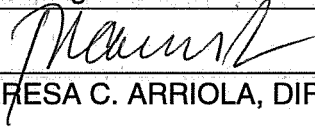


GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER		
TITLE: In-Service Professional Development Training	POLICY NO: AD-HR-10	Page 1 of 4
RESPONSIBILITY: Training and Education Division, Human Resource		
APPROVED BY:  THERESA C. ARRIOLA, DIRECTOR	DATE OF ORIGINAL APPROVAL: 7/28/21	
	LAST REVIEWED/REVISED:	

PURPOSE:

To establish guidelines and provide oversight for the Guam Behavioral Health and Wellness Center staff development and in-service training efforts. This policy is in compliance with the Commission on Accreditation of Rehabilitation Facilities (CARF) standards on training and Certified Community Behavioral Health Clinic Standards (CCBHC).

POLICY:

- A. Guam Behavioral Health and Wellness Center (GBHWC) is committed to providing orientation training, workforce development (in-service training and continuing education), and opportunities to enhance staff competencies in meeting changes and modifications in regulations, procedures, policy, service directives, and needs; and to prepare staff to carry out mandated requirements and evidence-based services associated with their position.
- B. GBHWC shall designate a Training Officer to oversee GBHWC's in-service training program. The Training Officer shall design, develop, and administer a training and delivery system as well as organize and coordinate required trainings for GBHWC staff.
- C. GBHWC shall have an annual health and safety and workforce development training as mandated by CARF, besides the clinical trainings required by their section or profession. The following health and safety and mandated trainings include but are not limited to the following:
 1. Orientation and Annual Trainings
 - a. Health and Safety
 - i. Health and safety practices
 - ii. Identification of unsafe environmental factors
 - iii. Reducing physical risk
 - iv. Workplace violence
 - v. Emergency and evacuation procedures
 - b. Identification and Reporting of Critical Incidents
 - c. Medication and Medication Management – mandatory for direct care staff.
 - d. Cybersecurity Training
 - e. Prevention of Unsafe Behaviors
 - f. Use of seclusion and restraint (S&R) – for staff involved in the direct administration of S&R only.
 2. Other Mandated Trainings
 - a. Culturally and Linguistically Appropriate Services (CLAS) Training
 - b. Training or certification in first aid or basic life support (for appropriate direct care staff).
 - c. Professional Crisis Management
 - d. Everyday Behavioral Tools

- D. Clinical trainings will be developed as a result of long and short-range planning based upon CARF and CCBHC required trainings, quality records and peer reviews, clinical programs, and service area goals and objectives. Planning will reflect the need for continuing staff development on evidence-based guidelines, program needs for development of new skills and knowledge, changing mental health trends, and requirements.

- E. GBHWC's designated Training Officer shall oversee the training needs and staff and will come up with a training plan in collaboration with the clinical team, section, or division heads for the in-service clinical training as well as other clinical care staff mandated trainings, such as but not limited to the following:
 - 1. Professional crisis management trainings
 - 2. Cardiopulmonary resuscitation (CPR) training (only mandated for Nurses, Mobile Response Team and Psychiatric Technicians in the Residential Programs)
 - 3. Risk assessment, suicide prevention, and suicide response
 - 4. Motivational interviewing
 - 5. Trauma-Informed Care
 - 6. Such other trainings as may be required by accrediting agencies

- F. Attending an outside agency training (provided by Dept. of Administration-HR, Guam Community College, University of Guam, Federal and Non-Profit Organizations, Off-Island trainings, etc.) must be approved by the staff's immediate supervisor. The training should add significantly to the employee's work performance or be required for licensure/certification to stay current in their field, and cannot be provided by GBHWC (*reference AD-HR-15 On and Off Island Training Policy*).

DEFINITIONS:

In-service Training: is defined as those specific training activities with the express purpose of preparing the staff of a particular department or unit to perform specific functions, tasks and procedures necessary for the operation and functions of that particular department or unit. All department employees are eligible for in-service training according to the needs of their specific assignments.

