

# Training and Professional Development

## Introduction

The Methodist Home is committed to providing quality services to children and families in our care. To maintain the standards set forth by the State of Georgia and the Board of Directors, The Methodist Home has high expectations for the professional development of new and established employees. These expectations are in keeping with licensing mandates and state regulations as well as best practice guidelines.

## Section I: Training Hour Requirements

### Policy 1.1: Requirements and Accrual

All Methodist Home employees are required to obtain annual training hours to ensure continued quality improvement and professional development. These trainings not only improve the quality of our services but also ensure compliance with various licensing agencies. An employee's Professional Development Plan will be completed with the Training Coordinator immediately upon being hired. Professional Development Plans will then be completed yearly by each Child Care Counselor and his/her supervisor for following calendar years. This plan will provide an assessment of developmental needs and provide the employee with a training framework for the upcoming year to meet each individual's training needs. The employee will be required to attend all trainings set forth in the plan. A copy of this Plan will be given to the Employee and their supervisor, and a copy will be placed in their training file.

Training hours are compiled by the Training Department and accrue annually beginning on January 1<sup>st</sup> and ending on December 31<sup>st</sup> of each year. For new employees, training hours begin accruing on date of hire, and are pro-rated for the remainder of the calendar year.

### Policy 1.2: Training Hour Credit

Training hours can be obtained from in-service trainings offered at The Methodist Home, off-campus trainings, related coursework, Netsmart University, and audio/visual materials. Credit is not given for English, Math, History, and other courses that aren't directly related to the mission of the agency. Upon submitting the final grades for college courses taken, if the employee passed the course, he/she will be given Training Hour credit equal to the number of credit hours the course is worth. For example, a student who receives a "B" in "Introduction to Social Work,"

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which is a 3-semester hour credit course will be given three training hours for the course. An employee may receive training hour credit for trainings taken outside the agency, as long as the trainings are directly related to the employee’s job within the agency. If a new employee is currently CPR and First Aid certified upon employment, and can submit their CPR/First Aid cards, they are not required to take these courses until the expiration date of their certification.

In order to receive credit from audio/visual material, a thorough report of the entire training must be written and submitted to the employee’s supervisor for review and approval. After approval from the supervisor, the report (which includes the date written) is submitted to the training department for credit.

**Policy 1.3: Position Requirements**

The following index outlines the number of training hours required for each position at The Methodist Home. In addition to obtaining required yearly training hours, all staff who work directly with clients are required to attend First Aid and CPR prior to expiration, maintain their CALM certification and attend monthly refreshers. Upon hire, all staff are required to attend Orientation to the Methodist Home training, in addition to the annually required training hours.

Should you have any questions regarding the required amount of annual training for your position, please contact your supervisor or the Training Department at 751-2838.

<b>Position</b>	<b>Number of Training Hours</b>
President	24
Vice President	24
Chaplain	24
Directors	24
Director of Eagle’s Nest	Licensing Standard
Coordinator for Resource Development	24
Family Consultant and Human Services Professionals	24
Program Manager	24
Child Care Counselor Full -Time	24

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Child Care Counselor Part-Time	12
Behavior Specialist	24
Resource Developer	24
Family Associate	24
Campus Life Staff	24
Registered Nurse Full-Time	24
Registered Nurse Part-Time	12
Health Services Manager	24
Price Education Staff	Defer to Bibb County
Staff Accountant	10
Assistant Directors	24
Eagle’s Nest Staff	Licensing Standard
Food Services Staff	First Aid and CPR, Confidentiality
Maintenance Staff	First Aid and CPR, Confidentiality
Educational Liaison	24
Paraprofessionals	24
Administrative Assistant/ Office Manager	10
Receptionist	6

## Section II: Training Opportunities

### 2.1: New Employee Trainings

New Employee Trainings are dependent upon the position held within the agency. Therefore, it is essential that each employee meet with their Region’s Training Coordinator upon being hired. The Training Coordinator will, at that time, review all trainings that the employee will need during their first year of employment. All new employee trainings are to be completed within the first 90 days of employment.

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All new personnel begin their training at the time of hiring. In compliance with The Office of Regulatory Service Rule #290-2-5-.08, all new employees must receive orientation prior to working with children. New Employee Orientation for The Methodist Home includes viewing the New Employee Orientation DVD Series, “An Overview of The Methodist Home for Children and Youth.” New employees are also required to read the personnel manual and familiarize themselves with the organizational chart. Orientation also includes classroom experiences and structured, on-the-job coaching which is evidenced through the completion of the Orientation Checklist. All employees must be certified in CPR and First Aid within 60 days of beginning their position. They must also participate in Confidentiality and Bloodborne Pathogens Training within 90 days of beginning their position. Program Personnel who work directly with residents must also take CALM Modules I and II prior to being left alone with the residents, and within the first 90 days of employment. New Employees must also take Documentation, Coaching the Van Driver, and Life Space Interview.

