



Overview of Staff Orientation & Training Requirements at Bellwoods

Staff development is critical to help staff sharpen their strengths, and be confident that their skills are aligned with best practices. Bellwoods is committed to the ongoing education and training of its staff that begins during a two-week formal orientation training period that includes an introduction to:

- The history and culture of Bellwoods.
- Core business practices including scheduling, policies and procedures.
- Fire, safety and emergency codes education.
- Information systems that support our core operations such as AlayaCare, documentation practices, ethics and privacy.

Orientation also involves:





- ▶ Mandatory in-class training on Spinal Cord Injury, IPAC, Bowel and Bladder Education and Routine Practices that includes a hands-on practice component.
- ▶ Mandatory Client Safe Handling training.
- ▶ A formal mentoring process whereby new staff are paired with an experienced staff to shadow and observe the skills and practices performed during actual service delivery. These mentoring sessions range from 2-5 days depending on the staff's readiness and success assessed by their Supervisors. During this time, new staff are also introduced to the clients they will be working with to learn about their specific service requirements.

Once new staff have completed their shadowing period, the Clinical Supervisor sets-up up a date and time with the staff to conduct a Practice Observation to evaluate whether skills are consistent with best practice standards. This process includes staff and Clinical Supervisors co-signing the evaluation form. As a routine part of the initial orientation, clients are consulted with to obtain feedback on the progress of the new staff. A form to standardize client feedback in this process is currently being finalized.



Bellwoods also has clearly defined expectations with respect to mandatory ongoing refresher education and demonstration of clinical skills (i.e., skills necessary for the ongoing direct client support). Mandatory clinical skills training requirements for PSW staff are summarized in the table below.

Training Topic	Description and Frequency
Client Safe Handling  (4 hours in length)	Every three years, unless staff has recorded safety incidents involving clients or workplace injury related to transfer technique
Bowel + Bladder/IPAC  (8 hours in length)	Every three years, with yearly practice observation and client-specific training in between
First Aid + CPR	Every three years, provided by an external contracted training agency
Documentation + Ethics + De-Escalation Strategies	Every three years, online 4-hour mandatory module*

In addition to this training, management and union staff organize mandatory training sessions that are required under the Occupational Health and Safety Act. Bellwoods also continues to explore other opportunities to provide other training to support the needs of staff and clients (e.g., mental health training; case management; conflict resolution).