

**Policy and Procedure**  
**BUNCOMBE COUNTY HEALTH AND HUMAN SERVICES/DEPARTMENT OF HEALTH**

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Category & Subcategory:	Administrative Policy and Procedure	Original Effective Date: July 1, 2003	This Revision Effective: September 26, 2014
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Persons Affected	The Buncombe County Department of Health workforce
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Approval By/ Date	Health Director	Date	Chair, Board of Health and Human Services	Date	Health and Human Services Human Resources Director	Date
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Review Date & Initials					
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	Date of Revision	Summary of Changes	Section
<b>1.0 Revision History</b>	06/16/04	Word 'staff' added to definition Name of Health Director changed	4.6
	10/31/07	Replaced Human Resources Coordinator (HRC) with Human Resources Assistant (HRA) Reference to CQI teams deleted "QIC" deleted	Approved By/Date All sections as applicable
	12/10/07	Change address for Intranet Change CQI to performance improvement Change title Add laws and regulations Add HSST Add ICS	6.2.6.7 6.2.6.8.3 6.3.4 3.4, 4.2 Title section 3.5
	3/1/12	Realign outline by types of trainings, documentation and resources and re-word procedures accordingly Changed agency name Relocated legal references Added master checklist definition General rewording, reformatting and updating Removed Orientation Manual reference Removed Radiation Safety Clarified non- agency required documentation	4.7 and applicable sections 4.9 6.1, 6.2, 6.3, 6.4 Throughout 7.0 4.10 5.0, 6.0 6.2.3 6.2.7.2
	12/13	Deleted Quick Guides, moved resources to newly added Legal Authority section Changed timeframe of new hired employees for Bloodborne Pathogens and HIPPA training Clarified purpose to include safety, cultural competence and customer services and include professional development	6.5 7.0 6.3.1, 6.3.3 2.0

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	7/21/2014	<p>Added Health and Human Services            Changed HSST Manager to Health and Human Services Human Resources Director            Clarified assessment of training needs            Clarified HR role vs. supervisory role in orientation and orientation components            Specified ongoing training requirements for frequency            Specified tracking/documentation of training via scanning of certificates of completion</p>	<p>Throughout            Throughout            6.0 sections            6.0 sections            6.0 sections</p>
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**2.0 Purpose**

Buncombe County Department of Health (BCDH) provides quality services to clients and complies with the requirements of laws and regulating bodies. In order to be compliant with laws and regulations and provide high quality, effective and efficient services to clients, the BCDH workforce must have the knowledge and skill to perform their job role within an environment of workplace safety, cultural responsiveness and excellence in customer service. This is accomplished through required training when a person begins a job, annually, and as needed and through the ongoing provision of opportunities for continuing education and professional development identified during performance appraisals, or law, policy or rule changes.

**3.0 Policy**

The policy of Buncombe County Department of Health is to provide required training to the workforce as outlined in this policy, ensure that employees are knowledgeable regarding public health laws and regulations as pertinent to job classifications, assess employee training needs and provide opportunities for employees to acquire new knowledge and skills or improve their proficiency of existing job-related competencies.

**4.0 Definitions**

- 4.1. E-learning—Information and education obtained using a computer and the Internet to access a website that offers training.
- 4.2. Performance Improvement—A philosophy that advocates the use of assessment, measurement and analysis of processes in an effort to improve the quality of a product, service, or outcome.
- 4.3. Health Insurance Portability and Accountability Act (HIPAA)—45 CFR Parts 160 and 164 that regulate the privacy and security of health information that is created during the provision of health care.
- 4.4. Title VI—42 U.S. C §§ 2000d The part of the Civil Rights Act of 1964 that prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin and defines service delivery requirements for clients who have Limited English Proficiency.
- 4.5. Workforce—Staff--Employees, volunteers, trainees, and students, and other persons whose actions, in the performance of work for BCDH, are under direct control of the organization, whether or not they are paid by the organization.
- 4.6 Health and Human Services Human Resources- the Human Resources department that is specific to Health and Human Services
- 4.7 Human Resources staff members who perform personnel functions, including training duties as required.
- 4.8 Incident Command System (ICS) – a standardized, on-scene, all-hazard incident management concept.
- 4.9 New Employee Orientation Master Checklist – a new employee orientation document which outlines required trainings, time frames, training assessment and signatures and is completed by the supervisor and new employee
- 4.10 Administrative Secretary, (AS) a member of Administration who performs various functions for BCDH, including training duties as required.

