

Chapter: Personnel
Subject: 3.4 Orientation & Training
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ODJFS Rule: 5101:2-5-13(A)(22)(a); 5101:2-9-03; 5101:2-9-42
COA Standard: PA-BSM 3.01, 3.02, 3.03; ASE 7.04, HR
5.02(d)12; PDS AM 4.03(b)
Review/Revised: 9/21/2020; 3/3/2021; 4/22/21; 6/24/21

NRTC provides each child care staff person with a minimum of twenty hours of orientation within the first thirty days after the date of hire. Each child care staff person shall receive an additional thirty-two hours of training during the first year of employment. This results in each child care staff person receiving a minimum of fifty-two hours of training during the first twelve months of employment. This training may be conducted outside the facility. Regular ongoing duties of an employee, including casework supervision and consultation, are not counted toward this training requirement.

Initial orientation of new child care staff shall include, but not be limited to:

1. Familiarization of the employee with emergency and safety procedures of NRTC.
2. The principles and practices of child care.
3. Administrative structure, procedures, and overall program goals of NRTC.
4. Appropriate techniques of behavior management.
5. Techniques and methodologies of crisis management including acceptable physical restraint (CPI and Subject Control).
6. Familiarization of the employee with the discipline policy restrictions outlined in rule 5101:2-9-21 of the Administrative Code (Policy 8.2), the discipline and behavior intervention policy required by rule 5101:2-5-13 (Policy 8.4), and any additional requirements NRTC may have.
7. Procedures for reporting suspected child abuse or neglect pursuant to section 2151.421 of the Revised Code.
8. The emergency medical plan of NRTC.
9. Universal precautions.
10. If a child care staff person will be providing care for a youth at least fourteen years of age, the person shall be prepared adequately with the appropriate knowledge and skills to understand and address the issues confronting adolescents preparing for independent living, and provide such services as are needed and appropriate.
11. A review of Chapter 5101:2-9 of the Administrative Code, as applicable to the functions of NRTC.
12. The implementation of the community engagement plan as described in division (B) of section 5103.051 of the Revised Code (Policy 9.8).

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13. The procedures for responding to incidents involving a child at the facility and neighbors or the police as described in division (B) of section 5103.051 of the Revised Code (Policy 12.11).
14. The reasonable and prudent parent standard as described in division (C) of section 5103.162 of the Revised Code.
15. Trauma 101, which is the trauma-informed approach implemented by NRTC as required by rule 5101:2-9-42 of the Administrative Code.

Trauma-Informed Approach

All employees, volunteers, interns and independent contractors within the facility are trained in Trauma 101 within the first 30 days of hire and annually thereafter in accordance with rule 5101:2-9-03 of the Administrative Code.

1. For NRTC employees and licensed clinical and nursing independent contractors, the initial training sessions are conducted within the first 30 days of hire by NRTC staff and/or contracted South Community, Inc. therapists who have completed the Trauma Informed Approaches Train the Trainer course through the Montgomery County ADAMHS Board. Annual training for employees and licensed clinical and nursing independent contractors will either be conducted in person, or through the use of training videos.
2. The following documentation of Trauma training will be in each employee's file to ensure training completion:
 - a. A training certificate that details the date the training occurred.
 - b. A training evaluation form completed by the employee after the conclusion of the training.
 - c. The employee's annual cumulative training record, which lists the dates of all training received, including Trauma training.
 - d. For licensed clinical and nursing independent contractors, the following documentation will be in their files: A training certificate that details the date the training occurred; A training evaluation form they complete after the conclusion of the training; and Documentation of the dates they receive initial and annual Trauma training
3. For volunteers, interns, and non-licensed independent contractors, initial and annual training will be via a video recording of the Trauma 101 training. The following documentation of Trauma training will be in their file to ensure training completion:
 - a. A training certificate that details the date the training occurred.

