



TRAINING AND DEVELOPMENT
CQI 2021

Training and Development Plan 2021

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 2020.

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 2021.

Summary of 2020 Training and Development Activities:

Lifetime Networks continues to work diligently to ensure that a variety of training is accessible to our staff. Due to the pandemic, training opportunities were adapted for most of 2020 and adhered to all protocols.

External training opportunities were limited in 2020 and Lifetime Networks embraced this opportunity to increase internal training. External training opportunities this year included:

- BCCEO Net- Multiple Complex Needs Training
- BCCEO Net- Virtual Professional Development Day with Dr. Steve Patty
- Engaged HR- Onboarding
- CIA- HR Training

Internal training opportunities includes:

- Indigenous Training
 - Self-Care at the Work Place
 - Goal Planning Session
 - Critical Incident Reporting and Scenarios
 - Staying Connected During Co-Vid
 - Employment Benefits during Co-Vid
 - Facing Conflict Without Fear
 - David Pontynak's 11 Steps in the Field
 - Appreciation Training
 - OH&S History
 - Healthy Boundaries
 - Adobe PDF's Training
 - HRDB Training
 - Catch the Passion (two sessions)
 - SIVA (four sessions)
-
- This year, First Aid Training was offered once rather than twice. This is mostly due to training sessions being unavailable during the pandemic. Now that First Aid Training is available to the public again, HR is

focusing on reaching employees individually and supporting them to schedule. In 2021, Lifetime Networks will plan to resume in-house sessions every six months.

- Lifetime Networks registered all coordinator and management staff for Mental Health First Aid training for April 2020. The training is postponed until 2021 due to Co-Vid restrictions.
- Many Lifetime Networks employees offered virtual supports for a period in 2020. Office level staff continue to conduct meetings virtually and have received training with Microsoft Teams. Lifetime Networks will continue to train employees with Microsoft Teams in 2021.
- Lifetime Networks will host a Suicide Awareness Training to staff members in 2021, from there a procedure will be created that will outline steps to take if someone is at risk of suicide.
- Employees received specific training relevant to their role. Employees complete a minimum of two online learning modules through Open Future Learning.
- Lifetime Networks offers training in a specialized safety management program called SIVA in which ----- staff members completed their training in 2020.
- Lifetime's Networks orientation and onboarding process evolves as agency policies change. HR has begun the process of a complete overhaul on onboarding and orientation. This process will be completed in 2021.

Report of 2020 Goals:

Goal 1: Develop a procedure to ensure all workshops and external training are tracked in the HR database.

This procedure was not formalized during 2020 and will be completed in 2021 instead.

Goal 2: Ensure all employees complete compliance based training annually.

This is in process and will be a continuous goal. One way to make this goal more attainable is to ensure all HR Database users are entering correct due dates when onboarding and completing annual compliance.

Goal 3: Create a stronger focus on in-house training based on the needs and interests of staff.

This goal was met and will be maintained for 2021. Needs and interest of staff is reviewed annually from reviews, committees, meetings, and informal conversations.

Goal 4: Host one workshop related to Indigenous Cultural diversity to increase awareness to all relevant staff.

This workshop was hosted in January 2020, and was well received by everyone that attended.

Goal 5: All JOHS Employee representatives to be trained on at least one external training of JOHS through Workers Advisors Office.

This goal was met at beginning of 2020, but experienced turnover in the year. Due to co-vid, training has not been possible for the new members were recruited. This goal will be maintained for 2021.

Goal 6: All staff who work with individuals who require support for medication monitoring or management receive competency-based training.

The representative from the Medication Monitoring and Management plan communicates regularly with program coordinators to ensure this is compliant. Additionally, a question was added to the staff forms and person centered plans in 2020 to ensure all staff and people supported are aware of our process. This goal will be covered in 2021 Medication Monitoring and Management Plan.

Goal 7: Host Catch the Passion twice a year.

Catch the Passion was hosted two times this year. In 2021, Catch the Passion will be part of the Lifetime Networks onboarding and orientation process. This will ensure all new staff members are receiving the information at hire.

Goal 8: Create more training opportunities for PCPs.

Lifetime Networks created a procedure for PCPs and offered a training session in early 2020 around goal planning. Additionally, many staff were involved to join along for PCPs and shadow facilitation. This year's annual survey results stated that 100% of reporting staff members understood the PCP process (compared to 89% in 2019). 77% of staff members enjoyed the PCP process (compared to 92% in 2019). This goal will not move forward in the 2021 Training and Development Plan and instead the PCP process will be reviewed with the Special Project Intake Facilitator for 2021.

Goal 9: Track cost of all training in HRDB

More information is needed to report fully on this goal.

