

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 7	Human Resources		
Section: 3	Education		
Topic: 2	Orientation		
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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) to establish an orientation program for all persons working at BABHA program sites, including new direct hired staff, contracted personnel, temporary personnel obtained through staffing agencies, student interns and volunteers. It is also the policy of BABHA that all employees of newly enrolled contracted providers in the BABHA provider network establish an orientation program for new direct hired, contracted and temporary personnel, including student interns and volunteers.

Purpose

This policy and procedure was established to define orientation requirements for people engaged by BABHA to perform duties or provide services.

Education Applies to:

- All BABHA Staff
- Selected BABHA Staff, as follows:
 - All Contracted Providers: Policy Only Policy and Procedure
 - Selected Contracted Providers, as follows: Licensed Independent Practitioners (Prescribers and Psychologists), Individual Practitioners and Temporary Staff
 - Policy Only Policy and Procedure
- Other:

Definitions

1. Full-Time/Part-Time Employees: Individuals employed by BABHA (see BABHA Employee Handbook for specific definitions).

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2. Temporary Employees: Individuals hired by BABHA on a time-limited basis but not acquired through a temporary staffing agency. Temporary employees may perform clinical or non-clinical duties. Non-clinical employees may or may not have contact with individuals enrolled in service.
3. Contracted Temporary Agency Personnel: Temps secured through a temporary staffing agency for the purpose of filling-in for a full-time or part-time BABHA employee, or to fill a temporary capacity need.
4. Casual Employees: Employees of BABHA who work on an on-call basis to cover for the absence of full-time or part-time employees.
5. Student Interns/Externs & Volunteers: Individuals placed at a BABHA site through an agreement between an identified college or university in order to acquire knowledge and relevant experience related to their course of study. Volunteers may also include individuals who reside in the community, that wish to donate their time and efforts to a particular BABHA program, with SLT approval.
6. Contractors (special projects): Individual contracted providers utilized on a short-term basis to assist with a specific project or perform a time limited task. Excludes licensed independent practitioners.
7. Licensed Independent Practitioners: Prescribers and Psychologists on contract with BABHA to provide care and services without direction or supervision within the scope of their practitioner license and consistent with assigned clinical responsibilities.
8. Individual Practitioners: Includes Licensed Independent Practitioners who are permitted by law and on contract with BABHA to provide care and services without direction or supervision, within the scope of the individual's license OR other Licensed or Certified Health Care Practitioners who are licensed, certified, or registered, but who are not permitted by law to provide care and services without direction or supervision. Please refer to the Provider's Contract, BABHA Training Requirement Grid on the Web-Based

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Training Resource Site and/or the BABHA Internet Site within the “Providers” Tab for an outline of required training(s).

9. Category A Employees, Independent Contractors, Interns or Volunteers: Employees, independent contractors, interns or volunteers who are in occupations that require procedures or other occupational-related tasks that involve exposure or reasonably anticipated exposure (exposure does not include incidental exposures, which may take place on the job) to blood or other potentially infectious body fluids (e.g., nurses, direct care staff.).

10. Category B Employees, Independent Contractors, Interns or Volunteers: Employees, independent contractors, interns or volunteers who do not participate in tasks that involve exposure to blood or other potentially infectious material on a routine or non-routine basis.

Procedure

Direct Hired Full-Time/Part-Time Employees, Temporary, Casual Employees, Students and Volunteers: Each new full-time and part-time employee of BABHA will attend Mandatory New Employee Orientation Training in order to become familiar with their responsibilities and workplace. Supervisors must notify the HR Department when arrangements are made for temporary coverage and/or placement of a student intern or volunteer within their department. HR must be notified before the temporary personnel, student intern or volunteer reports to the program site. It is the supervisor’s responsibility to notify the HR Department when a temporary employee, student intern or volunteer completes their placement with BABHA.

1. Upon beginning their assignment with BABHA, all personnel will meet with a representative from the Human Resources (HR) Department. That representative will review the specific terms of the engagement with BABHA, employee benefits as applicable, the Employee Handbook, etc. At the time of this initial meeting, new employees are given the date of the next available New Employee Orientation Training

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as well as the Mandatory New Employee Training Checklist specific to their position classification. In addition, designated Category A personnel will complete training on the MIOSHA Part 554 (Bloodborne Infectious Diseases) standards and capacity to comply with related BABHA requirements within their first ten (10) calendar days of employment.

2. The HR Department will notify the Staff Development Center (SDC), Information Systems (IS) Department and the Environment of Care office each time a new employee is hired. Documentation of orientation will be maintained in the employee’s personnel file.

