

**People Incorporated Training Department Policy Statement**

**People Incorporated has made a commitment to learning as a core value. As such it embraces and supports the growth of its employees across all divisions by offering training sessions through Clinical Services. The training curriculum serves the programs by offering sessions that will help meet the requirements of licensure and the expectations of stakeholders. The Training Department has made a commitment to the teaching of skills according to current best practices, the Clinical Core Competencies and the People Incorporated Philosophy of Care.**

A complete list of trainings is at <http://www.peopleincorporated.org/training-courses>

Staff will obtain authorization from their Supervisor/Program Manager before attending a training, who will adjust their ADP timecard as appropriate

Staff will sign up for trainings online at [www.peopleincorporated.org/training-courses/](http://www.peopleincorporated.org/training-courses/)

Staff will sign in for each training session they attend

Staff will attend sessions in their entirety

Staff who are late or who leave early will have this information relayed to the program manager

The Training Manager will communicate to Program Managers when:

- Staff's performance in a training session exceeds or falls below expectations
- Staff arrive late or leave early from a training session

Staff will call (651-288-3470) or email [cecilia.lettner@peopleincorporated.org](mailto:cecilia.lettner@peopleincorporated.org) no less than 48 hours ahead of a training session if they are unable to attend

Staff who fail to cancel their attendance will be marked as a No Call/No Show. Programs will be charged \$50 for each time that a staff member is a No Call/No Show

A Certificate of Completion will be issued to staff who attend a training in its entirety and sign the sign-in sheet. The original certificate will be filed at Admin. Two copies are sent to the program, one for the program files, and one for the staff's personal records. Staff will keep their own copies of certificates for the purpose of collecting requirements for CEUs (if appropriate). All requests for Training related documents and certificates are handled by the Human Resources Department. Call (651) 774-0011

Staff will fill out an Action Plan for each session attended along with an out-of-class post test. Managers/supervisors will review the Action Plan along with a Post-Test to aid the transfer of new information to practice

Training sessions will be filled up on a first-come/first-served basis

Training sessions will take place at the Huss Center for Recovery or Administration

Trainings at Administration may be available via televideo

Some trainings are available via Webinar. Most webinars are recorded.

Some trainings are ASL interpreted

Food is served at full-day trainings

Training-related questions/comments/suggestions should be emailed to Russ Turner, Training Manager: [russ.turner@peopleincorporated.org](mailto:russ.turner@peopleincorporated.org)

### **Training Guidelines for staff**

#### **Philosophy**

Attending training sessions is part of your work at People Incorporated. As such, standard work protocol is expected, including arriving on time, using direct and respectful communication, and using a team approach to solve problems and brainstorm solutions. Sessions are designed to be as interactive as possible to aid the retention of material.

During sessions **the trainer's role** is to present information and explain theory, but also to facilitate learning by providing participants the opportunity to practice new skills, engage in group discussion, and problem-solve client cases and scenarios. The trainer will suggest follow-up reading and web resources for further study, as well as offer recommendations regarding practice opportunities.

*As an active participant, **your role** to explore how to apply the material presented to your client caseload.* Since learning is greatly impaired by distraction, and out of respect for the instructor and the other participants, we respectfully ask that you *turn your cell phone to "silent" and refrain from texting during class.* Please use the regular breaks to check voicemails, etc. Also, consider not signing up for sessions at times when you are very likely to need to communicate with others (e.g., family or client issues) or be tired (e.g., after working a night shift).

#### **American Sign Language**

Many of People Incorporated's classes are ASL interpreted. If you require the services of an interpreter, click on "complete schedule" at the top left of the training page of the website, then

check the ASL interpreted box to see a complete list of all interpreted trainings. When you sign up, order a “People Incorporated Staff Person ASL Interpreted” ticket. *Please do not sign up for an ASL ticket if you are not hard-of-hearing or deaf because those spots are reserved.* Interpreters are cancelled no later than 72 hours before an interpreted class if no deaf or hard-of-hearing staff sign up for the session.