During the structured on-the-job training, the new staff person will assume secondary responsibility for the children in their cottage. Primary responsibility will lie with the experienced staff on duty. Medication Administration Training should be completed prior to administering medications to residents.

#### **A. AN OVERVIEW OF THE METHODIST HOME FOR CHILDREN & YOUTH**

An Overview of the Methodist Home for Children and Youth is the first New Employee Training. This course includes a review of the history, mission, philosophy and goals of The Methodist Home and is a knowledge-building training. The focus is on providing a basic overview of our clients, their rights, our role, our current practice, and the employees’ role with each of these factors. This course also includes employment policies from Human Resources, Finance Department, and Campus Safety Procedures.

This course is conducted via DVD, and employees must pass the accompanying test in order to begin their assigned position. Tests are given immediately upon completion of the DVD and graded by the Training Coordinator of each region. Employees must score at least 70% on the test. Those employees who score below 70% will have to re-view the video and retake the test. Should the employee make below 70% a second time, they will be referred to Human Resources for further discussion of their job assignment. If they pass the test on the second completion, both the first and second tests are placed in the employee’s training file.

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## **B. CRISIS & AGGRESSION LIMITATION & MANAGEMENT MODULE I**

Crisis & Aggression Limitation & Management (CALM) Module I focuses on the theoretical basis of an Organizational Approach to Safe Practice. In order to effectively understand and digest the material, it has been broken down into Modules that are taken at various times.

### **1. De-escalating Aroused Behavior**

De-escalating Aroused Behavior is a four hour training where participants learn about the assault cycle of aggression and effective skills to implement at various stages in the cycle to prevent aggressive behavior. This training is required for all employees who work directly with clients. This is an interactive training, and all participants will actively participate in the course. Due to the nature of this course, participants must attend the entire course in order to receive training credit. Employees who are tardy will not be allowed to enter the training.

### **2. Organizational Approach to Safe Practice**

Organizational Approach to Safe Practice is a one day training that focuses on the Agency Culture. Possible exposure to aggression and violence is a risk for all employees in a Residential Treatment Facility. Because safe practice requires us to consider our own thoughts, feelings and actions concerning aggressive behavior, this training is recommended for all employees. It will also explore the expectations and demands that are imposed by the Law, Licensing Standards, Accrediting Bodies and the Agency itself. Finally, this course will address methods of effective crisis management, by helping participants to consider what needs to be done before, during and after a crisis. Due to the nature of this course, participants must attend the entire course in order to receive training credit. Employees who are tardy will not be allowed to enter the training.

## **C. CRISIS & AGGRESSION LIMITATION & MANAGEMENT MODULE II**

Crisis & Aggression Limitation & Management Module II is a two day, skill-building course where participants learn the menu of physical techniques appropriate when managing aggressive behaviors. Considerable focus is placed on the least restrictive interventions and the importance of safety for the youth and staff. Prior to participating in this course, employees must have completed The De-escalating Course, and they must complete a CALM.UK application. If required, they must also have a medical release from their physician stating that they are able to participate. These forms must be submitted to the Training Department by the Monday prior to the class beginning. Failure to do so will result in the employee being unable to complete this training. Also, employees must pass the CALM.UK Module II verification process in order to

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be solely responsible for children. Should an employee be unable to pass the verification process, they do not receive training hours for the course, and their supervisor is contacted immediately to determine whether to allow the employee to participate a second time or terminate employment. While this decision is left to the supervisor and/or Regional Director, the employee may not be solely responsible for children until they have successfully completed the CALM Verification Process. Due to the nature of this course, participants must attend the entire course in order to receive training credit. Employees who are tardy will not be allowed to enter the training. A minimum of four participants is required.

### **1. CALM.UK Module II Monthly Refreshers**

CALM.UK Module II Refreshers are required of all employees certified in CALM.UK Module II and will be conducted during unit team meetings once each month. Refreshers are utilized to limit skill decay and to ensure staff competency in the physical intervention techniques and safety issues. In the event that an employee is unable to attend their team's refresher, the employee is responsible for arranging participation in another team's refresher course. This will need to be scheduled with the employee's supervisors for approval. Any staff failing to evidence competency during a CALM.UK refresher will be required to attend the full two-day training or receive one-on-one training and independent verification of the full menu of techniques by CALM.UK certified instructors. Sign-in sheets will be completed for each refresher and forwarded to the Training Department for tracking purposes.

