



Beatrice State Developmental Center Training/Staff Development

In order to provide quality services to its residents, BSDC must ensure that all staff are well-trained to perform their required duties. Initial training and ongoing staff development are necessary to ensure employees are competent in their skills. In 2012, BSDC developed its own Training/Staff Development Team, consisting of a Training Coordinator, four Staff Training Specialists, a Clinical Nurse Trainer, and several individuals who live at BSDC. Additionally, an Operations Training Specialist assists the BSDC Training Staff Development Team in new employee orientation and in accessing other generalized training available through the Department of Health and Human Services and other external resources.

New Employee Orientation and Training

The New Employee Training and Orientation Program is organized into a four-week, rolling schedule that enables new staff to begin on any Monday. Tuesday through Friday of each week are then dedicated to particular subject-area training sessions. For the three weeks after a new employee starts, Mondays are spent in at-the-job training activities.

The curriculum is intensive and covers all areas of knowledge and skill necessary for new employees to support BSDC residents. While much training is provided in a classroom style environment, the program also includes many hands-on learning opportunities.

New employees are then provided with additional advanced training courses over the first six months of their employment. This allows them to master basic skills before being expected to master more complex skills. These advanced training courses are also available through Staff Development if future refreshment or refinement of particular skills is needed.

All training sessions are competency-based. Employees are subject to written and applied tests of their knowledge. Employees will have opportunities to retake sections of the training, and it is possible for an employee's probationary period to be extended if they are experiencing challenges mastering the necessary training components. However, a new employee must successfully complete all initial orientation sessions prior to working full-time within an ICF, and **all** advanced courses must be successfully completed before an employee can become a permanent BSDC employee.

All new employees (not just direct support professionals) are expected to complete most components of the training program. Even though all BSDC employees do not work directly

with residents, all employees routinely interact with the residents and need to be equipped to adequately and competently respond in an emergent situation.

A detailed list of curriculum is provided in the Appendix V herein.

Staff Development

While a significant amount of the Training/Staff Development Team's efforts are focused on New Employee Orientation and Training, the Team plays a significant role in knowledge and skills development to all BSDC employees.

Not only are the new employee advanced training courses available to experienced staff, but the Training/Staff Development Team also has standardized curriculum available in many other skills areas. Advanced Abuse/Neglect & Incident Management is required to be repeated by **all** BSDC employees annually. Classes are scheduled throughout each month (and on alternative shifts) to ensure accessibility for new and experienced employees.

The Training Coordinator regularly coordinates with the Compliance Department and each ICF to determine additional and/or ongoing training needs. While the original focus was on development/enhancement of training impacting direct support professionals, the Training Coordinator has also developed targeted training for supervisory positions (e.g., home managers, shift supervisors, etc.) The team also has the capacity to develop targeted curriculum and provide individualized training to the ICFs or other areas of campus on an as-needed basis.

The Training/Staff Development Team also facilitates the College of Direct Support, a series of web-based courses designed for Direct Support Professionals and others who support individuals with disabilities. The College's flexible coursework is designed to connect students with a nationally recognized skills set, all the while celebrating staff's role to support people toward richer, more meaningful lives.

Nothing About Me Without ME!

As a paid vocational opportunity, BSDC residents participate in the training program as integral members of the Training/Staff Development Team. They assist with preparing and distributing training materials and serve as guides for new employees as they tour the campus. These team members also perform role-playing functions in multiple training scenarios. They share direct experiences about what it is like to be a person with a disability and what it is like to live in a home on the BSDC campus.



This is Gretchen, and she specializes in teaching new staff what it is like to have difficulties communicating with others and living with the frustrations of depending upon a wheelchair for mobility. More importantly, however, Gretchen teaches others about the joy she finds in her everyday life and how she deserves to be treated with dignity and respect.

Donnie is another BSDC resident on the Training/Staff Development Team. He is a great communicator who enjoys interacting with others. In addition to



being an experienced tour guide for new employees, he is actively involved in hands-on skills training such as the First Aid/CPR sessions.



While Jenny is active with the BSDC Training/Staff Development Team and has other employment as well, she also dedicates time to providing training to Service Coordinators and Community Coordinator Specialists at the Division of Developmental Disability New Employee Orientation sessions. Jenny is a strong self-advocate who is passionate about ensuring others know what is important to her and other people with developmental disabilities. She is gifted at showing new employees that everyone has difficulties in their background and explaining to them how they can be patient and supportive, not judgmental, to ensure good collaborative relationships that lead to successful outcomes.



No one leaves a session with Jenny without gaining a true understanding about how person-centered practices are more than just a policy; they are important to helping the people we support live full and meaningful lives.

While there is a significant volume of nationally recognized curricula available, targeted at teaching people to interact and support people with disabilities with dignity and respect, BSDC has found that directly including individuals with disabilities in the training process is more successful than any particular curriculum content. A culture of inclusion and respect is established from the first day of New Employee Orientation and Training that is then exemplified throughout the BSDC experience. BSDC has put the “person” back into “person-centered practices,” and it has significantly and positively changed the way we do things.