3. Site-specific orientation will take place with the new employee and his/her immediate supervisor. It will be job, program, and population-specific to meet the needs of the new employee. It will include a review of site-specific safety and a meeting with the Site Safety Representative for site-specific safety training. Documentation of this orientation will be forwarded to the Environment of Care office. Current employees of BABHA who transfer to a new work location will participate in an abbreviated site-specific safety orientation at the time of their transfer, with evidence of this orientation sent to the Environment of Care office and the SDC. For training purposes students, interns and volunteers will participate in the same orientation process as employed individuals.

4. The SDC provides an agency-wide classroom orientation every month. The classroom may be held online or in person. The orientation includes a welcoming session with an introduction to the online learning management system, training on Recipient Rights, Corporate Compliance/HIPAA Privacy and Security standards, , Appeals and Grievance/Customer Service, Harassment, Information Systems (IS) Overview, and Suicide Assessment/Prevention/Emergency Services Overview. All other required orientation is assigned via the online learning management system and must be completed within the identified timeframes. Refer to the attached training checklists for specific completion requirements. For training purposes students, interns and volunteers will participate in the same orientation process as employed individuals.

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5. Supervisors are responsible for verifying completion of the employee's training process and status. Upon completion of all training, the supervisor and the employee will sign and date the Mandatory New Employee Training Checklist. The supervisor will then forward signed copies of the checklist to the HR Department and to the SDC within the identified timeframes.

6. Crisis Prevention/Non-violent Crisis Intervention training (CPI) is required for all employees who work directly with individuals receiving services. For all others, enrollment is contingent upon supervisor approval. Re-certification updates are required every three years or as needed for most staff groups. A 30-day grace period past the triennial due date applies.

North Bay and Horizon Home Full/Part-time, Casual, Employees and/or Volunteers: All North Bay and Horizon Home employees and/or volunteers will be trained in their job responsibilities by the Clinical Services Program Manager or designee. A copy of the completed supervisor orientation checklist will be submitted to the HR Department within 30 days of hire.

In addition, completion of the Group Home Curriculum and Crisis Prevention/Non-Violent Crisis Intervention (CPI) is required for all North Bay and Horizon Home employees. CPI re-certification updates are required annually for these staff groups. A 30-day grace period past the annual due date applies.

Temporary Agency Personnel and Contractors: Supervisors must notify the HR Department when arrangements are made for an employee from a temporary agency or a contracted employee to work at their site. HR must be notified before any temporary agency personnel or contracted personnel report to the program site. The supervisor will notify IS, the SDC, and the Environment of Care office as new personnel begin with BABHA. In addition, it is the responsibility of the supervisor to notify the HR Department when the temporary agency employee or contracted employee completes their assignment with BABHA. Each new individual providing services under a contractual arrangement (excluding Licensed Independent Practitioners) will participate in an orientation process to familiarize themselves with BABHA. This orientation includes the following sections:

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1. Documented department-specific orientation will take place with the individual and the BABHA supervisor or manager overseeing his/her work. It will be program and population-specific and will include site-specific safety training by the Site Safety Representative. Category A temps and contractors will complete training on the MIOSHA Part 554 (Blood-borne Infectious Diseases) standards and capacity to comply with related BABHA requirements. This review must occur within 10 days of the person's first working day. Documentation of this orientation will be forwarded to the Finance Department to include in the vendor file.
2. The SDC will provide an agency-wide orientation for contracted individuals who will be engaged for a period in excess of thirty (30) days. This orientation will be scheduled by the BABHA supervisor or manager overseeing the contractor's work, on an as-needed basis. Orientation subject matter and training intensity will be specific to the individual's contracted duties. The SDC may also maintain training files on these individuals. See the Mandatory Training Checklist – Temporary Non-Clinical Staff for more details.

Licensed Independent Practitioners: Licensed independent practitioners (LIP's) provide clinical services and may be contracted independently or through a contracted provider organization.

1. Orientation of LIP's who work for a contract provider organization is the responsibility of the contract provider organization. It is also the responsibility of the contract provider organization to ensure the LIP is aware of how to access the BABHA Provider requirements (comprised of BABHA Policies and Procedures as applicable to Provider and the MDHHS Behavioral Health Code Sets, Charts, and Provider Qualifications available on the BABHA website. LIPs who work for a contract provider organization will meet with the BABHA program administrator or designee overseeing their service area. Recipient Rights training is required on an annual basis. Documentation of this training is maintained by the Recipient Rights office.

