


Catholic Charities Disabilities Services	
Department Protocol and Procedure	
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Approved by: Peggy Maliski, Director of Quality Assurance	

Protocol:

The purpose of this procedure is to outline the process for tracking trainings for all staff.

If a specific program is more stringent than this standard or includes additional training and certification requirements, those requirements will stand. The procedure is a general outline of the training tracking process.

Procedure:**1. Receipt of Proof of Training**

- a) Directly from Staff
 - i. New hires will provide any training certificates they have upon hire to the Recruiter, who will forward to Quality Assurance (QA) for review and approval or denial.
 - ii. Medication Administration (AMAP) OMR-811 from another agency must be scanned to the RN Educator for approval, with QA CC'd in the email.
 - iii. Current staff are instructed to send any training certifications to the Administrative Assistant as well as their supervision.
- b) From the Trainer
 - i. Following any CCDS training, the instructor will scan a copy of the sign in sheet to HumanResources@ccdservices.org and QA@ccdservices.org, and the Administrative Assistant, with the subject line to include the name of the training and the "sign in sheet."
 - ii. All hard copies of the sign in sheets will be given to the Administrative Assistant.
- c) From the Microsoft FORMS Application
 - i. The Annual Refresher quiz will be completed by staff via electronic submission using Microsoft FORMS. Periodically, the Administrative Assistant will check these submissions. (more information below)
- d) From CCDA or Human Resources Agency Partner
 - i. The following trainings are also tracked by CCDA Human Resources:

CCDS Class Title/Therap	CCDA Name/Kronos
Sexual Harassment	NYS Sexual Harassment Prevention
(2022) CCDA Compliance Refresher	System Wide Compliance Refresher
CMG: Safe Environments	01- Safe Haven
CCDA Orientation Checklist	0- Web Orientation

- ii. As needed, the Human Resources Agency Partner will provide updates to these trainings to both QA@ccdservices.org and the Administrative Assistant.

2. Electronic Data Entry

Administrative Assistant will enter "Certification Dates" for trainings as they occur and Sign In Sheets or certifications are received.

- a) **Annual Refreshers** – Annual Refreshers are due during the month of September for all staff, with the only exception being staff hired during the month of September.

The Annual Refresher Trainings will not have Sign In sheets but rather a completed quiz. The Annual Refresher quiz will be completed by staff using Microsoft FORMS. Periodically, the Administrative Assistant will check these submissions, print and grade the quiz with either pass or fail. A passing quiz will have 10 or fewer incorrect answers. If the quiz is passed, the Administrative Assistant will give credit for the courses as listed below. If the quiz is failed (more than 10 incorrect answers), the Administrative Assistant will email the staff that their quiz was not passed and request them to complete again.

Credit will be given for each of the following classes according to the department.

Residential

- Agency Required Annual Refreshers
- Bloodborne Pathogens
- Choking Prevention Part 1
- Cyber Security
- Fire and General Safety
- HIPAA
- Incident Reporting / Abuse Prevention
- Personal Lifting & Care
- Policies and OPWDD Compliance
- Promoting Positive Relationships

ICS

- Agency Required Annual Refreshers
- Bloodborne Pathogens
- Challenging Behaviors
- Choking Prevention Part 1
- Cyber Security
- Electronic Visit Verification
- Fire and General Safety
- HIPAA

- Incident Reporting / Abuse Prevention
- Personal Lifting & Care
- Policies and OPWDD Compliance
- Promoting Positive Relationships

Administration

- Agency Required Annual Refreshers
- Bloodborne Pathogens
- Choking Prevention Part 1
- Cyber Security
- Fire and General Safety
- HIPAA
- Incident Reporting / Abuse Prevention
- Policies and OPWDD Compliance
- Promoting Positive Relationships

Other classes are due on a rolling basis for individual staff based on the certification dates and expiration dates. All certificates must be emailed to Quality Assurance for review and approval or denial.

b) SCIP-R

Both the full SCIP-R initial training and the Refreshers include 2 classes in Therap. The following credits will be given:

- SCIP-R
- Promoting Positive Relationships

c) CPR/FA

Residential - Adult CPR and First Aid are required

ICS – Adult and Child First Aid and CPR are required

The following credits will be given according to QA approval and the certificates' listing:

- Adult
- Child
- CPR
- AED
- Epi
- First Aid

d) AMAP (Medication Administration)

AMAP course and AMAP Pours are tracked separately. If a staff provides an OMR-811 from another agency, this must be scanned and sent to the RN Educator for approval with QA@ccdservices.org on the email as a CC'd address.

e) Other Sign In Sheets

- ii. Diabetic Care
- iii. Tubing Feeding
- iv. Leadership Development Series
 - Also to be entered in the "Transcript" for that staff in the g drive

- Upon completion of the series, Administrative Assistant will create a certificate and give to Quality Assurance for review and signature. QA will complete any stipend forms and give to HR as needed.
- v. Clinical Training Series
 - Also to be entered in the "Transcript" for that staff in the g drive
 - Upon completion of the series, Administrative Assistant will create a certificate and give to Quality Assurance for review and signature. QA will complete any stipend forms and give to HR as needed.

The following certificates also require scanning and emailing to CCDA:

- CMG: Safe Haven – Group Certificate (will be emailed by Instructor to CCDA, QA, HR and Administrative Assistant)
- 0 - Web Orientation

3. Training Audits and Trackers

- To monitor training compliance on an ongoing basis, Quality Assurance staff will upload Training Certificates from Therap into the Intranet Tracking Application and send excel files to appropriate department directors and supervisors monthly or as needed.
- Orientation completion tracking will be filed on a separate Orientation Tracker and sent to the department director(s) monthly or as needed.

4. Staff Communications

- On a monthly basis, or as needed, Administrative Assistant will email staff regarding training requirements that are overdue or within a 30-60-90 day schedule and any other notes as directed by HR, QA, or the department Director. This information will come directly from the Training Trackers created by QA.