

# Cornerstone Behavioral Healthcare

## PM.11 Orientation & Training

It is the policy of Cornerstone Behavioral Healthcare (CBH) to provide orientation and ongoing training to all employees to assure that quality services are delivered to clients and their families, and to enable each employee to perform the duties of their job to the utmost of their capabilities.

### ORIENTATION:

During the 60-day orientation period, the employee will receive general information regarding:

1. General office procedures
2. Explanation of benefits
3. *Employee specific job responsibilities*
4. All items on employee orientation checklist -- this checklist will be completed for each employee and placed in the employee's training file
5. *Mission, Vision, Values, Goals and programs*
6. *Rights of Recipients of Mental Health Services (Adult and Children's editions)*
7. *Identification, response and mandatory reporting of a abuse, neglect, and exploitation*
8. *CBH's services and therapeutic modalities designed to facilitate health, growth, and recovery*
9. *Confidentiality*
10. Safety and emergency procedures
11. Infection control and prevention
12. Terms of the AMHI Consent Decree
13. The perspectives and values of clients of mental health services
14. The individual community support planning process
15. The mental health service system
16. The family support services
17. The role state and private psychiatric hospitals play in relation to CBH
18. Adverse reaction to psychoactive medications
19. Child development and children's educational needs (for those who work with children or adolescents)
20. Psychogeriatric and communications techniques with elderly persons (for those who work with 60+ year-old clients)
21. The inter-relationship of co-occurring conditions and referral and treatment process (for those who work with clients with co-occurring conditions)
22. Trauma Informed training

New employees shall not be assigned to duties requiring direct involvement with clients until the *italicized* topics above have been completed.

The following materials will be made available to all employees:

1. Orientation Manual (online in Forms Folder)
  2. Job Description
  3. Personnel Manual (online in Forms Folder; one printed copy available in the office)
  4. Rights of Recipients of Mental Health Services (Adult and Children's editions)
- Staff receiving orientation will document the orientation topics

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### TRAINING:

Ongoing training will be provided to all employees. Mental health staff employed 20 or more hours a week will participate in at least 20 hours of training annually and/or maintain the number of training hours required by their licensure and MaineCare, whichever is greater.

Mental health staff employed less than 20 hours per week must receive annual training in the following areas, at minimum: sexual harassment, ergonomics, client's rights, HIPAA, blood borne pathogens and emergency management.

Staff will be notified of new CBH policies via notification from Human Resources and upload to internal web site.

Each employee with his/her supervisor will develop a written training/staff development plan annually (goals).

Supervisors will train staff on any new CBH procedures pertinent to staff's role.

The results of these individual training plans will be used to implement education and training for individuals.

All training necessary for agency licensing requirements must be part of the training plan.

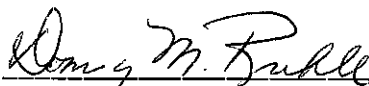
An employee who has attended an in-service, workshop, conference, or other training shall submit documentation of completion, which will be maintained in their employee personnel file.

All employees will have the opportunity for review and discussion of their training through the employee evaluation process. Training needs must be identified and documented within six (6) months of hire or job change, and at least annually thereafter. If the supervisor feels training is complete, and the employee is not comfortable with the level of training received, it is the employee's responsibility to make the supervisor aware of the need for further training.

### INTERNAL:

CBH is committed to the principle that it is only through ongoing training and technical assistance that a program remains viable and that the staff of that program grows both personally and professionally.

The training and technical assistance offered must be consistent with, and relevant to, the mission and vision of the organization as well as meeting the identified needs of the staff. To that end, CBH will assess the training needs of the staff annually and develop a comprehensive training program to meet the identified needs. That training program may be supplemented by other conferences and training, as appropriate, to meet the more specific needs of the employees. The training will be documented on the employee evaluation form.

 1-19-2021  
Executive Director/CEO Date