



## **THE ITA WEGMAN ASSOCIATION TRAINING AND DEVELOPMENT PLAN & STATUS UPDATE 2022-2023**

### **Introduction**

Effective training and development for Coworkers, Board Members, Contractors, Companions and Companion family member(s) / representatives is key to the overall success of the Association. It helps ensure everyone's safety; contributes to improved programming and opportunities for Companions; and improves the Association's ability to recruit and retain Coworkers.

Training and development begins with orientation and continues throughout the time that a Coworker, Contractor, Board Member or Companion / Companion family member(s) / representative is involved with the Association.

### **Training and professional development for Coworkers**

Coworker training and professional development is considered part of good management practice and good risk management strategy. The following issues and changes in the Association may indicate the need for training and development:

- Coworker's request
- Coworker reviews
- Evaluation deficiencies
- Outcome of corrective action
- Individual development plan
- Safety issues
- Law and regulation changes
- Need to develop new leaders
- New Coworker
- New equipment
- New supervisor

- New program
- New technology

### **Training and development for Coworkers**

Orientation and training for Coworkers and Board Members varies depending on the nature of the placement and program requirements.

### **Training and development for Board Members**

New Board Members receive an orientation package at the beginning of their term. Board Members have opportunities to develop new skills as part of their participation on the Board. Sometimes this is through mentoring by another director or through information distributed in Board information packages or through program updates at meetings.

### **Training and development for persons supported**

Companions supported by the Association participate in an orientation at the beginning of services and annually or as required. The initial orientation and annual review includes health and safety, rights and responsibilities, person-centred planning, problem solving, and the sharing of other program materials as appropriate. Based on the specific support needs of each person, the orientation is documented and training may be reviewed more regularly. Training and support with Companions in their program may occur naturally in everyday life skill activities including community activities, personal care, transportation and behaviour support. Specific programs also offer in-service training for Companions as required.

### **Training and development plan**

The attached tables show the specifics of how training and professional development goals will be achieved and acts as a guide for the organizing and scheduling of Association training activities. A separate working document is under development to capture optional/in-service training information for Coworkers and Board Members that is not prescribed by accreditation and program specific requirements.

<b>Intended Audience - Required training for Coworkers dependent on program/job position</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person/s responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Orientation to association &amp; program</b>	Upon hire & as required	Coworker handbook, Relias	Facility Manager, House Coordinator, Workshop Leader	No cost	Checklist in personnel files. Relias reports.
<b>Workplace Violence Prevention</b>	At orientation & regular intervals minimally annually	Coworker handbook, Relias, CPI workbook	Facility Manager	Exception -external trainers brought in to facilitate workshops i.e. verbal de-escalation or first aid. Then course fees & wages are billed to programs.	Signed policy and procedure. Certificate of completion in personnel file.
<b>Workforce development activities</b>	Upon hire and annually as required	Policy summary	Facility Manager, Business Administrator	No cost	Meeting minutes
<b>Cybersecurity and technology</b>	Upon hire and annually	Policy review and evaluation	Business Administrator	No cost	Relias report
<b>Equipment, features, set-up, use, maintenance, safety considerations, infection control and troubleshooting</b>	Upon hire and annually as required	Policy review, Program operating manuals	Facility Manager, Maintenance Manager, House Coordinator, Workshop Leader, Business Administrator	No cost	Signed policy and procedure. Certificate in personnel file as appropriate. Relias report.
<b>Health and safety practises</b>	Upon hire & annually	Policy and Procedure review	Facility Manager, Maintenance Manager, House Coordinator, Workshop Leader	No cost	Signed policy and procedure / drill reports. Relias reports
<b>Identification and reporting of critical incidents</b>	Upon hire & annually	Policy review, Verbal de-escalation and non-violent crisis intervention workshops	All Coworkers. Overseen by Facility Manager.	No cost	Signed policy and procedure. Relias Reports.
<b>Infections &amp; communicable diseases</b>	At orientation & regular intervals / minimally annually	Policy and Procedure review	Facility Manager, House Coordinator, Workshop Leader	No cost	Signed policy and procedure. Relias report

<b>Identification of unsafe environmental factors</b>	Upon hire & annually	First aid courses	Facility Manager, House Coordinator, Workshop Leader	No cost and Exception -external trainers brought in to facilitate workshops i.e. verbal de-escalation or first aid. Then course fees & wages are billed to programs.	Drill reports. Certificate on personnel file where appropriate, Relias report.
<b>Emergency procedures</b>	Upon hire & annually	Policy and Procedure review, emergency drills, Coworker meetings, House meetings, Workshop activities, Table top activities	Facility Manager, House Coordinator, Workshop Leader	No cost	Drill reports, Relias reports
<b>Evacuation procedures</b>	Upon hire & annually	Policy and procedure review, Coworker meetings, House meetings, Workshop activities, Table top activities	Facility Manager, House Coordinator, Workshop Leader	No cost	Drill reports, Relias reports
<b>Identified competencies needed by personnel</b>	At orientation & regular intervals / minimally annually	Policy and Procedure review	Facility Manager, House Coordinator, Workshop Leader	No cost	Signed policy and procedures, annual review documentation