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2. LIPs not employed through a contracted provider organization will receive documented orientation by BABHA in Recipient Rights (RR), Cultural Competence, and Limited English Proficiency (LEP) by the BABHA Contracts Manager or Clinic Practice Manager via electronic submission of education and testing materials, or access to the web-based training resource site. Providers of ancillary services will also be required to complete training in Person Centered Planning, Grievance & Appeals, and Blood Borne Pathogens. All LIPs will be required to sign a Security/Confidentiality attestation to be kept on file by BABHA. Tests will be graded for accuracy by the BABH Contracts Manager or Clinic Practice Manager, and results maintained in the LIP's contract file. Completed tests and RR attestation will be forwarded to the Recipient Rights office to determine proficiency and certificate issuance. The BABH Recipient Rights Office will maintain an email distribution list, including LIPs, for notifications of the annual RR Fair.

3. LIPs who work in BABHA program sites will receive documented orientation by BABHA. Orientation will include a meeting with the supervisor/manager responsible for the program site. Orientation will be program and population-specific and will include site-specific safety training by the site safety representative or designee. Additional orientation will be secured through the SDC and will include Recipient Rights training. The BABHA Nursing Manager will review the MIOSHA Part 554 (Blood-borne Infectious Diseases) standards and BABHA policies, procedures, and practices relevant to physicians. See the Mandatory Training Checklist – Licensed Independent Practitioners for more details.

Attachments

NA

Related Forms

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Mandatory New Employee Training Checklist Nurses - Category A (Staff Development Resources on Intranet)

Mandatory New Employee Training Checklist - Horizon Home/North Bay - Category A (Staff Development Resources on Intranet)

Mandatory New Employee Training Checklist - Category B (Staff Development Resources on Intranet)

Mandatory Training Checklist – Licensed Independent Practitioners (Staff Development Resources on Intranet)

Mandatory Training Checklist – Temporary Non-Clinical Staff (Staff Development Resources on Intranet)

Related Materials

North Bay Center - New Staff Orientation

Horizon Home Fast Track Verification of Training Form

New Prescriber Orientation Agenda

BABH Provider Requirements

References and/or Legal Authority

N/A

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
M. Wolber	J. Pinter	02/06/08	Revision	SPMI & DD training added as part of new employee orientation
M. Wolber	J. Pinter	11/25/08	Revision	Revised to clarify training requirements for new employees & North Bay subs & volunteer staff.
M. Wolber B. Smith	J. Pinter	06/24/09	Revision	Revised to clarify need for supervisors to notify HR when arranging for temporary help, student intern or volunteers
G. Wise/M. Wolber	J. Pinter	12/17/09	Revision	Updated to include current practices and new employee trg checklists
M. Wolber	P. Carlson	02/05/10	Revision	No changes to pol/proc - added NB Center/New Staff Orientation form to Related Materials
G. Wise	J. Pinter	05/26/10	Revision	Updated to include training on suicide assessment/prevention
T. Sequin	B. Smith	06/08/10	Revision	Updated to include notification by supervisors of temporary help to HR and EOC
M. Bartlett/M. Wolber	J. Pinter/R. Smith	05/30/10	Revision	Updated protocol for designated Category A Employees to meet w/ Mgr. of Nursing Practices.
P. Carlson	J. Pinter	02/23/11	Revision	Updated to clarify training requirements for Horizon Home staff
L. Zagorski	R. Smith	08/01/13	Revision	Revised to clarify CPI requirements
T. Dilley, E. Wollner, M. Spellerberg	Rebecca Smith	1/7/15	Revision	Revised to meet current practice.
E. Lewis	Rebecca Smith	08/20/15	Revision	LIP's information added 08/20/15
T. Dilley, E. Lewis, A. Folsom	Rebecca Smith	05/31/16	Revision	Updated to current practice – changed the naming convention of CPI to Crisis
T. Dilley	Rebecca Smith	05/07/18	Revision	Prevention/Non-Violent Crisis Intervention and other minor grammatical revisions – 5/7/18
T. Dilley	Rebecca Smith	7/03/19	Revision	Triennial Review – updated to current practice
T. Dilley	Rebecca Smith	2/5/2020	Revision	Updated – CPI training frequency requirement for professional clinical and non-clinical staff changed to I and every 3 years. Added related material – BABH Provider Requirements

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T. Dilley, S. Gunsell, A. Folsom	J. Lasceski	3/23/22	Revision	Triennial Review – updated to current practice, added IP Definitions, MDHHS code chart reference updated,
K. Brooks	J. Lasceski	5/13/25	Revision	Triennial Review – updated to current practice.