

## **Provider Training Series**

SOQ has a summer training series [[see provider alert](#)]. They will present the same topic twice each month:

June – Person-centered care

July – Chemical and physical restraints

August – Regulation and corrective action

September – DNR/POLST

Workday Learning is how to register for the training. Heather Burks talked about Workday learning and provided tips for navigating Workday.

### **Signing up for an account**

When you create an account, you'll want to do this at least a week before your course begins.

- When you sign up you will receive two different emails.
- One email has your user name and a separate email has your password.
  - Note: you need to use an individual email and not a shared email.
- Follow the directions exactly as written.
  - Asks for your affiliation
    - Because you don't work for the State, enter Human services
      - That will give you access to the correct training (Six Rights, Fire & Life Safety, etc.)
    - Email DHS training email for support (not the licensing program).
- Make sure people sign up for themselves and not the providers signing up for staff
  - Ensure the person signing up for the account and attending training is actually the person on the account
- Staff can enter your supervisor's information and they will also get the notifications.
  - If you can't attend, be sure to unenroll yourself

### **When you sign in to start a training**

- Sign in 15-20 minutes before the training starts
- You will need to sign in to Workday and find the training and then join from Workday
- This tells the system you have joined and will track your attendance
- If you have an account issue, this is not something SOQ can assist with

Because Workday tracks classes and attendance, it will show up on your transcript. Certificates are no longer needed. You can print your transcript to show the classes you have attended.

Know your technology before you log in to attend a class. That is not something SOQ or Workday can assist with. You will have to seek out assistance outside of the training. If you have to contact the Workday helpdesk, give them up to 20-48 hours to respond.

Workday learning is always updating. Sometimes it will update and change a link or how something shows on your end. SOQ doesn't always know until after the fact. If you see something that has changed, please email SOQ and let them know so they can update the guides and instructions: [dhs.training@dhsosha.state.or.us](mailto:dhs.training@dhsosha.state.or.us)

Multnomah County only: Ana Weakland is the training coordinator. She has drop-in times for assistance with Workday. Look in the [current Mult. Co. ACHP newsletter](#) if you're in Multnomah County.

### **Emergency Preparedness**

The weather is getting hotter, so SOQ talked about emergency preparedness and the importance of having a plan in place and having an adequate supply of water. Fire season is also upon us. Review your plan and be sure you have the supplies that you need.

[Click here for heat preparedness resources.](#)

### **Questions from Participants**

1. **Question: Sometimes [staff] need to use our computers as they do not have one.**
  - a. **Answer:** It's best to use a laptop or desktop, not a phone or tablet. They ask that you use a computer or laptop. If you're using a shared computer, which is okay, when you sign into MS Teams, you need to change your name because sometimes it saves the name of the person signed in before.
    - i. If you sign into the meeting as someone else, they cannot match that with the class roster. Be aware of this when you join.
2. **Question: Is the intention to consolidate all required training and certifications on Workday? for example, the Pre Service Dementia training currently hosted by Oregon Care Partners which all potential new hires need to complete prior to working in an AFH.**
  - a. **Answer:** Just like with iLearn, Workday is the State training offering. Oregon Care Partners training is separate and available through their website and not Workday.
3. **Question: What's the easiest way to search for the classes on Workday?**
  - a. **Answer:** Once logged in to Workday, you should have an app that says "learning." That is where you find your classes and transcripts. If your affiliation is correct (human services) you just type in the name of the course. If SOQ sends out a provider announcement, they often include direct links to classes. You'll need to sign in to Workday first and then click on the link.
4. **Question: So only one person at a time can attend a class on one computer. Correct?**
  - a. **Answer:** That is correct. SOQ needs to ensure the person registered for the class is taking the class. Only one person can be signed in at a time.
5. **Question: When you create the account which option should one choose under the affiliation?**
  - a. **Answer:** *Human services, Department of*
6. **Question: Do we get a CEU certificate for this call?**
  - a. **Answer:** SOQ does not offer CEUs for licensee calls. This was decided because it allows licenses to be anonymous, as well.

7. **Question: Just double-checking...if residents are out on a group walk, do they need to wear masks?**
  - a. **Answer:** No, there is no requirement to wear a mask.
8. **Question: Question about the general screening form when we send a resident to the hospital and they get admitted we have to do a new screening. If we make the choice that we can no longer take care of this person since they've been admitted to the hospital, why are we being made to bring them back and then give them a 30-day notice?**
  - a. **Answer:** When a licensee has determined they can no longer meet the needs of the resident in this case, they serve a less than 30-day notice while the resident is in the hospital. If the notice is contested, it potentially turns into a 30-day notice. SOQ has seen concerns with the completeness of assessments or when the hospital has documented there was no change in condition. There needs to be a documented change of condition, otherwise there will need to be a 30-day notice.
9. **Question: One more Covid-related question...can we resume family outdoor events? Do people need to be masked?**
  - a. **Answer:** Yes, you can resume outdoor events and people don't need to be masked outside. Masks are only required for care staff who do not live in the AFH [[see guidelines](#)]. If you're a licensee living in the home, you aren't required to wear a mask.
10. **Question: How many visitors are allowed inside for one person, masked or unmasked?**
  - a. **Answer:** Visitors need to wear masks. Case management entities, providers, and visitors are required to continue masking when visiting any long-term care setting.
    - i. It really depends on the house regarding how many visitors are permitted inside at one time. You can go to pre-COVID guidelines regarding visitation.
11. **Question: No screening is required for outdoor family events?**
  - a. **Answer:** Lynette would recommend screening as a best practice.
12. **Question: What is the purpose of screening?**
  - a. **Answer:** Looking for fevers and if they have been exposed to COVID.

**13. Question: I am not able to find these classes [summer training sessions] on Workday. I am registered as human services affiliation. Can you go more into detail on how to do the actual search?**

- a. **Answer:** The July sessions are not yet in Workday but should be in Workday next week.

**14. Question: There is a caregivers shortage. How is DHS helping with?**

- a. **Answer:** Lynette wants to get back to the group on this question. She's very much aware of the issue and she wants to make sure she's making things clear about what DHS is doing. She will address this in a future meeting.

**15. Question: Lots of people are on unemployment and we are screaming of needing staffing.**

- a. **Answer:** Lynette understands the situation providers are in and how challenging it can be in remote parts of the State as well. Call your local chamber of commerce. See if there is a workforce program in your area. They may be able to help with ideas or have people wanting to work.

**16. Question: Which areas of the care home allow video monitoring, and which do not?**

- a. **Answer:** Right now, there is no direction in Rule about video monitoring. OARs talk about audio monitoring and not video monitoring.
  - i. Violation of resident rights. Residents have the right to complete privacy when providing personal care.
    - 1. The term "monitoring": the concern is when video monitoring is used in lieu of direct monitoring by care staff.
    - 2. There will be Rule changes on this in the future.
  - ii. **Multnomah County Rule:** Intercoms shall not violate the resident's right to privacy and must have the capability of being turned off by or at the resident's request. Monitors shall utilize a secure feed. Video monitoring is not permitted and any intercom or monitor used shall have no video function.

Question about policy? Email [APD.AFHTeam@dhsosha.state.or.us](mailto:APD.AFHTeam@dhsosha.state.or.us)