

DSP ONBOARDING, ORIENTATION, & INITIAL TRAINING TEMPLATE

The goal of onboarding is to introduce someone to the position, people supported, co-workers, employer, expectations, and rules, policies and responsibilities. The goal of orientation is ongoing, but is meant to engage, acclimate, and socialize new employees to the employer. This document is a template for employers to consider when developing their training plan for their Direct Support Professionals. Items within each section are not in any particular order and align with current (2023) BHDDH training requirements. Time frames of topics may need to be shifted to later in employment based upon scheduling and employer-specific training programs.

NAME		EMPLOYEE ID		EMPLOYEE EMAIL	
TITLE		EXTENSION		DEPARTMENT	
SUPERVISOR		START DATE		WORK LOCATION	

ACTIVITY TYPE	CLOSED	STATUS	ACTIVITY MONITORED BY	ACTIVITY NOTES	AVAILABLE TRAINING RESOURCES
PRIOR TO HIRE					
Submit evidence of High School Degree / GED (if applicable)					
Submit evidence of Background Checks (BCI) (if applicable)					
Complete National Fingerprint Background Check					
Submit Driving record					
EMPLOYEE ACCEPTS POSITION					
Human Resource Office informed of hire					
Send welcome communication from Supervisor. Packet could include letter from Supervisor, organizational resources, staff/colleague contact information.					
Employee should complete first set of Workday Onboarding tasks					
Order computer and associated components (cell phone, docking station, laptop, monitor, mouse, connectors, etc.)					
Set up workspace (monitors, arms, docking station, adapters, trash/recycling, file drawers, etc.)					
Add employee to any appropriate email lists					
Prepare the first day and first week agenda for new employee					
Identify and confirm Peer Mentor. Provide information on role, goals					
Any other employer-specific or regulatory training					
PRIOR TO STARTING AT LOCATION (1-2 WEEKS PRIOR)					
Determine welcome activities for the employee (such as welcome gifts, introductions to key employees, etc)					
Identify necessary training and draft schedule, coordinate initial details					
Set up appointments with critical people for the employee's first few weeks and add those to new employee's calendar					
>New Employee Orientation (within 30 days of start)					
>Subject Matter experts					
>Discuss occupational fit and willingness to continue employment (ongoing)					Stay Survey tool (coming soon)
Prepare a training plan and identify trainers other than manager					
Identify and confirm Peer Mentor. Provide information on role, goals					
Announcement from Supervisor to organization					
Orient the employee to the RI state and federal system and how their work is connected to Rhode Island and the community					Organization-specific
Learning about and potentially meet the people the employee will be supporting and documentation about them (likes & dislikes, plans, dietary restrictions/medical needs, goals, etc)					
Any other employer-specific or regulatory training					

DAY 1 - STARTING AT LOCATION				
When at all possible, Supervisor and Peer Mentor to personally welcome new employee to discuss key priorities, etc.				
Share initial meeting schedule and training plan (face to face, virtual and online)				
Review and sign employee handbook information (including rules, regulations, state/federal/employer policies, etc)				Organization-specific
Review union information, if applicable				Organization/union-specific
Provide organization chart, leadership information, etc.				
Discuss expectations, work and communication style, team composition, etc.				
Initial review of learning plan and meeting schedule				
Allow sufficient time for questions				
Employee to complete Developmental Disability Organizations (DDO)-specific documentation and other related items				
Order other office supplies required				
Provide tour of building, work environment, and if appropriate, surrounding area				
[Training] Grievance Filing Procedures				
Any other employer-specific or regulatory training				
WEEK 1-3				
Ensure employee has completed all DDO-specific documentation and has all needed supplies/resources				
Discuss core and job specific competencies and goals. (See RI DSP Core Competencies Document)				
Communicate the Organization's and department's high level mission, goals, and values				
Assign the employee role-appropriate goals				
Introduce Peer Mentor				
[Training] Safe Medication Administration				In-House Relias (Refresher only)
[Training] Medication Administration Documentation				(Organization Specific)
[Training] Medication Issues Related to Administration per Acceptable Standards				(Organization Specific)
[Training] Emergency Care: Basic First Aid				In-House
[Training] Appropriate Actions to Take Regarding Illness or Injury				(Organization Specific)
[Training] Emergency Care: Cardiopulmonary resuscitation (CPR)				In-House Red Cross Lifespan
[Training] Signs & Symptoms of Illness & Injury				Relias
[Training] Wellness & Prevention of Illness: Sexual & Reproductive Health				Relias In-House
[Training] Wellness & Prevention of Illness: Nutrition/Food Handling				Relias
[Training] Wellness & Prevention of Illness: Personal Hygiene				Relias
[Training] Wellness & Prevention of Illness: Healthy Lifestyle				Relias
Any other employer-specific or regulatory training				

30-DAY ACTIVITIES				
Supervisor and Peer Mentor to schedule meeting weekly with new employee during the first 30 days				
Encourage ongoing conversations and check-ins with Peer Mentor				
Review DDO-specific Policies, Procedures, and Protocols				
Ensure enrollment and / or completion of New Employee Orientation				
Ensure completion of DDO-specific Fringe/Benefits requirements				
Review performance progress on learning plan milestones, meeting schedule				
Conduct 30 day discussion				Stay interview tool, stay survey tool
>Evaluate onboarding experiences to date				
>Opportunities/ suggestions for additional activities				
>Needs/ requests for guidance or additional assistance				
Person-Specific Training (continues past 30 days)				
[Training] Person-Centered/Person-Driven Practices				Relias In-House
[Training] Diversity, Equity, and Inclusion and Cultural and Linguistic Competence (incl. LGBTQ+)				Relias
[Training] Communication: Importance of Clear Communications				(Organization Specific)
[Training] Professional Communication and Email Etiquette				(Organization Specific)
[Training] Individualized Procedures				(Organization Specific)
[Training] Staff Qualifications: Concepts of Supported Employment				Relias In-House Sherlock Center
Any other employer-specific or regulatory training				
60-DAY ACTIVITIES				
Continue to review and adjust learning plan and meeting schedule				Stay interview tool, stay survey tool
Supervisor and Peer Mentor to conduct 60 day discussion				
>Troubleshoot any concerns or issues				
Human Resources to conduct Onboarding Feedback survey				
[Review] Employee Wellness, Well-being, and Mental Health				
[Training] Formal and informal/natural participant supports in the community				In-House ICI (UMASS) Open Futures SELN
[Training] Technology and Internet Safety				
[Training] Refresher				
90-DAY ACTIVITIES				
Conduct customized competency-based training and orientation regarding the unique disabilities, priorities, needs, and expectations of assigned client(s).				
Continue to meet with employee to review progress on learning plan, meeting schedule and adjust as needed.				
Supervisor and Peer Mentor to conduct 90 day discussion				
Create long term development plan based on employee skills, abilities and interests				
Continue to assess job fit and additional support and training needs				Stay Survey tool (coming soon)
Discuss upcoming opportunities for formal performance evaluations				