### **2. CALM.UK Module II Annual Re-accreditation**

All CALM.UK certified staff will be required to attend an annual one-day CALM.UK Re-accreditation training in the fall of each year. The only exceptions are employees who cannot receive a Physician's release for injuries/illnesses and those employees initially trained in September of each year. The certification of those trained each September is valid until the next year's recertification. Employees who are not released by their physician to participate in CALM Training must present a new Physician's release each year, evidencing that they cannot participate. Employees who are initially unable to participate but are eventually cleared by their physician are NOT required to present another release. Certified staff will be required to evidence competency in the physical techniques as well as proficiency in understanding the safety and basic principles of the CALM.UK approach. The Training Department will issue the required paperwork one month prior to the training. All paperwork must be returned at least one week prior to the actual date of the training. Current employees who can not have a Physician's Release for floor restraints can be certified in all other techniques. These employees will need to be certified in the additional techniques within 30 days of receiving the Physician's Release. It

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is the responsibility of the employee and their supervisor to register them for this course once the release has been received.

Should an employee be unable to pass the re-accreditation course, they will not receive credit for the course and their supervisor will be contacted immediately, as they are unable to be solely responsible for children in their care. Upon failing a re-accreditation course, employees are unable to implement any CALM technique with residents and must re-take the entire Module II course.

#### **D. CPR**

Certified instructors offer CPR on The Methodist Home campus for all agency employees. CPR is a knowledge based and skill development training that requires competent proficiency for certification. There is no fee for this training. Renewal of CPR certification is required prior to the expiration date. Employees are responsible for maintaining their own CPR certification and must renew this certification on or before the expiration date. The Training Department will be responsible for tracking the expiration dates of all CPR certifications and will schedule the dates for each employee's recertification. It is the employees' and supervisors' responsibility to ensure that all employees are current on these trainings. Due to the demand for this course, along with the limitation on the number of participants in each course, any employee who fails to attend a course they have been registered for may be required to take the course outside the agency at their own expense. Should an employee not pass the course requirements, they will not receive credit for the course, and their supervisor will be contacted immediately. The supervisor must determine whether to schedule another opportunity to take the course or discontinue their employment.

#### **E. FIRST AID**

First Aid is offered on The Methodist Home campus by certified instructors and is free to all employees. First Aid certification is a skill building and knowledge based training, requiring renewal prior to the time of expiration. Employees are responsible for maintaining their own First Aid certification and must renew this certification on or before the expiration date. The Training Department will be responsible for tracking the expiration dates of all First Aid certifications and will schedule the dates for each employee's recertification. It is the employee's and supervisor's responsibility to ensure that all employees are current on these trainings. Due to the demand for this course, along with the limitation on the number of participants in each course, any employee who fails to attend a course they have been registered for may be required to take the course outside the agency at their own expense. Should an employee not pass the course requirements, they will not receive credit for the course, and their

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supervisor will be contacted immediately. The supervisor must determine whether to schedule another opportunity to take the course or discontinue their employment.

## **F. BLOODBORNE PATHOGENS**

Employees of The Methodist Home are at risk of exposure to Bloodborne diseases. Bloodborne Pathogens outlines a control plan for responding to emergency situations that involve exposure to blood or other body fluids. It also outlines the agency's method for laundering soiled articles, the use of gloves, the biohazardous spill kit and the CPR mouth barrier. This training is required for all program personnel during the orientation process and as needed thereafter.

## **G. ORIENTATION TO HEALTH SERVICES**

A general Orientation to Health Services is provided to all Program Personnel during orientation. This overview includes the function of Health Services and its staff, the medical needs of our clients, the use of universal precautions, infectious diseases, air and blood-borne pathogens, hazardous materials procedures, emergency procedures for staff and clients, and other general health and safety procedures related to health services.

## **H. MEDICATION ADMINISTRATION**

This training is designed for program personnel who are responsible for the administration and monitoring of medications to clients and is required before any employee dispenses medications and annually thereafter. Employees are trained in the use of Medication Administration Records (MARs), non-prescription medication logs, potential drug interactions, medication dosage and symptoms related to the use of non-prescription medications. Documentation related to administration of medication is also discussed at length. This training is a knowledge and skill building training developed to ensure best practice in the administration and monitoring of medications to our clients.

## **I. CONFIDENTIALITY/HIPAA**

Confidentiality/HIPAA is required for all employees within the first 90 days of employment. The enactment of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 has necessitated that employees abide by the federal law which protects the confidentiality of patient medical information. The training format is designed to build knowledge regarding mandatory reporting, duty to warn, penalties for violating policy, legal rights of service users, etc. Real case scenarios will be discussed in a group format and participants will be asked to review vignettes

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and respond in accordance with Confidentiality/HIPPA guidelines.

