

Human Resources Policy

Agency Staff Orientation and Training

Purpose:

To provide orientation and ongoing training protocol for all external staffing agency employees that work at a Marklund facility.

Procedure:

Staffing agencies are presumed to have run all applicable state and federal background checks on their employees before they are allowed to work in direct care. It shall be the responsibility of the agency to ensure their employees meet all employment requirements in the State of Illinois, including mandated trainings, certifications, and licensure.

All such agency employees will be oriented to Marklund and receive training in the following areas before they can work a direct care shift:

Skills Proficiency List:

- Facility Emergency Protocols
- Agency Staff Time Cards
- Feeding of Residents/Clients
- Lift/Transfers of Residents/Clients
- Changing Residents/Clients
- Positioning and Repositioning Residents/Clients
- Oral Hygiene of Residents/Clients
- Vital Signs of Residents/Clients
- Orthotic Appliances of Residents/Clients
- Bathing of Residents/Clients
- Facility Supply Storage Area(s)
- Resident/Client Code Status
- Staff Chores
- Professionalism and how to Interact with Residents/Clients

Policies/Inservices for Review and Signature:

- General Policy 7.01 Suspected Abuse, Neglect, Mistreatment of a Client or Injury of Unknown Origin
- General Policy 20.0 Confidentiality Privacy Rule (HIPAA)
- HR Policy 3.2.3 Smoke; Tobacco; Vapor Free Policy

- HR Policy 3.26.1 Personal Cell Phones
- HR Policy 3.12 Dress Code and Appearance
- Annual Employee Emergency Operations Inservice
- Corporate Compliance Handbook

Ongoing Training and Inservicing

- Agency staff will be required to complete mandatory training and inservicing as applicable.
- Each facility/program will ensure that all agency staff are trained annually, or more often as necessary, on General Policy 7.01 Suspected Abuse, Neglect, Mistreatment of a Client or Injury of Unknown Origin.
- Each facility/program will ensure that all agency staff are trained annually, or more often as necessary, on General Policy 20.0 Confidentiality Privacy Rule (HIPAA).
- Each facility/program will ensure that all agency staff are inserviced on any pertinent changes to policies/procedures/protocols.
- Each facility/program will ensure that agency staff are educated on changing Resident/Client needs as necessary.

Documentation of Training and Policy Review

- Each facility/program will orient and train new agency staff before they can work a shift, ensuring they have completed training in all required areas.
 - Each facility/program will send proof of initial and annual (or more often) training of all agency staff (signature sheet/quizzes) on General Policy 7.01 Suspected Abuse, Neglect, Mistreatment of a Client or Injury of Unknown Origin.
- It will be the facility's/program's responsibility to track and meet ongoing agency training requirements.
- Facilities/programs will forward a copy of all signed documents and proof of training to the HR Department for storage.