (PEI) for any reason.

      vii.   Other Program specific safe/effective responses to crisis situations shall be planned/reviewed with the Team Member.

      viii.   The Program Manager/other Team Leader, or Program Coordinator, or Associate Director of Operations that oversees the designated primary Program shall be responsible to train the Team Member accordingly. This shall occur in the Team Member's existing primary Program if the Team Member is permitted to retain their current position or the new primary Program if the Team Member is transferred.

c.   <u>Team Members that cannot complete Training:</u>

      i.   Any Team Member who is not able to successfully complete SAPA Training Part 2/Part 3 shall complete required online training annually.

      ii.   Team Members who are not able to participate due to physical/medical limitations may be excused from SAPA Training Part 2/Part 3. Team Members shall provide a written recommendation from a Medical Professional to the HR department. The HR Department will alert the Team Member's supervisor and a decision shall be made regarding the next step. This will need to be completed annually.

      iii.   Any Team Member who is not able to participate may not use any Part 2 skills (Safety Techniques) or Part 3 skills (PEI) for any reason. If this is the case, the following will be reviewed:

         a.   Other Program specific safe/effective responses to crisis.

         b.   The Program Manager/other Team Leader, Program Coordinator or Associate Director of Operations that oversees the designated primary Program shall be responsible to train the Team Member accordingly.

        c. This shall occur in the Team Member's existing primary program if the Team Member is permitted to retain their current position.

        d. This shall occur in the Team Member's new primary program if the Team Member is transferred.

        e. The Team Member will still be required to take the live session SAPA Part 1.

    iv. Any Team Member who is excused from SAPA Training Part 2/Part 3 shall complete required online training annually.

f. <u>Annual Training Hour Requirements</u>

    i. All Team Members that work directly with an Individual must receive a of minimum of **24** training hours. This includes annual trainings and any other training opportunities approved by a Team Member's supervisor and a member of the Training Department.

        a. The following Team Members are required to complete at least **24** hours of training relevant to Human Services each calendar year:

            i. Direct Support Professionals (DSPs), including household members and life sharers who provide a reimbursed support to the individual

            ii. Direct supervisors of DSPs, or those who fulfill the responsibilities of a direct supervisor for those outlined in the above section

            iii. Program Specialists

            iv. The Chief Executive Officer shall have at least 24 hours of training relevant to Human Services and/or Administration on an annual basis

    ii. All Team Members that do not work directly with an Individual must receive a total of at least **12** training hours. This includes annual trainings and any other training opportunities approved by a Team Member's supervisor and a member of the Training Department.

        a. The following Team Members are required to complete at least **12** hours of training each calendar year:

            i. Management, program, administrative, fiscal, dietary, housekeeping, maintenance, and ancillary Team Members

            ii. Consultants who provide reimbursed supports to an Individual and who work alone with individuals

            iii. Volunteers who provide reimbursed supports to an Individual and who work alone with individuals

            iv. Paid and unpaid interns who provide reimbursed supports to an Individual and who work alone with individuals

g. <u>Training Documentation</u>

i. When a Team Member completes an outside training relevant to their current position (i.e. reading, video, online training), they must complete documentation regarding how the training enhances their knowledge and skill set in working with Individuals with Intellectual Disability and/or Autism. A printed certificate that validates training completion may be submitted in lieu of self-generated training documentation. Certificates should be signed by Primary Supervisor.

ii. Training hours shall be submitted in 15 minute increments. Training documentation submitted not in accordance with this policy shall be rounded down to the nearest 15-minute increment.

iii. A maximum of 16 hours of training credit will be allowed per calendar day. Exceptions to this are not permitted unless a documented explanation is provided to and approved by the Associate Director of Human Resources or the Director of Human Resources.

iv. Each Team Member's supervisor must sign/date training documents prior to submission to the Training Team.

v. The Training Team shall be responsible for reviewing all training documentation, verifying all training requirements, and recording/tracking training hours on behalf of all Team Members.

vi. Program Managers and Program Coordinators shall routinely review Team Member's training records on at least a quarterly basis to provide accountability to each Team Member in completing all training requirements.

h. Categories of Trainings
   a. Online Trainings
      i. Sources
         a. Online sources may be used to assist Team Members in achieving completion of their annual training hours
         b. All Team Members are required to have accounts on MyODP, HCQU and Elsevier, which is created at time of Initial Orientation
         c. A Team Member may only complete up to 8 hours of those trainings in one day.
         d. If a Team Member takes a training in the previous year, they may not take that same training in the next year, unless there is evidence that the training has been updated to include new information.
         e. Elsevier is a tool that is used to assist in tracking hours and also register for trainings. At times, specific training and reading are assigned to Team Members to via Elsevier. It is each Team Member's responsibility to have these completed within the timeframe specified.
         f. If a Team Member forgets their password, their supervisor can assist them in retrieving the password. Team Members are able to reset their own password through the login page.

    ii. <u>Reimbursement for trainings</u>   *Please note: the below guidelines do not apply to online training resources that do not belong to Friendship Community (for example: HCQU's web-based training courses)*

        a. Team Members are encouraged to complete online trainings during 'downtime' while working a scheduled shift whenever possible.