## **J. DOCUMENTATION**

Documentation is an important aspect of the services we provide at The Methodist Home; therefore, employees are trained within the first 90 days of employment. It is through thorough documentation that we are able to observe the progress the children make and to ensure the highest quality of services to the children and families we serve. All employees who work directly with children (Child Care Counselors, Program Managers and Human Services Professionals) are required to take this training. All Campus Life Staff, Independent Living Staff and any other staff who document in client files are also required to take this course. Nurses and Wrap-Around Personnel are not required to attend documentation training, as they follow a different format and are trained in that format within their departments. Knowledge and skill building in design, this training requires that participants observe a simulated critical incident and complete agency records in accordance with agency policy and procedure and licensing requirements.

## **K. LIFE SPACE INTERVIEW (LSI)**

The Life Space Interview (LSI) is a debriefing process by which children are encouraged to evaluate their behavior and develop a plan to better manage their behavior in the future. It is important to recognize that behavioral patterns are altered through the process of self-exploration and consistency. This training enables staff to provide support to our children, while establishing patterns of behavior and problem-solving solutions for improvement. All employees who are certified in CALM Module II are required to take this course and pass the quiz at the end of the course. This quiz then becomes part of the employee's training file.

## **L. COACHING THE VAN DRIVER**

Driving a 15-passenger van is very different from driving the typical passenger vehicle. Coaching The Van Driver is a non-lecture, video and discussion course that includes a self-appraisal, safe driving situations, driving environment analysis, special consideration review and passenger loading review. Agency policies regarding reporting accidents and cell phone usage while in a vehicle are discussed.

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## **2.2: ADDITIONAL TRAININGS OFFERED**

### **A. Cultural Diversity**

Cultural Diversity is offered quarterly and is required of all employees within the second year of employment. The Methodist Home provides services to clients regardless of race, ethnicity or background. Therefore, employees of the Methodist Home must be educated and sensitive to the cultural needs of our clients. Every child and their family deserve the fullest degree of respect and dignity while in our care. Sensitivity to their values and cultural needs is an integral part of the services we provide. Cultural Diversity training offers a group forum to explore cultural values and norms, as well as case scenarios to challenge cultural bias. Open discussions based on a participant's own cultural norms and values offer a hands-on approach which brings learning into the training room and encourages self-evaluation and open exploration. Information sharing opportunities regarding our clients and their cultural concerns are also a part of this curriculum.

### **B. Ethics in the Work Place**

The Methodist Home strives to provide every employee with a healthy work environment. This includes ascribing to the highest ethics in the work place. Ethics in the Work Place is offered quarterly and is required of all employees within the second year of employment. Knowledge based in design, this training offers a group setting and case scenarios to explore ethical dilemmas in the work place, including boundaries, sexual harassment and best practice. Participants are encouraged to ask questions and offer suggestions related to ethical dilemmas in the workplace.

### **C. Team Building**

The establishment of positive working teams is an essential part to the success of our services. This training is an information sharing forum which includes self-assessment and exploration, as well as the importance of the interaction of group dynamics in work teams. Low-levels ropes course elements are also available for team building purposes and are offered on an "as needed basis."

### **D. Foundations of the Helping Profession**

Foundations of the Helping Profession is a comprehensive overview of the child care profession. This knowledge based training addresses the special needs of our clients, child development basics, relationship building and teamwork, professional values, the history and trends effecting

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our clients, cottage management, separation and loss and much more. Role plays, group activities, case scenarios and group forum discussions, as well as lectures are used in the delivery of this training. Foundations is designed to refine the employee skills needed to better understand our clients and work successfully in the residential setting. This training is offered bi-annually and is required during the second year of employment for Child Care Staff, Program Managers, Family Consultants, Regional Directors and Human Services Professionals. Supervisors may assign staff to take this course a second time if there is a failure to demonstrate competent practice.

### **E. Suicide Prevention**

This training provides preventive approaches to working with suicidal youth and identifies those risk factors that indicate serious levels of distress and depression. Methods of assisting suicidal clients and the reporting of suicidal behaviors are also included. Suicide Prevention is offered quarterly and is required of all staff by the end of the second year of employment.

### **F. Supervisory Effectiveness Training (SET)**

Supervisory Effectiveness Training is required of managerial staff who directly supervise others. SET is offered on an “as-needed basis” dependent on the number of new supervisors hired by the agency. This training develops supervision skills, self-assessment and supervisory problem-solving training sessions. SET training includes lecture, group activities, and real case scenarios for the purpose of professional development.