<b>Intended Audience - Required training for coworkers / volunteer or other Ita Wegman staff members dependent on program/job position</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Confidentiality requirements</b>	At orientation & regular intervals / minimally annually	Coworker Handbook	Facility Manager	No cost	Policy letter of agreement & signed ethical code of conduct, Relias reports

<b>Diversity</b>	At orientation & regular intervals / minimally annually	Policy and Procedure review	Cultural Diversity Committee, Executive Group	No cost	Meeting minutes
<b>Ethical codes of conduct</b>	At orientation & regular intervals / minimally annually	Review of policy and procedure and signing document	Care Group, Executive Group	No cost	Signed document, Relias reports
<b>Rights of personnel</b>	At orientation & regular intervals / minimally annually	Coworker Handbook, Employee and Coworker policies	Facility Manager, House Coordinator, Workshop Leader	No cost	Confirmation Coworker handbook received and understood
<b>Employee extended benefits program</b>	At probation completion & as required	Employee and Coworker Policies	Business Administrator	50% of monthly premiums	Confirmation Coworker benefits package received and understood
<b>Privacy Training</b>	Upon hire and as needed	Policy and procedure review CLBC On-line course	Facility Manager	No cost	Certificate in personnel file
<b>Fiscal policies and procedures</b>	At orientation & as required / minimally annually	Policy and procedures manual	Finance Committee, Business Administrator	No cost	Confirmation policy and procedures reviewed and understood

<b>Intended Audience - Required training for Coworkers dependent on program/job position</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Education to stay current in the field</b>	At orientation and annually as required	Policy and procedures manual and Coworker Handbook	Care Group, Executive Group	No cost	Confirmation policy and procedures reviewed and understood
<b>Roles and responsibilities for performance measurement and management</b>	At orientation and annually as required	Policy and procedures manual and Coworker Handbook	Executive Group, Facility Manager, Business Administrator	No cost	Confirmation policy and procedures reviewed and understood
<b>Fundraising procedures</b>	At orientation	Policy and procedures manual	Business Administrator	No cost	Confirmation policy and procedures reviewed and understood, Relias report
<b>Training of drivers regarding the transportation procedures and unique needs of persons supported</b>	At orientation & as required / minimally annually	Policy and procedures manual	Facility Manager, House Coordinator	No cost	Signed confirmation of policy and procedure, Documentation on personnel file
<b>Promoting wellness of persons supported</b>	At orientation & regular intervals	Coworker Handbook Coworker meetings	Care Group, House Coordinators, Workshop Leader, Facility Manager	No cost	Orientation checklists, Relias report, Meeting minutes
<b>Person-centred practice</b>	At orientation & regular intervals / minimally annually	Coworker Handbook Coworker meetings	Care Group, House Coordinators, Workshop Leader, Facility Manager	No cost	Orientation checklists Meeting minutes

<b>Intended Audience - Required training for Coworkers re: Companions</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Reporting of suspected abuse &amp; neglect</b>	At orientation & regular intervals / minimally annually	Coworker Handbook Coworker meetings	Facility Manager, House Coordinator, Workshop Leader	No cost	Orientation checklists, Relias report, Meeting minutes
<b>Rights of persons supported</b>	At orientation & regular intervals / minimally annually	Coworker Handbook Coworker meetings	Facility Manager, House Coordinator, Workshop Leader	No cost	Orientation checklists, Meeting minutes
<b>Unique needs of persons supported</b>	At orientation & regular intervals / minimally annually	Coworker Handbook Coworker meetings	Facility Manager, House Coordinator, Workshop Leader	No cost	Orientation checklists, Database, Meeting minutes
<b>Network server, e-mail and electronic file management</b>	At orientation & as required	Review policies and procedures	Business Administrator, Administration team	No costs	Checklists in personnel files, Relias reports
<b>Relias</b>	At orientation & as required	1:1 instruction	House Coordinators, Facility Manager	No costs to personnel. Association maintains an annual subscription	Checklists in personnel files
<b>First aid (when applicable)</b>	As required	Course offered by a qualified first aid instructor	Facility Manager	Course fees & wages billed to program	Certificate in personnel file
<b>Food Safe (when applicable)</b>	As required	Course offered by a qualified food safe trainer or recognized on-line course	Facility Manager	Course fees & wages billed to program	Certificate in personnel file
<b>Medication management</b>	Upon hire and annually	Medication reviews Pharmacist visit	House Coordinator, Workshop Leader, Facility Manager	No costs	Meeting minutes Attendance records

