



Staff Training Policies and Timelines (Policy ST)

Purpose

To ensure that all CAI staff are adequately trained to provide quality support, promote the dignity and independence of individuals with disabilities, and maintain a safe and inclusive environment.

Scope

This policy applies to all management, employees, volunteers, interns, board members, and any contracted staff working with/around clients of The Center for Achieving Independence.

Policy Statement

The Center for Achieving Independence is committed to providing ongoing, evidence-based training to ensure staff members are equipped with the skills, knowledge, and resources needed to deliver person-centered services. Training programs will focus on empowering staff to meet the unique needs of individuals with disabilities, adhere to legal and ethical standards, and create a safe and supportive environment.

Training Requirements

1. Orientation Training (Week 1)

- a) All new staff members must complete an orientation program prior to working directly with participants.
- b) Topics covered in orientation:
 - i. Mission, vision, and values of the organization.
 - ii. Introduction to disabilities and person-centered care.
 - iii. Emergency procedures and safety protocols.
 - iv. Overview of relevant laws and regulations (e.g., ADA, HIPAA, and state-specific requirements).
 - v. Safety training regarding use of bus or van, loading and unloading clients, performing headcounts, safety checks, bus inspection logs, etc.

2. Cultural Competency Training (Week 1)

- a) Staff will receive training to ensure they can respectfully interact with individuals from diverse cultural, linguistic, and socioeconomic backgrounds.

3. Core Competency Training (Week 2)

- a) All staff must undergo training in the following areas.
 - i. Communication strategies (e.g., augmentative and alternative communication systems).
 - ii. Behavior management and positive reinforcement techniques.
 - iii. Health and safety protocols, including infection control, medication administration (if applicable), and recognizing signs of abuse or neglect.

4. Specialized Training (As needed)

- a) Staff working with individuals who have specific needs, such as mobility challenges, medical equipment, or sensory impairments, will receive additional specialized training.
- b) Examples:
 - i. Safe use of wheelchairs, lifts, and other adaptive equipment.
 - ii. Supporting individuals with Autism Spectrum Disorder (ASD), Down syndrome, Cerebral Palsy, or other conditions.

5. Ongoing/Annual Training (First Month, then annually, or as specified)

- a) Staff will participate in annual refresher training to stay updated on best practices and organizational policies.
- b) Topics may include:
 - i. Crisis prevention and intervention.
 - ii. CPR/First Aid/Choking
 - iii. Diversity, equity, and inclusion in service delivery.
 - iv. Innovations in assistive technology and disability services.
- c) Training on the components of, and the need for Individual Service Plans for each client enrolled.

Documentation and Evaluation

Training Records

CAI will maintain a record of all completed training for each staff member, including dates, topics, and certifications.

Competency Evaluation

Supervisors will evaluate staff competency through periodic observations and participant feedback.

Feedback Mechanism

Staff will have opportunities to provide feedback on the effectiveness of training programs to improve content and delivery, as well as make suggestions for other training deemed necessary.

Compliance and Accountability

Mandatory Participation

All training sessions outlined in this policy are mandatory. Failure to complete required training topics may result in disciplinary action, up to and including termination.

Regulatory Compliance

Training programs will align with all local, state, and federal laws governing disability services, including compliance with licensing and certification requirements.

Continuous Improvement

The organization will regularly review and update training materials to reflect changes in laws, industry standards, and participant needs.

Policy Review

This policy will be reviewed annually by the Executive Director to ensure it remains current and effective.

Approval and Adoption Date: [Insert Date]

Reviewed by: [Insert Name/Title]

Next Review Date: [Insert Date]