        b. Some Team Members may receive approval to complete online trainings during extra time before or after a scheduled shift. In this case, Team Members should 'clock in' before getting started. Please note: This must be planned in advance and approved by the Primary Supervisor.

        c. Some Team Members may receive approval to complete online trainings while at college, home, etc. All Team Members who complete an online training while they are not 'clocked in' must report the date and time that the training was completed to their Primary Supervisor so that the time can be recorded in DCI. Please note: This must be planned in advance and approved by the Primary Supervisor and Program Coordinator.

        d. Time spent on optional training that is published by Friendship Community may be paid time up to 12 hours for non-direct support positions (annually), and up to 24 hours for direct support positions (annually).

        e. Paid time is limited to the length of the online training. For example: if the lesson is 1 hour long, then the maximum paid time is 1 hour.

        f. Team Members will be paid their regular hourly weekday rate for online training, even if the training is completed during a weekend.

    iii. When completing online trainings, it is encouraged to wear headphones/ear buds while reviewing the training.

b. <u>Videos/Documentary</u>

    i. A Team Member may complete a Training Documentation Form for a video or documentary that they have watched, as long as there is meaningful content that enhances the Team Member's understanding in working with Individuals with Intellectual Disability and/or Autism.

    ii. It is highly encouraged that preapproval from the Training Department is sought before viewing a movie for training credit.

    iii. The Team Member shall be required to submit a comprehensive summary regarding what they learned from the video or documentary, which shall be reviewed by their Supervisor and a member of the Training Team to ensure that it meets regulatory guidelines.

    iv. Team Members may only submit one entertainment movie per calendar year, unless it is a documentary. Movies submitted for

training hours will be reviewed on a case by case basis and determined whether they count for training hours. Movies that are approved for training credit may only be submitted once throughout a Team Member's employment at Friendship Community.

c.   Books
  i.   A Team Member may complete a Training Documentation Form for a book that they have read as long as there is meaningful content that enhances the Team Member's understanding in working with Individuals with Intellectual Disability and/or Autism.
  ii.   The Team Member shall be required to submit a comprehensive summary regarding what they learned from the book, which shall be reviewed by their supervisor and a member of the Training Team to ensure that it meets regulatory guidelines.
  iii. Training hours for books are credited at a rate of 1 hour for every 50 pages read.

d.   Documentation Trainings

  i. Team Members are required to read annual documentation including, but not limited to, Individual's ISP's/IPP's, Assessments and Behavior Support Plans.
  ii. A Training Documentation form may be completed for the time that it takes to review these documents and ask clarifying questions, as applicable.

e. Other agencies
  i.   If a Friendship Community Team Member has taken trainings at other Human Services agencies, they may submit the verification of the training to their supervisor and the Training Team for review and approval as it relates to the Team Member's position at Friendship Community. Relevant transferrable trainings and certifications may include CPR/FA/AED, Medication Administration, etc.
  ii. If a Team Member desires to receive a copy of their training documentation from Friendship Community, they shall contact the Training Department and set up a time to receive their documentation for a set fee, which shall be communicated at the time of request.

f. Monthly In-service Training
  a.   In-service Training sessions are offered generally on the third (3rd) Tuesday of each month at an offsite location.
  b.   Evening and other sessions are offered when deemed necessary
  c.   Time spent on Mandatory/Live In-services Training is paid time.
  d.   Attendance at In-service training sessions is encouraged.
  e.   Attendance at select In-service training sessions may be required for particular Team Members, based on the content.
          a.   Select Teams may be required to attend training sessions featuring a specific topic(s).
          b.   Select sessions may require every Program to send one or more representatives. The Program Manager or Program Coordinator shall serve as the Program representative or

              delegate this responsibility to another Team Member when applicable.

g. <u>Annual In-service</u>
   i. Time spent on Mandatory/Live In-services Training is paid time.
   ii. Attendance at Annual In-service sessions is **mandatory** for all employees.
      1. Failure to complete Annual Training in a timely manner may result in disciplinary action.
         iii. Training credit shall be issued per actual time of attendance. Training certificates (when applicable) may or may not be issued for partial attendance and situations of this nature shall be reviewed on a case-by-case basis.

h. <u>College Classes</u>
   i. Team Members may turn in a Training Documentation form for college classes they have taken. Team Members must attach a syllabus or description of the class as well as times and dates of the class. The maximum amount of credit will be 15 hours per a credit hour. Once the class is completed and documentation is submitted, the Training Department will review and make a decision regarding the amount of credit that will be issued.
   ii. Even if a Team Member achieves the amount of required annual training hours with class work, they are still required to complete all annual trainings.

i. <u>External Trainings</u>
   i. All Team Members must receive prior approval for external trainings by completing an External Seminar Request form, including all cost associated with the training. This form shall be completed within 30 days prior to the training, as possible.
   ii. Upon approval, the Team Member may schedule the use of an agency vehicle to travel to the training, if available.
   iii. As applicable, an agreement may be made with the Team Member regarding commitment following the external training, including an agreement to reimburse Friendship Community (as applicable) for any training costs if the Team Member no longer desires to fulfill their commitment related to the agreement.
   iv. If a Team Member is requested by their supervisor or a member of the Training Team, to attend an external training, the External Seminar Request form does not need to be completed; however, all documentation requirements apply following completion of the training.

