

Community Connections Support Services

275 Rutland Road North
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Annual Training Plan 2013

Community Connections Support Services recognizes the value of on-going training for its employees/contractors as well as persons served. We believe that continued education and skill acquisition fosters a culture of progressive, informed and diverse quality supports. This report identifies training needs for the coming year as well as training that is currently being addressed in an on-going way.

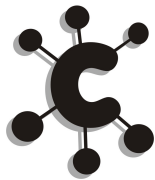
Persons Served

Training Goals for 2013

Training:	Action Plan:
Use of Medications	<ul style="list-style-type: none">• Pharmacist• HSCL nurse• informative print-outs (CCSS staff)
Complaint Procedures	<ul style="list-style-type: none">• Presentation by CCSS staff
Advocacy	<ul style="list-style-type: none">• Continue to provide literature regarding advocacy issues• CCSS Advocacy Rep to offer presentation/workshop
Use of website / safety on-line	<ul style="list-style-type: none">• Support workers

Training Currently Addressed:

Training:	Goal Met:
Evacuation Procedures	Addressed during monthly Health and Safety Drill protocols as well as annual review of individualized evacuation plans.
Rights and Responsibilities	Addressed annually as part of our Consents for Services package. Includes review of CCSS Rights and Responsibilities brochure.
Hygiene and infection control	Addressed at information sessions held by CCSS



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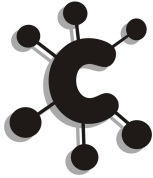
Employees

Training Goals for 2013

Training:	Action Plan:
Infection/disease control	<ul style="list-style-type: none"> • HSCL nurse • Literature or video presentation (CCSS)
Medication management/monitoring	<ul style="list-style-type: none"> • HSCL nurse • LPN / RN • Literature or video presentation (CCSS) • Pharmacist
Food Safe	<ul style="list-style-type: none"> • Local Community Colleges • on-line course
Emergency Management Planning	<ul style="list-style-type: none"> • Health and Safety Officers • QAM presentation
Cultural Diversity	
Reporting breach of Code of Ethics	<ul style="list-style-type: none"> • CCSS presentation

Training Currently Addressed

Training:	Goal Met:
Risk prevention and emergency procedures	Addressed monthly at team meetings as part of Health and Safety Officer responsibilities. Conducting drills.
MANDT/NVCI	Training provided by CCSS certified MANDT trainer, Vern Rockwell
First Aid / CPR	Training coordinated by CCSS to ensure all employees hold valid certification.
Evacuation Procedures	Addressed during monthly Health and Safety Drill protocols as well as annual review of individualized evacuation plans and annual employee review of Emergency Management Plans.
Fire Extinguisher Training	You-tube demonstration provided on Team Website
Tech training	Provided to all teams by MST as new technology begins to be utilized.
Code of Ethics	Reviewed at time of hire and during annual employee evaluations

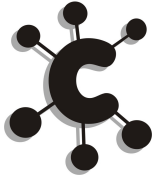


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Training:	Goal Met:
Lines of Communication Policy and Procedures	Reviewed at time of hire and during annual employee evaluations. Also, conducting presentation/workshop to include this policy.
Complaint Management	Presentation/workshop reviewing policy and procedures.
Health and Safety Policies and Procedures	Reviewed by all employees at time of hire and semi-annually as part of Internal Health and Safety Inspection. All new policy shared with and reviewed by employees at time of implementation.
Identified competencies needed by personnel	Addressed at orientation- job description, review of all policies and procedures (including personnel policies) and individualized orientation checklists. These are also reviewed/updated annually thereafter.
Confidentiality requirements	Addressed at orientation – signing of Oath, review of all policies and procedures.
Promoting wellness of person served	Addressed during orientation process and review of Code of Ethics, at time of hire and annually thereafter.
Person-centered practice	Addressed at time of hire (orientation) and annually thereafter in review of Code of Ethics.
Personal privacy	Addressed at time of hire (orientation) and as part of annual review of Code of Ethics.
Rights of persons served	Reviewed annually during 'Rights Review' and time of hire (review of all policies and procedures)
Rights of personnel	Addressed at time of hire (review of all policies and procedures). P/P Manual available at all locations for reference.
Unique needs of persons served	Orientation checklists at time of hire and review of annual updates thereafter.
Individualized planning (ISP)	Training provided for writing ISPs that are comprehensive with identified goal-setting.
Incident Reporting	Training session/workshop offered by CCSS



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Contractors

Training Goals for 2013

Training:	Action Plan:
Medication Management and Monitoring	<ul style="list-style-type: none">• HSCL nurse• LPN/RN• Pharmacist• Literature / video presentation
Individualized Planning (ISP)	<ul style="list-style-type: none">• Facilitation by Home Share Coordinators

Training Currently Addressed

Training:	Goal Met:
Emergency procedures	Available in Home Share Manual provided to each Home Share Provider and reviewed as part of annual Health and Safety Review
Documentation requirements	Available in Home Share Manual provided to each Home Share Provider and reviewed as part of annual Monitoring Tool
Contractual requirements	Provided as part of contract language
Rights of persons served	Reviewed annually during 'Rights Review' and addressed in Home Share Manual
MANDT/NVCI	Training provided by CCSS certified MANDT trainer, Vern Rockwell
First Aid / CPR	Training coordinated by CCSS to ensure all employees hold valid certification.
Individualized Planning (ISP)	Generated annually and reviewed quarterly as part of ISP goal review

Report generated: January 23, 2013
Generated by: Jacqueline Burnham
Quality Assurance Manager
Date for Renewal: January 2014