### **G. Family Centered Practice Training**

Family Centered Practice Training is a skill building training that is required of all clinical staff in the agency. This training provides guidelines for interacting with clients and families in the context of the family system. Role plays and participant group forums are used to develop skills for the utilization of the techniques of this approach. A treatment framework is also provided to ensure consistent practice among clinicians and a goal oriented focus on permanency for our clients. Family Centered small groups are held monthly for continued skill development and treatment planning. Due to the continuous nature of supervision, the formal Family Centered curriculum is required once and thereafter as recommended by the Vice President of Clinical Services, or Regional Director.

## **H. CAFAS Training**

Family Consultants, Regional Directors, HOPE Directors, Wrap-Around Directors, Admissions Director and the Vice President of Programs are required to be competent in the use of the CAFAS (Child and Adolescent Functional Abilities Assessment Scale). This assessment tool is used to measure client progress and is competency based, requiring attendants to rate several vignettes which are then assessed for inter-rater reliability. This training is offered on an “as-needed basis”. CAFAS Training can be completed as a self-training.

## **I. Clinical Trainings**

Various clinical trainings have been developed to assist staff in understanding many of the most commonly diagnosed disorders for children and adolescents. These trainings include: Post Traumatic Stress Disorder, Attention Deficit Disorder, Depression, Bipolar Disorder, Abuse victim, etc. These training provide an opportunity for staff to understand the diagnostic criteria, as well as helpful interventions for the various diagnoses.

### **2.3: Coursework**

Coursework in topics related to an employee’s role within the agency are also accepted as training hours with the approval of the employee’s supervisor and the Director of Training. The number of training hours granted is equal to the number of semester credit hours the student receives for the course.

### **2.4: Audio/Visual Materials**

The Anderson Library in the Rumford Center is available to all agency employees and houses a vast library of written materials, as well as video and audio training materials specific to the field of child care. All employees are welcome to use all materials in our library, and the Peyton Anderson Resource Center for Caregivers. Any audio/visual materials used for training hours must be pre-approved by the employee’s supervisor and a written summary of the material must be submitted to the employee’s supervisor for inclusion in the employee’s training file.

## 2.5: Netsmart University

Netsmart University provides a wide range of web-based trainings and an extensive online library of reference material. All employees are provided with a username and password, allowing them access to the online resources. Employees are encouraged to utilize the resources after gaining approval from their immediate supervisor. After completing each online course, participants will be prompted to complete a test on the presented material. They should print the certificate of completion and present it to the Training Department Office Manager, who will document the appropriate hours on the training log and place the certificate in the employee's training file.

## Section III: Training Tracks

It is the goal of the agency to ensure that trainings are relevant to the job each employee has been charged with. Therefore, it is critical that assigned trainings either complement the assigned tasks or support a healthy work environment for the employee. It is also critical that trainings support the professional development of the employee. Therefore, employees will participate in Training Tracks determined by the length of time they have been employed by the agency. For example, first year employees will participate in trainings that focus either on the "Nuts and Bolts" of their position or their role in maintaining a healthy Organizational Climate. Throughout the second year, an employee will receive additional trainings that support the overall development of the employee. During the employee's third year and each year thereafter, they will receive more specialized trainings that incorporate the experiences of a seasoned employee. For Leadership, Department Directors, etc., training hours during the second year of employment and beyond can be accumulated by outside trainings and workshops as are appropriate for the employee's job duties, if assigned trainings do not total the required number of hours. Should an employee hold a position where appropriate trainings are not offered within the agency, they are to determine, with their supervisor, appropriate trainings offered outside the agency, and fees will be covered by the agency.

Some positions within the agency, by their very nature, are so unique that the professional development of the employee assigned to those positions should be based on a Professional Development Plan created between the employee and their supervisor. For example, the Director of Admissions may need to research ways to streamline the admissions process. As a result, his/her supervisor would develop a plan in which the employee visits three other residential programs and learns about their admissions, thus developing a strategy to streamline

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their own admissions process. These plans should be completed in writing, by both the supervisor and the employee, and submitted to the Training Coordinator to be filed in the employee's Training File. Upon completing the identified activity, the supervisor will need to notify the Training Department, in writing, and this written notification will be placed in the employee's Training File. He/She would then receive training credit for this activity.