**5.0 Responsibilities**

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- 5.1. Health Director or designee and HHS HR Director will assign members of the workforce to provide and coordinate training efforts based on assessment of staff, assure the effectiveness of in-house training, and develop or identify new training opportunities as appropriate.
- 5.2. Health Director or designee and HHS HR Director will ensure that supervisors are informed of identified changes in federal or state laws, BCDH or county policy that necessitate additional training of the workforce.
- 5.3. Supervisory staff will ensure that the workforce completes new employee orientation, required training and other continuing education needs as assessed annually or as necessary to support this policy in a timely manner.
- 5.4. The Administrative Secretary (AS) will work with HHS HR to coordinate and assure access to required training through e-learning resources as appropriate to employee job functions, after notification of a new hire by HHS HR.
- 5.5. AS will notify supervisors and staff of required e-learning training deadlines, monitor for completion and maintain records of required training.
- 5.6. Supervisors will assess employee job performance annually and ensure that training to meet discipline specific competencies of the workforce are provided as part of orientation and ongoing as required of the profession, and will support professional development by assuring that staff have opportunities to knowledge and skills as appropriate.
- 5.7. The workforce will recognize and inform their supervisor when they need to acquire or enhance their knowledge and skills, and request and attend education and training when opportunities are offered and/or approved.

## 6.0 Procedure

- 6.1. Orientation components for all new employees – new staff must attend orientation for new employees. HHS HR will notify supervisors of orientation dates in a timely manner.
- 6.2. Components of required agency orientation:
  - 6.2.1 HHS HR will provide the following New Employee Orientation Phase One components:
    - 1) Coordinate with county HR and HHS Operations to obtain parking assignment/employee badge
    - 2) Safety and Security
    - 3) Respectful Workplace Policy/dress code
    - 4) Acceptable Use policy governing use of equipment, internet/intranet and electronic communication;
    - 5) Confidentiality Policy
    - 6) Online video/review of Title VI policy
    - 7) Online video/review of Title VII policies
    - 8) Conflict of Interest policy review
    - 9) Exposure Control Plan for Bloodborne Pathogens policy review
    - 10) Safety and Security policy review
    - 11) Workplace Violence Prevention Plan policy review
  - 6.2.2 HHS HR will provide the following New Employee Orientation Phase Two components:
    - 1) Public Service (treatment of patients and professional role and responsibility)
    - 2) Duty to report Child/Adult neglect and /or abuse
    - 3) Professional Behavior in the workplace
    - 4) Review of Unlawful Workplace Harassment – Title VII
    - 5) Review of Title VI
    - 6) Hazardous Materials
    - 7) Social Styles and impact in workplace
    - 8) Strategic Planning and Leadership Opportunities
    - 9) Security (Violent Incident Reports, 1111, Threat Assessment Team)
- 6.3 Supervisors will provide the following New Employee Orientation components for BCDH specific services:
  - 1) Overview of BCDH mission and public health services (review of organizational chart)
  - 2) Public health laws, regulations, ordinances pertaining to their assigned function
  - 3) Department of Health Administrative Policies and Procedures
  - 4) Building access and workplace safety measures
  - 5) Work schedules/use of leave/timecards
  - 6) Requests for travel/local mileage reimbursement
  - 7) Training on phone system, multifunctional device features and usage
  - 8) Continuing education/licensure for staff and review of policy
- 6.4 Supervisors must, in addition to the training outlined in section 6.3, provide new employees with program/job/discipline specific information, procedures, competencies, etc. required to meet job expectations or law, rule or policy. To ensure completion of this additional program level training, supervisors will outline required training components with time frames, record training on the form as completed with new staff, and update list as training needs are assessed.

