

WAC 388-112A-0210 What content must be included in facility and long-term care worker orientation? (1) For those individuals identified in WAC 388-112A-0200(1) who must compete facility orientation training:

(a) Orientation training may include the use of videotapes, audiotapes, and other media if the person overseeing the orientation is available to answer questions or concerns for the person(s) receiving the orientation. Facility orientation must include introductory information in the following areas:

(i) The care setting;

(ii) The characteristics and special needs of the population served;

(iii) Fire and life safety, including:

(A) Emergency communication (including phone system if one exists);

(B) Evacuation planning (including fire alarms and fire extinguishers where they exist);

(C) Ways to handle resident injuries and falls or other accidents;

(D) Potential risks to residents or staff (for instance, aggressive resident behaviors and how to handle them); and

(E) The location of home policies and procedures;

(iv) Communication skills and information, including:

(A) Methods for supporting effective communication among the resident/guardian, staff, and family members;

(B) Use of verbal and nonverbal communication;

(C) Review of written communications and documentation required for the job, including the resident's service plan;

(D) Expectations about communication with other home staff; and

(E) Who to contact about problems and concerns;

(v) Universal precautions and infection control, including:

(A) Proper hand washing techniques;

(B) Protection from exposure to blood and other body fluids;

(C) Appropriate disposal of contaminated/hazardous articles;

(D) Reporting exposure to contaminated articles, blood, or other body fluids; and

(E) What staff should do if they are ill;

(vi) Resident rights, including:

(A) The resident's right to confidentiality of information about the resident;

(B) The resident's right to participate in making decisions about the resident's care and to refuse care;

(C) Staff's duty to protect and promote the rights of each resident and assist the resident to exercise his or her rights;

(D) How staff should report concerns they may have about a resident's decision on his or her care and who they should report these concerns to;

(E) Staff's duty to report any suspected abuse, abandonment, neglect, or exploitation of a resident;

(F) Advocates that are available to help residents (such as long-term care ombudsmen and organizations); and

(G) Complaint lines, hot lines, and resident grievance procedures such as, but not limited to:

(i) The DSHS complaint hotline at 1-800-562-6078;

(ii) The Washington state long-term care ombudsman program;

(iii) The Washington state department of health and local public health departments;

- (iv) The local police;
 - (v) Facility grievance procedure; and
 - (b) In adult family homes, safe food handling information must be provided to all staff, prior to handling food for residents.
- (2) For long-term care worker orientation required of those individuals identified in WAC 388-112A-0200(2), long-term care worker orientation is a two hour training that must include introductory information in the following areas:
- (a) The care setting and the characteristics and special needs of the population served;
 - (b) Basic job responsibilities and performance expectations;
 - (c) The care plan or negotiated service agreement, including what it is and how to use it;
 - (d) The care team;
 - (e) Process, policies, and procedures for observation, documentation, and reporting;
 - (f) Resident rights protected by law, including the right to confidentiality and the right to participate in care decisions or to refuse care and how the long-term care worker will protect and promote these rights;
 - (g) Mandatory reporter law and worker responsibilities as required under chapter 74.34 RCW; and
 - (h) Communication methods and techniques that may be used while working with a resident or guardian and other care team members.
- (3) One hour of completed classroom instruction or other form of training (such as a video or online course) in long-term care orientation training equals one hour of training. The training entity must establish a way for the long-term care worker to ask the instructor questions.

[Statutory Authority: RCW 74.39A.009, 74.39A.070, 74.39A.074, 74.39A.351, 74.39A.341, 18.20.270, 18.88B.021, 18.88B.035, 70.128.230, 71A.12.030. WSR 17-22-036, § 388-112A-0210, filed 10/24/17, effective 11/24/17.]