## **Section IV: Registration Process**

### **Policy 4.1: Registration Process for New Employees**

Procedure:

1. New employees will be registered for their first year's trainings during the completion of new employee paperwork with the Training Coordinator. Immediately upon completing the New Hire paperwork with Human Resources, the new employee will meet with the Training Coordinator and their trainings for their first year will be scheduled, and documented on a "Professional Development Plan" which will be given to the employee. A copy of this document is given to the employee, a second copy is placed in the employees training file, and a third copy is forwarded to the employee's supervisor, so the training dates are incorporated into the employee's work schedule. Each November/December, Professional Development Plans will be completed for all program staff, for the upcoming year's training. As with new employees, a copy of their Professional Development Plan is given to the employee, a copy is placed in the employee's training file and a copy goes to their supervisor. Any employee failing to complete mandatory training within the 90 day probationary period will remain on probationary status for an additional 30 days. Employees failing to complete mandatory trainings after the additional probationary period will either be suspended without pay until such time as those trainings are complete or terminated. When the probationary status is extended, employees will be given an additional 30 days to complete the required training. Failure to do so will result in termination for violation of licensing requirements. Appeals can be submitted to the Director of Human Resources for extenuating circumstances (i.e. training is not offered, etc.)

### **Policy 4.2: Registration Process for Existing Employees**

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## Procedure:

1. In November/December of each year, direct care staff will receive their completed Professional Development Plan for the upcoming calendar year, documenting the trainings required for the employee and the dates they are to attend. In order to track each employees training hours, Training Coordinators will forward copies of the Employee's Annual Training Logs half way through the year to Program Directors or Regional Directors, documenting the trainings missed by each employee. Since trainings are scheduled in advance, there should be no incidences of certifications expiring. However, should an employee's certification expire, the employee will be assigned to attend the next occurrence of the training. The employee and their supervisor will be notified of the expiration date and scheduled training date.
2. All employees, other than direct care staff, are to consult the monthly training calendar and their supervisor to determine the appropriateness of the training they wish to attend. It is recommended that staff utilize the training noted on their annual evaluation, "Training and Development" section as a guide for training focus.
3. Supervisors in Macon should contact the Training Office Manager, to enroll their employees in training not included in the staff's Professional Development Plan. The Training Coordinators in the regions should be contacted to enroll employees in trainings. All staff will automatically be enrolled in the trainings on their PDP, and Supervisors should contact the Training Office Manager (Training Coordinator in regions) if staff are unable to attend. Support staff can contact the Office Manager (Training Coordinator in regions) to enroll. Employees with direct care responsibilities will take precedence in mandatory training classes such as CPR, First Aid and CALM.UK where participation is limited.

**Policy 4.3: Registration for Outside Training**

Outside training opportunities will be offered by the Training Department whenever appropriate and as funding permits. These trainings will be related to real work activities and relevant to the duties of the employee's position.

All licensed and certified employees will be responsible for maintaining any continuing education requirements for their licenses and certifications. The Methodist Home offers Continuing Education Hours a minimum of 4 times annually. Additionally, The Methodist Home supports the FFTA Conference, GAHSC Conference, DFCS Placement Conference and the ILP

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Conference. Any employee who wishes to attend another conference should forward their request to their Regional Director or Program Director for review and final approval by either the Vice President of Programs and Services or the Vice President of Clinical Services and Training Director.

#### **Policy 4.4: Cancellation of Participant Registration**

Employees registered for trainings are expected to attend, due to the limited, pre-determined number of participants. When employees fail to attend courses for which they are registered, Program Directors or Regional Directors will be contacted so this issue can be addressed by the employee's supervisor. **EMPLOYEES MUST MAINTAIN THE REQUIRED NUMBER OF TRAINING HOURS IN ORDER TO BE ELIGIBLE TO RECEIVE THEIR ANNUAL RAISES.** The following protocol should be followed to cancel your participation in any training.

Procedure:

1. Employees must notify their supervisor and the Training Coordinator immediately upon learning that they will be unable to attend training. This notice must be done at a minimum of 48 hours in advance of the training. In the event of an emergency however, employees are requested to notify the Training Coordinator as soon as possible prior to the training. Emergencies are defined as a crisis in the cottage, staff illness or injury, etc.
2. Upon cancelling the registration, employees are to have their supervisor re-register them for the next available date with the Training Coordinator.

#### **Policy 4.5: Protocol for Employee Failure to Attend Training**

To ensure that The Methodist Home complies with COA, DHR, ORS and the standards set forth by the Board of Directors, all employees are required to meet certain training requirements. It is our mission to provide the best possible services to the families and children we serve. Therefore, we strive to develop committed and competent staff within the agency. The following procedure shall be followed should an employee fail to attend a training for which they were registered or assigned to attend.

1. First Incident: The names of all employees who fail to attend assigned trainings without

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notifying their supervisor and the Training Department 48 hours in advance of the training will be forwarded to supervisors for review. The supervisor will address the absence in supervision with the employee.