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<b>Intended Audience - Required training for Coworkers re: Companions</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Seizure education</b>	Regular intervals & as required	Policy and Procedure review	House Coordinator, Workshop Leader, Facility Manager	No costs	Attendance records
<b>Behaviour management</b>	At orientation & as required	Behaviour support plan Behavioural consultant	Facility Manager, House Coordinator, Workshop Leader, CLBC representative DDMHT	No costs Fee for service billed to program	Attendance records
<b>Personal care</b>	At orientation & as required	Personal care support plan	House Coordinator, Workshop Leader, Facility Manager	No costs	Orientation checklists, Database records, Companion files

<b>Intended Audience – Companions (Persons supported)</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Education to reduce identified physical risks</b>	At orientation and as required	Drills Individual service plan (ISP)	House Coordinator, Workshop Leader, Facility Manager	No costs	Drill records, Meeting minutes, ISP's on file
<b>Training re: health and safety and emergency procedures</b>	At orientation & regular intervals	Signage/posters Companions support plans	House Coordinator, Workshop Leader, Facility Manager	No costs	Drill records, Meeting minutes, ISP's on file



<b>Training regarding infections &amp; communicable diseases</b>	At orientation & regular intervals	Review Policies and Procedures, Signage/posters Companions support plans	House Coordinator, Workshop Leader, Facility Manager	No costs	Database, Companion file, Relias report
<b>Instruction &amp; training in equipment features, set up, use, and troubleshooting</b>	At orientation	1:1 instruction	House Coordinator, Workshop Leader, Facility Manager	No costs	Drill records, Meeting minutes, ISP's on file

<b>Intended Audience - Stakeholders</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Education on ethical codes of conduct</b>	As required when a stakeholder active in programming	Policy and procedures manual	Facility Manager, Business Administrator	No costs	Signed document in personnel file
<b>Instruction &amp; training in equipment features, set up, use, maintenance, safety considerations, infection control and troubleshooting</b>	As required when a stakeholder active in programming	1:1 instruction	Facility Manager, Business Administrator	No costs	Signed document in personnel file

<b>Intended Audience - Volunteers</b>					
<b>Training and Professional Development Topic</b>	<b>Estimated dates or timeframes</b>	<b>Activities or method of training</b>	<b>Person responsible for organizing</b>	<b>Anticipated costs or sources of funding</b>	<b>Documentation</b>
<b>Orientation</b>	At orientation & annually as required	Coworker guide / one on one meetings	Facility Manager, House Coordinator, Workshop Leader, Business Administrator	No costs	Signed document in personnel file
<b>Education on critical incidents and injury reporting</b>					
<b>Health and safety practises</b>					

<b>Intended Audience - Board members</b>					
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Training and Professional Development Topic	Estimated dates or timeframes	Activities or method of training	Person responsible for organizing	Anticipated costs or sources of funding	Documentation
<b>Board Member orientation and education</b>	Upon initial position acceptance and minimally annually	Program status reports  Board manual	Board President, Board Vice President, Board Secretary	No costs	Meeting minutes  Registration forms

<b>Intended Audience – Health and Safety Committee members</b>					
Training and Professional Development Topic	Estimated dates or timeframes	Activities or method of training	Person responsible for organizing	Anticipated costs or sources of funding	Documentation
<b>Orientation</b>	At orientation & as required	H&S policy review Accreditation standards review	Facility Manager	No costs	Meeting minutes, Relias reports, Certificates where applicable
<b>Continuing education</b>	Annually and/or as required	H&S in-service Courses offered by BC FED Health and Safety Centre, FARSHA, WorkSafeBC, Relias, other external trainers as requested / required	Facility Manager, Maintenance Manager	Fee for service billed to Association	Meeting minutes, Certificates in personnel files, Relias reports

<b>Goals for 2022/2023</b>	<b>Persons responsible</b>	<b>Timeline</b>
Continue engagement of Coworkers to identify enhanced learning opportunities	Facility Manager, Care Group, Executive Group	Dec 2022
Full utilization of Relias training platform	Facility Manager, Admin and Development Coordinator	Dec 2022

Adhering to all training related to meeting COVID safety regulations	All Coworkers, Facility Manager, Health and Safety Committee	Immediate with monthly reviews and updates
Continue to monitor comprehensive documentation of orientation / onboarding of new employees	Executive Group, Facility Manager, House Coordinators, Workshop Leaders, Admin and Development Coordinator	Dec 2022

## THE ITA WEGMAN ASSOCIATION TRAINING AND DEVELOPMENT PLAN & STATUS UPDATE 2022-2023

### ACHIEVEMENTS

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### CHANGES

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