

Employee Development

Purpose *ASC promotes education, training, and on the job learning for employees to maximize job performance, employee satisfaction, and quality of service for the people receiving services.*

Policy Statement *ASC will cover the tuition costs of some mandatory and elective training as agreed upon between the Employee and Supervisor and as approved by the Executive Director/Program Director(s).*

Employees who do not successfully complete the training course in the allotted timeframe will be required to reregister at their own cost.

In specific circumstances a training agreement may be implemented.

When employees are completing online courses that may include an agreement for specified paid time; the time will be paid upon proof of successful completion of the training.

Each area within ASC will determine the mandatory and desired specialized training for the respective employee positions.

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Employee Development

General for all areas of ASC

Orientation and on the job training is provided to each employee as per the Employee Orientation processes and is documented on the Employee Orientation Checklist.

ASC identifies mandatory training for employees based on their position description, roles and responsibilities, service area or industry standards, contractual agreement requirements, applicable legislated requirements (e.g. OH&S).

Registration

- Employees will complete a Training Request form and submit it to their immediate supervisor to begin the approval process.
- Once approved, training request forms will be forwarded to the Reception at the ASC Services Supports Building.
- Confirmation notification will be forwarded to the employee.

Disability Services Area Specific

Training

Mandatory training for Community Support Workers and Family Support Workers working with clients with Developmental Disabilities includes:

- First Aid and CPR
- Medication Administration
- Non – Violent Crisis Intervention (NCI)
- ASC Behaviour Policy Training
- Abuse Prevention and Response Protocol
- Positive Behavior Supports
- Universal Precautions
- ASC Health and Safety Policy and Procedures
- ASC Working Alone Policy and Procedure
- Individual specific health and medical related training
- ASC Safe bathing (residential employees)

When an employee is required to work with a client who has complex needs ASC will also ensure they receive additional training relevant to the needs of the client supported; which may include but not be limited to:

- Conflict resolution
- Harm Reduction
- Trauma Informed Approaches
- Suicide Prevention

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Employee Development Procedure Continued...

- Mental Health First Aid
- Critical incident debriefing
- Advanced de-escalation skills
- Individual specific medical diagnosis and medical needs

Other Specialized training may include but not be limited to:

- Grief and trauma informed care
- End of life care
- Dementia
- Diagnosis specific training
- Assistive Technology
- Alternative and Augmentative Communication Systems
- Adaptive Play
- Cultural Awareness

In addition to training offered in-house, ASC will also make available the opportunity for employees to obtain relevant and necessary training from outside the Agency.

Proficiency Testing

ASC uses multiple processes to assess workplace learning and application. This may include but is not limited to:

- competency testing during training
- proficiency testing during service area meetings
- monitoring and supervision of employee performance
- employee evaluations

ASC uses the information attained through these means to adapt training or provide individual coaching and support to employees as required.

Annually, through the ASC strategic planning process and reviews, training requirements are identified to meet the current needs of the clients, employees, industry standards and to support organizational outcomes, and continuous quality improvement.

Other service areas within ASC

Mandatory and elective training is defined within the contractual agreements, and is subject to change at the direction of the funder/sector.

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Bottle Depot

Mandatory Training

- Certified Fork Lift training for any employees required to operate the forklift
- First Aid training for the designated Responder(s)
- Training to ASC Health and Safety policy/procedures (eg Hazard assessments)
- Universal precautions

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