### **CEUs (Continuing Education Units)**

People Incorporated is an accredited provider of CEUs with the MN Board of Social Work. All classes (including webinars) are eligible for Social Work CEUs *except First Aid/CPR, Medication Administration, and Medication Administration Review*. Company Orientation is 3.5 hours of CEUs. Some large training events during the year may be accredited with other boards (MN Board of Behavioral Health and Therapy, MN Board of Psychology, MN Board of Marriage and Family Therapy) on a case-by-case basis. The MN Board of Nursing does not accredit classes for CEUs. It is the responsibility of the license holder (i.e. staff person, not the Training Department) to track training hours for CEUs and to file and keep the relevant certificate, post-test (if applicable) and course materials. All requests for Training related documents and certificates are handled by HR. Please contact the Human Resources Department. Call (651) 774-0011.

### **Curriculum**

**The People Incorporated training curriculum focuses on the practitioner/client relationship.** Work with your Program Manager to develop a training plan based on your individual career development plan and your competency assessment indicators. In general, concentrate on the foundational part of the curriculum first and move out. The foundational level is designed to be applicable for all employees at all times. The integration level is a closer look at how to engage with clients the targeted application level looks at specific interventions and applications.

### **First Aid and CPR**

It is the policy of People Incorporated that you update your First Aid and CPR accreditation every 2 years. The Training Department offers this class at least monthly at the Huss Ballroom location. The capacity for this class is 18. If the class is full and you need to renew your card, you can put your name on the waiting list in case someone cancels, or take a class elsewhere in the community that offers either Red Cross or American Heart Association credentials.

### **Wait list**

If the class is full when you sign up, you will have the option to be put on the waitlist. If a space

opens up you will automatically receive an email. You then have 24 hours to take this space by clicking on the link in the email and following the prompts. *If you do not reply to the email within 24 hours, the space will automatically be offered to the next person on the waitlist.*

### **Mandatory Trainings**

You are required to attend:

- Company Orientation (within 2 months of hire)
- Medication Administration (For all "Med Passer" positions before administering medications)

### **Company Orientation**

The People Incorporated Company Orientation is designed to introduce staff to the organization, its structure and core mission, including our philosophy of recovery. Staff will have the chance to meet staff from other programs as well as some representatives of senior management.

### **Medication Administration Classes**

The People Incorporated Medication Administration Class is a foundational course in medication administration and People Incorporated's Corporate Medication Policy. If your position requires you to administer medication to clients, you must take this course first. If you have prior med training, please check in with your manager/supervisor and the nurse who oversees med passing at your program. *Your program will determine whether or not you need to take the class.* All med classes are ASL interpreted. Interpreters are cancelled 72 hours before an interpreted class if no deaf or hard-of-hearing staff sign up for the session. The class concludes with a written test (passing grade 90%) and a practical test-out administered by a Registered Nurse (RN). The entire class is thus concluded in one session without the need for further review by a program nurse. The class is 8:30am-5:00pm and is always held at the Administration Office.

## **Severe Weather**

The People Incorporated Training Department does not want you to take unnecessary risks to get to a training when travel conditions are hazardous; therefore it is possible that trainings at administration may be cancelled when the weather is severe.

**If weather conditions are dangerous for travelling in your area, St. Paul, or Minneapolis  
CALL  
PEOPLE INCORPORATED  
TRAINING HOTLINE  
651-288-3470**

The voice message at this number will detail any training cancellations. If you are not going to attend because of weather conditions, leave a voicemail at this number stating the session you were signed up for, your name, and your program. If a training session is cancelled, this information will show up on the website training page, so it is a good idea to check the website before you leave from home. Trainings will proceed as scheduled unless otherwise noted on the website or the above hotline voicemail. Cancellations made less than 48 hours before the training will not incur a program charge if it has been determined to be a “severe weather day” by the Training Manager.

