



FRIENDSHIP • SUPPORT • COMMUNITY

Training and Development

CQI 2019

Training and Development Plan 2019

Lifetime Networks Mission: We foster networks of friendship and support for people with diversabilities to enhance community.

Overview:

This report reflects the progress on the training and development goals that were established in November 2018.

The purpose of this training and development Report is to summarize Lifetime Networks' training trends, issues and activities. Quality improvement goals have been set for the next year (November 2018 to October 2019).

Summary of 2018 Goals:

Over the past year, Lifetime Networks has worked to ensure that a variety of training is accessible to our staff, and that they are given the opportunity to grow as professionals. Some of the key training and development activities over the past year include the following:

- The orientation updated to be made interactive, cover more information and provide new employees with a better understanding of their role and Lifetime Networks.
- Employees were offered the opportunity to take part in an Appreciation in the workplace internal training.
- Employees receive specific training relevant to their role and complete a minimum of two online learning modules through Open Future Learning. Lifetime Networks also offers training in a specialized safety management program called SIVA in which 26 staff members completed their training.
- The training budget made available to staff who require further training on First Nations People's to provide individualized support to First Nations participants was utilized to provide First Nations Cultural Awareness Training.
- Besides the professional development opportunities listed above, several employees attended external workshops in the 2018 year which included:
 - New CLBC planning process
 - Workshop by Jim Diers
 - First Nations Cultural Awareness
 - Introduction to Motivational Interviewing
 - Google "We Speak Translate" Training
 - Social Media Series: Analytics How to measure success
 - CARF International Surveyor Training
 - Customized Employment Training
 - Performance Managing Employee Attitudes
 - Recognition or Appreciation: Do you know the difference?
 - Workplace Bullying and Harassment
 - PATH
 - Trauma Informed Practice

2019 Improvement Goals:

Since the process for training has grown to encompass multiple competency-based trainings, Lifetime Networks will ensure efficiency, sustainability, and adherence to all policies and procedures by updating Open Future Learning annually with any required changes. Additionally, since many plans indicated further training was needed they will be added to the training plan for tracking. We will continue to track the effectiveness of trainings indicated in the chart below and from other Continuous Quality Improvement Plans.

Lifetime Networks Training and Development Plan November 2018- October 2019

Summary of 2019 Improvement Goals:

Training and Development 2019 Goal Grid

#	2018 Improvement Goal	2019 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2018 Completion Status/Results	2019 Status/Results
1.	All staff requiring additional training outside of SIVA and opening future learning will be encouraged to identify gaps and request external training.	All staff ensure all webinars, workshops and external training are tracked in the HR database.	Increased of 10% in the number of training documented by staff members in relation to 2018 through the reports gathered from the HR database.	HR Facilitator	September 2019	October 2018 Training was provided to staff on First Nation Cultural Awareness.	
2.	Creation of an orientation package or handbook for employees. Similar to the family and individual handbook.	Create a training for IBEX specific scenarios for orientation	Decrease in errors on mileage and expense reports which are now entered through IBEX.	HR Facilitator	April 2019	June 2018 - A folder is now given to staff with all forms as well as a printed version of the orientation. Mileage and expensed were also moved from a spreadsheet to IBEX therefore percentage of errors will be easier for us to catch.	

#	2018 Improvement Goal	2019 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2018 Completion Status/Results	2019 Status/Results
3.	Increase the cultural competency of staff, specific to individuals supported.	Increase the cultural competency of staff, specific to individuals supported.	Staff members have the opportunity to learn through their support of individuals Staff members have the opportunity to learn about different cultures through specific training	Host Managers and CI managers	October 2019	October 2018 Training was provided to staff on First Nation Cultural Awareness.	
4.	Increase awareness of First Nations cultural diversity for relevant staff	Host two workshops related to First Nations Cultural diversity to increase awareness to all relevant staff.	In the CQI monthly meeting minutes, there is evidence of reminders of the funding in the budget for culturally specific training.	Heather	October 2019	October 2018 - Training was provided to staff on First Nation Cultural Awareness.	
5.	JOSH Employee representatives to be trained on internal inspections and the roles and responsibilities of JOHS through Workers Advisors Office	All JOSH Employee representatives to be trained on at least one external training of JOHS through Workers Advisors Office	JOHS employee representatives attend a minimum of one external training events in the next year with documentation in the HR database	Management rep on JOHS Committee	August 2019	Completed November 2017	

#	2018 Improvement Goal	2019 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2018 Completion Status/Results	2019 Status/Results
6.	Training for medication administration according to policy	Training for medication administration according to policy	Competency based training created	Nicki Allan	July 2019	Amended July 2018 -Only one individual supported by Lifetime Networks requires medication administration. This individual is currently in hospital, consents need to be signed to move forward	
7.	All staff who work with individuals who require support for medication monitoring or management receive competency-based training.	All staff who work with individuals who require support for medication monitoring or management receive competency-based training.	100% of staff who work with individuals who require medication support receive competency based training before initial service begins with individual	CI managers	August 2019	Amended: August 2018 Only one individual supported by Lifetime Networks requires medication administration. This individual is currently in hospital, consents need to be signed to move forward	

#	2018 Improvement Goal	2019 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2018 Completion Status/Results	2019 Status/Results
8.	Payroll Software Have one additional person trained to finalize payroll	Payroll Software Ensure HR Facilitator is comfortable and well versed on how to finalize payroll	HR facilitator has finalized payroll and made necessary adjustments once minimum.	F. Director	April 2019	November 2018- Currently working with HR Facilitator to train.	
9.	-	Provide more training in relation to FASD and/or Autism	Have one staff member trained in FASD Supports and/or Autism and recorded in the HR Database	CE Managers	August 2019	-	
10.	-	Provide lunch and learn training to all relevant staff on what their benefits entail and how to use GWL App	Increase the number of employees able to use benefits and have the presentation posted to staff section of the website.	HR Facilitator	August 2019	-	
11.	-	Provide lunch and learn training to all relevant staff on how to read a paycheque.	Have a reduced amount of questions regarding vacation time and sick time accrued. Have the presentation posted to staff section of the website.	HR Facilitator	June 2019	-	

#	2018 Improvement Goal	2019 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2018 Completion Status/Results	2019 Status/Results
12.		Revisit catch the passion presentation for existing staff	Host a 'ignite the passion' presentation	Program Manager	June 2019		
13.		Develop a training program for Person centered planning	Staff feel confident and engaged with the PCP process	Program Managers	August 2019		