2. Second Incident: Any employee who fails to attend two assigned trainings within six months will receive written disciplinary action issued from their supervisor.
3. Third Incident: Any employee who fails to attend three trainings within six months without notification will receive disciplinary action from their supervisor up to and including termination of employment.
4. Employees who fail to obtain the required amount of training hours for their position or fail to maintain First Aid and CPR certification have not met their job responsibilities. **THESE EMPLOYEES ARE NOT ELIGIBLE TO RECEIVE THEIR ANNUAL RAISE.** Failure to obtain training hours or certification will also result in disciplinary action up to and possibly including termination.

**Policy 4.6: Cancellation of Training Courses**

Procedure:

1. Only the Director of Training may officially cancel any training.
2. Trainings will be conducted regardless of the number of participants attending. The exception to this will occur when a training requires the participation of a pre-determined number of participants. (CALM.UK, etc.)
3. Any training course with fewer than two participants enrolled two days prior to the training will be canceled and rescheduled with notification given to the participants and trainer.
4. All training will start promptly at the designated time. Employees should make every effort to be on time for all trainings. Any employee arriving more than 15 minutes late will not be allowed entrance to the training. In the event that there is a pre-test or knowledge assessment at the beginning of the training no one shall be admitted into the training once the pre-test is completed.

**Policy 4.7: Training Calendars**

The Training Department issues a monthly training calendar by the 15<sup>th</sup> of each month for the upcoming month. Please consult the training calendar and your supervisor before registering for any training. If you would like to schedule a training, please notify the Training Department at 751-2838 by the 10<sup>th</sup> of the month in order for the training to appear on the calendar.

**Policy 4.8: Training Logs**

The Training Department tracks all employee training hours obtained during trainings offered at The Methodist Home. Participants are responsible for ensuring that they sign-in at each training. Employees will be responsible for forwarding copies of training certificates as proof of participation of off-campus trainings to the Training Office Manager. Coursework will be credited when proof of awarded semester hours is submitted. No training hours will be awarded without proof of participation. The Training Department will issue updated training logs every 6 months for all employees. It is the employees' responsibility to check for errors and notify the Training Department of any discrepancies.

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**Policy 4.9: Attendance Policy**

Attendance at scheduled trainings is crucial in order for employees to receive the assigned number of training hours. It is essential that employees be in the classroom ready to begin at the assigned time. Tardiness to courses may result in the employee being unable to attend the course. This is especially true for CALM Modules I and II, CPR, First Aid, Team Building, and Coaching the Van Driver. Employees who are tardy for a course and are allowed to remain in the course are only given credit for the amount of time they were actually in the training. Therefore, tardiness may result in employees not having the assigned number of training hours required for the year.

**Section V: Trainer Expectations**

All agency trainers will be expected to provide trainings in which they are certified to train a minimum of once each year. Certified CALM.UK trainers will be required to train at a minimum of one time per year in addition to the annual staff re-accreditation. Regional trainers will be responsible for the training of all appropriate staff in their regional office. Trainers are expected to begin trainings on time, provide the necessary materials needed to conduct the training and represent the agency in a professional manner.

All courses that require trainers to attend a “Training the Trainer” Course must do so in order to train those courses. Trainers for all other trainings generated within the agency will abide by the following format:

- 1) The identified trainer will first attend the course, as a participant, to learn the content of the course.
- 2) The identified trainer will attend the course a second time, when the Lead Trainer for the course is facilitating it.
- 3) The Lead Trainer will meet with the identified trainers immediately following the course to review the Trainer’s Guide and answer any questions about facilitating the course.

After these three steps have been followed, the trainer is then allowed to facilitate the course alone.

For courses generated outside the agency (CAFAS, CALM.UK, MAPP, etc) trainers must complete the requirements of the agency that sponsors the training.

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## Section VI: Professional Development Opportunities:

In addition to the many training opportunities offered at The Methodist Home, professional development resources for advancement are also an important part of the agency. The following resources are made available to various employee positions.

### Policy 6.1: NCPC Certification

NCPC (National Centers for Professional Competencies) plays an integral role in the professional development of employees of The Methodist Home. This process is a nationally recognized certification opportunity available to employees who have completed their probationary period. This process offers employees the opportunity to develop and evidence their competency in areas relevant to their job. Enrollment in the process requires your supervisor's approval as well as the NCPC cite coordinator's approval. Upon enrolling in the process you will be assigned an Assessor who will guide you through the certification process. Competencies have been developed for virtually every position within the agency. Enrollment and completion of your perspective award is one of the first steps to professional advancement within the agency.