## **Registration**

1. Seek approval from your program manager (training time is paid time)
2. Go to the training page of People Incorporated’s website (<http://www.peopleincorporated.org/training-courses/>).
3. Click on the **date** of the training session you want to sign up for. A box will appear – click on “Register now” and follow the prompts. Put in your email and a telephone number.
4. If you are deaf or hard-of-hearing and require an ASL interpreter, order an “ASL ticket”
5. If you are not deaf or hard-of-hearing, please **do not order an ASL ticket**; this will take a slot that has been saved for a deaf or hard-of-hearing person
6. You will get a confirmation email when you sign up and a reminder email a few days before the session

## **Webinars**

Many of People Incorporated’s core training topics are available via webinar. Registering for a webinar is a 3-step process; step 1 is to sign up online at [www.peopleincorporated.org/training-courses/](http://www.peopleincorporated.org/training-courses/). For step 2 you will receive an email from Russ with a link to register with Citrixonline for the actual webinar. You’ll receive a confirmation email from Citrix with your link to join the session on the day. Step 3 is

to click on the link 10 minutes or so before the session starts to join the webinar. Please note that the session will start exactly on time. You will need a computer with a high-speed Internet connection and you can access the audio via a) headphones connected to the computer, or b) a telephone. You can access the webinar with an iPhone, iPad, iPod Touch or similar devices. Leave yourself enough time to download the relevant application the when doing this for the first time. Please note that the Training Department does not reimburse for minutes for using a mobile device.

### **Location**

Some of our trainings are held at the Administration Office – 317 York Avenue, St. Paul, MN 55130. Others are held at the Huss Ballroom, which is attached to the Huss Center for Recovery, 2120 Park Avenue, Minneapolis, MN 55404. When you sign up online, please pay attention to the location. After you've clicked on the date of the session you want to attend, the next step is to click on "register". The next screen takes you to Eventbrite and there in front of you is a summary of the event. The title of the training will include the location. Also on the right of the screen there is a Google map of the location with the full address. Please do not guess or listen to rumor about a training session's location. Check the website or call Cecilia Lettner (651-288-3518) if unsure.

### **Televideo**

Trainings held at Administration may be available in real time via televideo. Televideo equipment is located at **DMHS/DSL** in Minneapolis, **CSDC** (Apple Valley office), the **Anoka Programs** office, **Huss Recovery Services**, **Nancy Page Crisis and Stabilization Services**, and **Stark Mental Health Clinic**. If you would like to attend a session via televideo please contact: Cecilia Lettner (651-288-3518 or [cecilia.lettner@peopleincorporated.org](mailto:cecilia.lettner@peopleincorporated.org)) as far ahead as possible. Please note: staff from any People Incorporated programs can attend at any of the locations as long as the room is available and it is arranged in advance.

### **People Incorporated televideo is located at:**

- **ARCH** 2665-4<sup>th</sup> Avenue North, #108, Anoka MN 55303
- **CSDC** 7373-147<sup>th</sup> Street West, Suite 190, Apple Valley, MN 55124
- **DMHS/DSL** 726 2<sup>nd</sup> Street NE, Minneapolis, MN 55413
- 1315 Girard Avenue North, Minneapolis MN 55411
- **Nancy Page Crisis and Stabilization Services** , 245 South Clifton Avenue, Minneapolis, MN 55403
- **Stark Mental Health Clinic**, 2120 Park Avenue, Minneapolis, MN 55404

### **Training Levels**

**People Incorporated** corporate trainings focus primarily on the *practitioner/client* relationship and are roughly divided into 3 levels:

**Foundation:** Core topics at the heart of human service work. The primary focus is on dealing with crises and establishing a professional relationship, as well as getting to know People Incorporated, its mission and core values.

**Integration:** At the Integration level we move away from crises to longer-term engagement strategies and developing meaningful, recovery-based treatment plans. Also, we focus our energies on a robust understanding of the major mental illnesses, their etiology and presentation.

**Targeted:** At this level we focus on particular practical strategies for particular mental health diagnoses and to move toward practice of ideas presented in the other two levels.

For a description of each class see [www.peopleincorporated.org/training-courses/](http://www.peopleincorporated.org/training-courses/)