Lifetime Networks Training and Development Plan 2021

Summary of 2021 Improvement Goals:

Training and Development 2021 Goal Grid

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
1.	Develop a procedure to ensure all workshops and external training are tracked in the HR database.	Develop a procedure to ensure all workshops and external training are tracked in the HR database.	A procedure will be created and training provided to appropriate staff.	HR Manager and management team	January 2021	Not complete	
2.	Ensure all employees complete compliance based training annually. <ul style="list-style-type: none"> • Critical Incident Training • Positive Behaviour Supports • Annual Consents • Policy Sign Off Health and Safety	Ensure all employees complete compliance based training annually. <ul style="list-style-type: none"> • Critical Incident Training • Positive Behaviour Supports • Annual Consents • Policy Sign Off Health and Safety	HRDB will have correct due dates entered and will be caught at semi-annual audits.	HR Manager and Program Managers	February 2021 August 2021	ongoing	

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
3.	Create a stronger focus on in-house training based on the needs and interests of staff.	Maintain a strong focus on in-house training based on the needs and interests of staff.	Data and feedback will be collated from 2020 to plan professional development opportunities.	HR Manager and Program Managers	On-going	Complete	
4.	Host one workshop related to Indigenous Cultural diversity to increase awareness to all relevant staff.	Host one workshop related to Cultural and Diversity. (work with Cultural Diversity Committee)	Host one workshop related to Cultural and Diversity to increase awareness to employees of Lifetime Networks.	HR Manager and a rep from the Cultural and Diversity Committee.	May 2021	Complete	
5.	Host Catch the Passion 2x a year	Transition Catch the Passion Presentation into the Lifetime Networks Onboarding and Orientation Process.	Catch the Passion will become part of the orientation process rather than being a standalone session.	HR Manager and HR Admin Facilitator	January 2021	Complete	
6	Track cost of all training in HRDB	Track cost of all training in HRDB	2021's training all has dollar amount attributed to it if there was a	HR Manager	February 2021	Complete	

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
			cost to the organization				
7.		Update onboarding and orientation process.	The onboarding procedure will be updated to be more comprehensive, succinct, and standardized.	HR	January 2021	Not complete- the process was started and new HR Manager has formulated a new plan	
8.)		Transition to Microsoft Teams For CQI Communication	Channels will have been created and communication will be happening via teams	Finance Director	Dec 30 2020	NA	
9.)		Host Mental Health First Aid Training.	Relevant staff attend Mental Health First Aid through external facilitator.	HR Manager and Executive Director	April 2021		
10.)		Offer Suicide Awareness Training to staff.	A procedure will be created from training and staff will gain an awareness on how to respond.	HR Manager and CE Program Manager	March 2021	n/a	

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
11.)		Train a new SIVA instructor.	Current SIVA trained employees and new employees will be trained as needed to match Lifetime Networks policies and SIVA requirements.	HR Manager and Executive Director	February 2021	n/a	
12.)	All staff, new and continuing who support an individual who requires medication administration will have competency based training in their personnel file annually.	All staff, new and continuing who support an individual who requires medication administration will have competency based training in their personnel file annually.	100% of staff who support an individual who requires medication administration will have competency based training in their personnel file annually.	CI, EMPLOYMENT AND RESPITE managers and coordinators	October 2021	June 2020, two staff members trained on Medication Administration An additional 8 people were trained in September	
13.)	Staff will continue to attend SIVA training and management will ensure there are regular check-ins with staff after a critical incident.	Staff will continue to attend SIVA training and management will ensure there are regular check-ins with staff after a critical incident.	Staff will feel comfortable during critical incident situations, ultimately reducing the risk of injury to both the	Chair	October 2021	32 staff trained in 2020	

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
			participant and staff member.				
	<p>All new Joint Occupational Health and Safety members will attend a minimum of 8 hours of training in the year in the following areas:</p> <ul style="list-style-type: none"> - The duties and functions of a joint committee - The rules of procedure of the joint committee - The requirements for conducting incident investigations - The requirements and processes for conducting regular workplace inspections 	<p>All new Joint Occupational Health and Safety members will attend a minimum of 8 hours of training in the following areas:</p> <ul style="list-style-type: none"> - The duties and functions of a joint committee - The rules of procedure of the joint committee - The requirements for conducting incident investigations - The requirements and processes for conducting regular workplace inspections 	Each new JOHS member has recorded their training along with any notes in the training folder within OHS folder.	OHS Committee	October 2021	<p>1/3 new members has completed mandatory 8 hours training</p> <p>Due to COVID 19 training is not being offered for the other two new members.</p>	

#	2020 Improvement Goal	2021 Improvement Goal	Indicator for Success	Person Responsible	Target Date	2020 Completion Status/Results	2021 Completion Date/Status
	<ul style="list-style-type: none"> - The requirements for responding to a refusal of unsafe work - The requirements for annually evaluating the joint committee 	<ul style="list-style-type: none"> - The requirements for responding to a refusal of unsafe work - The requirements for annually evaluating the joint committee 					