NCPC certification may be pursued in the following areas:

1. Strategic Management 5
2. Operational Management 5
3. Management Professional 4
4. Management Professional 3
5. Management 2
6. Family and Child Welfare Professional 4
7. Family and Child Welfare Practitioner 2
8. Business Administration Professional 3
9. Business Administration Professional 2
10. Assessor Award
11. Internal Verifier Award
12. Training and Development Professional 3
13. Training Practitioner 3

If you have any questions or would like additional information about the NCPC process, please refer to the NCPC policy and procedure manual.

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**Policy 6.2: Professional Licensure**

Employees are encouraged to pursue professional licensure and certification. Please refer to section seven of the Clinical Policies and Procedures section for details.

**Policy 6.3: Anderson Library**

The Anderson Library is located on the second floor of the Rumford Center and is available to all agency employees. This center provides audio and visual materials as well as printed reading materials to support the skill development and knowledge base of agency employees. Arranged in the traditional library format, all materials are available for employees to use. Employees are allowed to check-out materials from the library for a seven-day period or utilize the materials while remaining in the library. Any employee with material outstanding will not be allowed to check-out additional materials. Should materials be damaged or lost, the employee is responsible for replacement within 30 days. In order to check-out materials, see the Rumford Center Receptionist.

**Section VII: CALM.UK Policies and Procedures****Policy 7.1: Registration**

The Training Department will enroll all new employees in CALM Module I and Module II class on the initial date of hire when new employee paperwork is completed with the Training Coordinator. Participants will complete the application form, sign the conditions of training form and complete the Health Declaration form. The Training Department will review the Health Declaration Form for any health issues that would prevent someone from participating in the CALM.UK Training. If there are any health issues, the applicant will be required to obtain a written physician release from their physician/physical therapist. This release shall be returned to the Training Department at least two business days prior to the training. Failure to comply will result in the employee's inability to participate in the training.

Once the CALM.UK Application and Physician's release (if necessary) have been received and approved, The Training Department will issue course joining instructions as evidence the employee has been accepted into the course.

The Training Department will prepare a Module I class roster with the names of the participants and their department.

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The Training Department will prepare a Module II class roster with the following information:

- Participant Name
- Cottage/Department
- Paperwork approved
- Physical Concerns/Limitations
- Physician Approved/Released

The training materials will be issued by the Training Department to the CALM.UK instructor(s) the first morning of training.

The following materials may be found in the training materials packet:

- Class roster/sign in sheet
- Pre-course environmental safety audit form
- Individual Verification sheets
- Participant evaluation forms

The training packet should be passed from the trainer to the verifier and then back to the Training Department with a completed verifier's report within three business days.

### **Policy 7.2: Pre-Course Environmental Safety Audit**

CALM.UK instructors will conduct a pre-course environmental audit of the room before the training begins.

### **Policy 7.3: Training Cancellation**

If there are less than eight participants enrolled in CALM.UK Module I and four participants enrolled in CALM.UK Module II, the class will be cancelled. This limitation is due to the nature of the course and the amount of participant interaction necessary for the course to be effective.

### **Policy 7.4: Confidentiality**

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All information presented to CALM.UK instructors will be considered confidential and should not be used for any purpose other than training. In order to be certified, all CALM.UK trainers have signed a confidentiality statement specifically related to training this course.

### **Policy 7.5: Verification**

Each verifier must complete the basic verification form on the participants that they verify. Each individual participant shall have a completed verification checklist.

The training packet, including the signed Basic Verification Report, should be returned to the Training Department by the verifier no later than three business days following the training.

The Training Department or the course Verifier will contact supervisors when participants fail specific techniques of the CALM.UK curriculum or fail the course in general. Participants unable to successfully complete the training will be given two additional chances to complete the training within their 90 probationary period. If they are unable to successfully complete the training within the probationary period, employment will be terminated.

The Training Department will input the information from the verification packet into the CALM.UK database and compile quarterly reports for CALM Training Services, LTD in Scotland. The Verification Report will then be forward to CALM Training Services.

### **Policy 7.6: Certificates**

A certificate will be issued to participants upon completion of CALM.UK Module I and Module II. The Director of Training signs the certificate for each participant. Module I certificates will be issued at the completion of the initial training. Module II certificates will be issued after successful verification and annually thereafter, following successful re-accreditation.

### **Policy 7.7: Monthly CALM.UK Refreshers**

All CALM.UK instructors will attend a quarterly trainer refresher. All other certified employees will attend a monthly refresher in the cottage team meetings (see policy 2.1(C1)). Employees and Trainers shall miss no more than three refreshers annually. In addition, the missed refreshers shall not be consecutive.