i. <u>Training Schedule and Attendance</u>
   i. It is highly encouraged that a Team Member not be scheduled to work a shift immediately prior to or following a scheduled training, particularly overnight awake shifts.
   ii. Tardiness
      i. Training start and finish times shall be adhered to as closely possible by presenters.

      ii. All attendees are highly encouraged to arrive early (5-10 minutes) for training sessions. If a Team Member arrives late to a training, regardless of the reason, the presenter may ask the Team Member to leave and reschedule.

      iii. Team Members who are permitted to remain at the training may not receive full credit or may be required to make up the missed portion of the session.

      iv. If a Team Member anticipates that they may be late for a training session, they must contact their supervisor immediately.

   iii. Absence from a Scheduled Training

      i. If a Team Member needs to cancel a training session, they should do so through Elsevier, contacting the Training Department, or leaving a message for the receptionist, in addition to alerting their primary supervisor.

      ii. If a Team Member has an unexcused absence from a training, particularly if the absence causes an issue with training compliance, disciplinary action may occur and an appropriate plan of action shall be implemented.

      iii. A repeated pattern of absences (excused and/or unexcused) from training sessions shall be reviewed by the Training Department, Human Resources, and the Team Member's supervisor(s) in determining the best course of action in addressing the training attendance concerns. This section also pertains to all scheduled/assigned online training courses.

   iv. Inclement Weather Events

      i. Although cancellation of training sessions is avoided as much as possible, a training may be cancelled in the event of inclement weather where travel advisories are issued. If the Training Department deems it necessary to cancel a training, the Team will contact the programs of each Team Member scheduled and alert them of cancellation.

  j. <u>Status Changes</u>

      i. If a Team Member transitions to a different position, training requirements (including required amount of training hours per calendar year) shall be reviewed with the Team Member to ensure compliance with all training guidelines related to their current position.

      ii. Routinely the training team will ensure the Team Members training record is moved and Elsevier is updated.

  k. <u>Training Binder</u>

     i. A Training Binder shall be available and kept in a readily accessible location at every program, including Administrative Offices and other locations as deemed necessary.

      ii.   Friendship Community Team Members shall utilize the Training Binder to access frequently needed information about Elsevier, Friendship Community Training Events, Training Resources, etc.

      iii.   Program Managers/other Team Leaders shall consult the Training Department before placing additional content of any kind in the Training Binder.

      iv.   Training Binder content shall be updated by the Training Department as needed.

      v.   Program Managers/other Team Leaders shall collaborate with the Training Department when updates are required.

      vi.   Updates to the Training Binder shall occur at Program Manager's Meetings and/or remotely through email/interoffice mail.

l. Trainers

    i. Team Members who have demonstrated enhanced knowledge and expertise in particular areas may be asked to become a trainer/presenter in their area(s) of expertise. Comfort level with public speaking and presentation skills shall be considered in all requests and onboarding of new trainers/presenters.

    ii. Collaboration between the Team Member, their Supervisor, and the Training Team shall occur in all circumstances where Team Members are being considered for responsibilities of this nature

    iii. A trainer/presenter may relinquish their responsibilities in collaboration with their primary Supervisor and the Training Team, with development and implementation of an appropriate transition plan which allows for adequate coverage of the training area.

    iv. A Team Member may be requested to sign an agreement prior to attending an external training opportunity, particularly if the training opportunity is funded by Friendship Community. The agreement may include details regarding organizational commitment and partial or full reimbursement of the training costs if certain conditions are not met.

    v. Each training group has a lead that oversees the session and topic content curriculum. The Lead is responsible for updating their information and training their session topic team on the information, as needed.

m. Requesting copy of Training Certification

    i. Team members may request a copy of their training certification once the training has been successfully completed.

    ii. All requests for documentation of training certifications shall be made at least 24 hours in advance of expected receipt.

    iii. Team Members will be expected to pay a per document fee for copies of any training documentation received from the Training Department. The fee amount shall be communicated to the Team Member upon their documentation request.

n. Precautions per pandemic

      i.   All participants and instructors are to follow face mask guidelines.

       ii.   CPR/First Aid continues to follow the guidance of American Heart Association as they release information.

       iii.   Classes continue to follow social distancing guidelines.

       iv.   Trainings will continue to be offered virtually as much as possible.

       v.   Training schedule continues to be reviewed on a routine basis for precautions and decisions in related to the pandemic.

o. <u>Training Assessments</u>

       i. Majority of trainings will have a training assessment either embedded in the lesson or after the lesson.

       ii. A score of 80% is needed to pass an assessment with a limit of three attempts.

       iii. If a Team Member does not pass the assessment, a discussion will occur with the Team Member and their Supervisor to assist the Team Member in being successful with the assessment.