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- 6.5 Program specific orientation should include items such as: HIPAA/client confidentiality and Title VI/cultural competency - how BCDH policies and procedures are supported and assured in a specific program or work area; procedures such as chart document requirements, review of program manuals, safety issues, competency assurances, work area logistics, etc
- 6.6 Supervisors will assure that staff complete the e-learning trainings as a new employee and annually as required by law, rule or policy.
- 6.7 The BCDH New Employee Master Checklist must be completed by supervisor and new employees beginning on the employee's first day and following the orientation timeline noted on the checklist until completed and a completed copy submitted to HHS HR for inclusion in the personnel record by scanning to [hs\\_training@buncombecounty.org](mailto:hs_training@buncombecounty.org).
- 6.8 AS will assign courses in the e-learning system to new employees in a permanent position, benefited or temporary, and interns, so that employees may access at the beginning of employment and as appropriate.
- 6.9 In addition to benefited employees, supervisors of employees categorized as temporary, students, interns, and volunteers must inform and coordinate training needs with the HHS HR prior to the person's first day of work. HHS HR and AS will coordinate to assure access to the appropriate e-learning training based on job role. Supervisors must then ensure that employees complete assigned training as outlined in the master checklist or otherwise appropriate to the job. When any employee, including temporary staff or interns leave the agency, the supervisor will notify the AS in order to close out the e-learning access.
- 6.10 Required training (both for new employees and continuing education) will be completed according to the following criteria and schedule:
- 6.10.1 Bloodborne Pathogens- Workforce at risk for exposure or at risk for some exposure. OSHA requires that this training must be completed before beginning job duties that would potentially expose them to BBP but within the first two weeks of employment and annually.
  - 6.10.2 General Safety - All new workforce must complete training during the first two weeks of employment and annually.
  - 6.10.3 HIPAA - All new workforce must complete training during the first two weeks of employment and annually. and review BCDH HIPAA policy per new employee orientation master checklist schedule.
  - 6.10.4 Title VI and Cultural Competency/Sensitivity trainings - All new workforce must complete Title VI training (either agency or other designated training) and review BCDH Title VI policies per master checklist schedule. Title VI training will be annual for all employees and will include information on cultural sensitivity and competency, diversity, and the appropriate use of language interpreters.
  - 6.10.5 Customer Service-All new workforce must complete this training per master checklist schedule.
  - 6.10.6 Introduction to Performance Improvement - Permanent benefited members of the workforce and temporary employees must complete this training per master checklist schedule.
  - 6.10.7 ICS training – designated new employees must take 100/200/700 courses and agency identified employees may be required to take ICS 300/400/800 based on their job responsibilities.
- 6.11 Continuing Education for Members of the Workforce
- 6.11.1 HHS HR will provide written information about any required continuing training that was not included in Phase One and Two New Employee Orientation.
  - 6.11.2 As made aware, supervisors will inform their staff when changes are made in public health laws, regulations, county, agency or program policy or procedure and coordinate with HHS HR and other staff as needed to ensure that training on changes and any policy revisions occur in a timely manner.
  - 6.11.3 Supervisors will monitor their workforce to identify the need for review and re-training in the areas addressed by this policy, or for enhancing skills, knowledge, abilities and discipline or program competency assurance.
  - 6.11.4 Required continuing education will be provided through e-learning whenever available and appropriate. See examples listed in section 6.3. In order to provide adequate training other methods may also be utilized. If e-learning is not available or appropriate, the supervisor will collaborate with regional and state public health consultants to arrange for alternate methods of training. Supervisors will:
    - Schedule work time for required training, as it must be provided during work hours.
    - Ensure the availability of a computer that allows effective access to the e-learning website and provide or arrange for instructions as appropriate.
    - For non-required continuing education such as regional or state trainings, program or professional enhancement trainings, supervisory staff will request training funds as part of their budgetary process and assure that staff are aware of procedures to request approval to attend these trainings.
- 6.12 Documentation of completed trainings
- 6.12.1. Supervisors must record completion of new employee training as required on the New Employee Orientation Master Checklist.
  - 6.12.2. Documentation of required agency managed e-learning training will be maintained electronically by the AS.
  - 6.12.3. For non agency managed e-learning or other required training, supervisors must ensure that when a certificate or completion or other verification document is provided to an employee, it is submitted to HR to be maintained in

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employee's personnel file. Training verification can be scanned to [hs\\_training@buncombecounty.org](mailto:hs_training@buncombecounty.org) and the employee's supervisor.

6.12.4. Supervisors will be responsible for tracking any staff trainings that are not electronically tracked through Sharepoint or an e-learning verification system to assure compliance with law, policy or accreditation. .

6.13. Licensure renewal monitoring

6.13.1. Licensing renewal for the Medical Director and Clinicians will be assured by the Medical Director.

6.13.2. HHS HR will monitor and assure timely licensure renewals for clinical nursing staff and other clinical positions requiring licensure renewal in collaboration with the Clinical Nursing Coordinator.

**7.0. Legal Authority/Guidance**

7.1. Occupational Safety and Health Act (OSHA) of 1972 and updates.

7.2. Health Insurance Portability and Accountability Act (HIPAA) 45 CFR Parts 160 and 164

7.3. Title VI of the Civil Rights Act

7.4. BCDH administrative policies and procedures and training resources and links can be accessed on the Public Health SharePoint site PH\_Policies\_Library and the Department of Health Intranet site-