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- a. A training evaluation form completed by the volunteer, intern or non-licensed independent contractor after the conclusion of the training.
 - b. Documentation of the dates they receive initial and annual Trauma 101 training.
4. All youth receive the SAMSHA approved ACE'Q screener and the SOQIC trauma assessment within two business days of admission to the program. All clinical staff at NRTC are contracted through South Community, Inc., where they receive training on the ACE'Q and SOQIC, in compliance with South Community's NRTC Best Practices.
- a. NRTC does not train staff other than those with clinical responsibilities on the use of these tools. Only trained South Community staff administer the ACE'Q and SOQIC.

Crisis Management

Initial and ongoing training in techniques and methodologies of crisis management are taught to all direct care staff using Crisis Prevention Intervention curriculum. Staff are trained in a range of preventative strategies, de-escalation skills and communication skills. CPI teaches psychological and physiological responses that minimize the potential harm of disruptive and aggressive behaviors. All staff are required classroom and virtual training and must demonstrate proficiency in lessons learned.

CPI training includes:

1. Recognizing aggressive and out-of-control behavior, identifying contributing factors that may lead to a crisis such as triggers and medical conditions.
2. Understanding how staff behaviors can influence the behaviors of service recipients
3. Limitations on the use of restrictive interventions
4. De-escalation techniques such as listening, communication, negotiation, mediation, separation and minimizing an audience, voluntary escorts, personal time-outs, encouraging self-calming behaviors and other non-restrictive interventions.

Following the completion of the initial orientation training listed in the above, each child care staff person receives at least twenty-four hours of structured and formalized training annually. Regular ongoing duties of an employee, including casework supervision and consultation, do not count toward this training requirement. If a child care staff person is separated from employment from NRTC and returns to work at NRTC, the employee will not be required to complete the new orientation training requirements listed in this policy if the employee returns

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to work within one year from the date the employee separated employment.

If a child care staff person fails to complete their continuing training in a timely manner:

1. The employee will not be left alone with youth until all of the incomplete training hours are met.
2. The record will contain documentation of the reason the training hours were not met.
3. The employee is to complete the missed training within sixty days of returning to work.
4. The employee is responsible for completing their ongoing annual continuing training in addition to any training they failed to complete.

A child care staff person may still be allowed to work if the employee was not able to meet the continuing training requirements due to any of the following:

1. Extended leave.
2. Separation of employment for less than one year.
3. Extended illness.
4. Critical emergencies.
5. Cancellation of training classes.

NRTC assures that all child care staff hired possess a current American Red Cross first aid and cardiopulmonary resuscitation (CPR) certification or equivalent at the time of hire or within six months following the date of hire. Child care staff shall be certified in the type applicable to the age and size of the youth to be served in the facility. The first aid and CPR certifications shall be maintained current at all times, unless the employee meets one of the following exceptions:

1. Extended leave.
2. Separation of employment for less than one year.
3. Extended illness.
4. Critical emergencies.
5. Cancellation of training classes.

A child care staff person is not be permitted to work with youth without another child care staff who is current on all first aid and CPR training and who is present at all times. If a child care staff person's first aid and CPR certification has been expired for more than ninety days, the staff member is not permitted to work at NRTC without the required certification.

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There will be at least one staff person with first aid and CPR certification on duty at all times in a living unit.

1. All staff members at NRTC are required to be certified in first aid, adult and pediatric CPR, and adult and pediatric AED within six months following the date of hire. Training sessions are offered at least twice annually so staff can be recertified as necessary.

NRTC documents the completion of the training activities required by this rule in the personnel record maintained pursuant to rule 5101: 2-5-09 of the Administrative Code.

1. Training records are maintained and updated regularly by the Business Manager. Documentation of all training received is included in each employee's personnel file.

Physical restraint of a youth is only to be utilized by a child care staff person who has received specific training for and an annual review of acceptable methods of restraint. Documentation of such training is contained in the employee's personnel record. NRTC completes annual training in acceptable methods of restraint for the child care staff (see Policy 8.2).

If the NRTC revises any policy pertaining to youth or child care staff, the child care staff shall receive training on the policy within thirty days of the revision.