RESPONSIBILITIES:

Trainer/Presenter:

- A. Shall prepare PowerPoint slides (or similar visual presentation), visuals, and presentation handbooks for trainings as appropriate.
- B. Shall ensure that training objectives are met and are in compliance with the intent of CARF standards if training is mandated by CARF.
- C. Shall ensure that training is evidence-based and shall provide reference of the said trainings.
- D. Shall provide assessment or evaluation of competencies of staff after each training that is competency-based.
- E. Shall notify the Training and Education Division in advance of upcoming training GBHWC section is requesting directly from the trainer.
- F. Shall come up with an annual report of the list of trainings, to include the date of trainings conducted and presented to which section or grant program staff

Training and Education Division:

- A. Coordinates the employee orientation, health and safety, and other needed clinical in-service trainings as appropriate.
- B. Collaborate with the clinical team for the training, workshop, or didactic topic monthly or quarterly and identify available in-house presenters or trainers as needed.
- C. Identify potential guest speakers or trainers in collaboration with the clinical team for each month or quarterly training as appropriate if cannot be provided by in-house trainers.
- D. Maintains a training calendar per quarter to be distributed to all department employees.
- E. Shall ensure that training room and equipment are ready for the trainers.
- F. Shall keep copies and a database of attendees with regards to name, date of completion, and overall evaluation.
- G. Provide post survey training evaluation and assess strategies to improve the training.
- H. Shall create a training log of all staff and keep track of the overall staff compliance on mandated trainings and report compliance at the end of the fiscal year (FY) to the Director and the Regulatory Compliance Office.
- I. Shall come up with an annual report of all evidence based trainings provided to GBHWC staff including compliance of mandated trainings

Staff

- A. Shall provide Human Resource Personnel with a copy of training certificate they have attended.
- B. Staff shall obtain supervisor approval prior to attending training.
- C. Shall participate in the mandated trainings and complete continuing education credits required by their profession to maintain their professional license and be current in their field.
- D. Certificates or training documents (i.e., agendas, proof of training attendance, etc.) are due one week after training commencement and a copy of the staff certificate or other training documents are to be turned over to the Training Officer.

Supervisors:

- A. Shall work with employees to identify training needs.
- B. Shall bring training needs to clinical committee meetings for approval and notification to the Training Officer.
- C. Shall provide supervision to clinical staff.
- D. May authorize or require an employee's attendance at any approved in-service training conducted within GBHWC or outside the agency that is related and should add significantly to the employee's work performance.

PROCEDURE:

- A. Orientation Trainings
 1. Human Resources staff shall inform and provide a list of new employees to the Training Officer monthly.
 2. Training Officer shall schedule orientation trainings for all new employees as part of their onboarding process (*Refer to Personnel Orientation Policy for training needs*).
 3. Training Officer shall identify qualified presenters or trainers to conduct the training overview for in person orientation.

4. If a video recording of the required orientation training topic is available, Training Officer shall provide staff the registration requirement to access the recording.

B. In-service clinical trainings and other trainings

1. Training Officer shall collaborate with the Clinical Committee and Prevention and Training Branch in coming up with the clinical training plan and other trainings available that can be provided to the staff.
2. Training and Education Division shall announce available trainings or send out calendar trainings that have been scheduled for the month.
3. Department head/supervisors shall review the training calendar via the GBHWC website or email announcement of trainings and come up with a list of staff to attend that particular training schedule.
4. Department Heads and supervisors schedule and allow staff to attend mandatory in-service training.
5. In-Service log sheets and evaluations shall be filled out every time a presentation is conducted and returned to the Training Officer for purposes of accreditation and continuing education requirements.
6. Certificates received from trainings on-island or off-island shall be provided to the Personnel Office to be included in the employee's personnel jacket.

C. Accessing Trainings and Mandatory Video Recording Trainings

1. Staff that were allowed and scheduled to attend the in-person trainings shall register for the training set by the Training & Education Division.
2. Staff shall follow the registration for in-person and/or video recording trainings as set by the Training & Education section.

E. Documentation Tracking of Training Compliance

1. A training log of all trainings provided by GBHWC and staff attending the trainings shall be maintained by the Training Officer.
2. Training Officer or designee shall input all trainings attended by the staff in the training module in the electronic behavioral health record system (AWARDS).
3. Percentage of compliance for mandatory trainings shall be reported as part of the quality performance measure of the Training and Education section annually.
4. Training and education section shall send out an email to the staff and the staff supervisor for mandatory trainings that were not attended by staff or if certification of staff is expiring.

RELATED POLICY (IES):

SUPERSEDES: Title; Policy No.; Effective Date/signature date; Approving individual's name

ATTACHMENT(S):