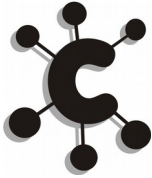


**Community Connections Support Services**

# **Training Plan**

**2016**



## Community Connections Support Services

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### Annual Training Plan 2016

Community Connections Support Services recognizes the value of on-going training for its employees, contractors, persons supported and management. 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, training received in the previous year and training opportunities provided or facilitated by CCSS.

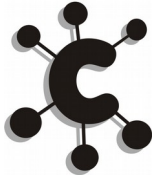
#### **Identifying Training Needs**

CCSS uses a number of instruments and indicators to identify training needs:

- agency trends and trends in the field identified during strategic planning meetings and meetings with stakeholders
- CCSS satisfaction surveys ask all participants to report any training interests
- changes in support needs of a person receiving service. Information is obtained from quarterly reports, ISPs, and any incident reports filed
- analysis of trends in medical and developmental diagnoses. Information is obtained from semi-annual personal profiles for persons supported
- employee evaluations and identification of performance issues
- contractual evaluation of Home Share Providers
- a change in CLBC or CARF standards and/or changes to BC legislation and regulatory requirements
- complaints and allegations received by the agency
- development of a new service area or analysis of the efficiency of current service areas

We believe that training and skill enhancement can take many forms. Besides formal training or education, we find value in the acquisition of self-taught skills, training via internet resources, training via relevant literature and agency and community resource.

The following identified training needs and requests will be recommended as part of the agency Performance Improvement Plan.



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### ***Persons Served – All Service Areas***

Information has been obtained in this area from our satisfaction surveys, planning documents and informal collection during support provision. Requests for training and skill development were as follows:

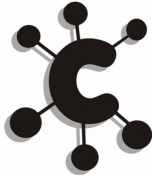
- use of CCSS website and general computer use
- driving
- cooking
- knitting
- reading
- strategies to achieve independence
- communication strategies
- self-advocacy or enlisting an advocate
- Conversations that Matter

Training attended by persons supported in 2015 is illustrated in Appendix C. A total of 33 training events have been facilitated for and attended by persons supported by the agency. We do not believe that this is an accurate report of actual events attended and therefore intend to implement tracking systems to best facilitate accurate recording. Our goal for 2016 is to ensure that we facilitate >50% of the requests made for training.

### ***Employees***

Training provided by CCSS on an annual basis for employees is reflected in Appendix A of this plan. Training needs for employees are identified using satisfaction surveys, employee evaluations, agency trends, trends in the field, changing standards and requirements. Suggestions for training for 2016 are as follows:

- communication and dispute resolution: non-violent communication, needs based negotiation, fallacious argumentation
- professional communication: texting, use of email (exclamation points, all caps, x's and o's), lines of communication
- 2-3 day training sessions with Code of Ethics framework
- applying policy and procedures consistently: gap between policy and practice
- information on support strategies
- medication management
- goal setting and planning for person supported
- new policies
- agency overview, documentation requirements, legal requirements and employee responsibilities
- infection / disease control
- objective documentation



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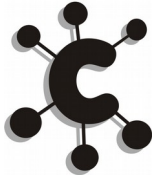
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- team building / minimizing isolation
- incident reporting

Training attended by employees in 2015 is captured in Appendix D of this plan. A total of 138 training events were attended by our employees. Results by service area are captured below.

Service Area	Number of training events attended
Home Share and Respite	16
Community Support:	
West Kootenay	9
Kelowna	2
Residential:	
KH	4
DE	0
SM	20
C&D	28
V&M	3
J&N	22
L&C	26
C&A	8
<b>TOTAL</b>	<b>138</b>

The agency will be implementing an online training report for ease and consistency of reporting in this area. Our goal for 2016 is to ensure that we facilitate >75% of the requests made for training.



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### ***Home Share Providers***

Training provided by CCSS on an annual basis for contractors is reflected in Appendix B of this plan. Training needs for contractors are identified using satisfaction surveys, contract evaluations, agency trends, trends in the field, changing standards and requirements. Requests and suggestions for training are as follows:

- training related to supporting those we support that have been abused
- 2-3 day training sessions with Code of Ethics framework
- mindfulness and non-verbal communication
- behavioural management
- diabetes management
- aging in place
- networking with other caregivers
- values based training / respectful language

Training events offered to Home Share Providers in 2015 is captured in Appendix E of this plan. This chart does not accurately reflect opportunities presented to Home Share Providers by the agency. We hope to implement a tracking system that is more effective at capturing this information. In addition, Our goal for 2016 is to ensure that we facilitate >60% of the requests made for training.

### ***Management***

Training needs in this area are identified during strategic planning meetings with management and other stakeholders, agency trends, trends in the field, changing standards and requirements:

- the disciplinary letter
- posting on websites
- procedures and streamlining service areas: flowchart techniques
- professional communication: texting, after hours, keeping track
- Code of Ethics, breaches, reporting
- agency protocols and response to request for accommodation
- complaints, allegations and investigations

Recommend tracking training attended by Management Support Team members. Our goal for 2016 is to ensure that we facilitate >75% of the requests made for training.

Report generated: January 2016  
Generated by: Jacqueline Burnham, Director – Strategic Management  
Date for Renewal: January 2017