STAFF TRAINING

WHAT IS DIFFERENT?

Since staff training is a key contributor to program quality and risk reduction, the new requirements include provisions for more pre-service and ongoing training. Major differences include the following:

- First aid training must now include anaphylaxis response. The requirements have also allowed some time for the training to take place once the CNC staff has been employed by allowing the training to be completed "within three months of hiring".

- While orientation was always required, the CNC requirements are more specific and define who must receive an orientation, when it must take place and provides details on what must be included.

- Orientation training for CNC Staff has been divided into two parts:

  ◊ Orientation I: To be completed before working with children (this is also a requirement for volunteers and students)

  ◊ Orientation II: To be completed by all paid full-time staff within one month of commencing with the program

- Staff with Designated Responsibility (SDR), must have an additional orientation to program administration and leadership in the organization before assuming duties.

- The ISO administrative staff member with responsibility for the CNC program must also participate in an orientation so that they understand the responsibilities they assume.

- CNC staff are now also required to participate in a minimum of 5 hours of professional development yearly.

WHY IS IT IMPORTANT?

Research has shown the quality of a child's experience depends largely on the ability of staff to provide a program that is responsive to individual needs and within a safe, healthy environment. The provision of such a program is not possible unless staff have sufficient training to understand and implement operational requirements, as well as recognize and meet the needs of the children in their care.

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Orientation training must be comprehensive and include all aspects of the CNC operation. It must introduce staff to the children and families they will be serving and alert them to specific issues. It must also approach topics from a settlement perspective. To function effectively within the organization, staff must have knowledge of the ISO and its work, its specific CNC program philosophy, and the ways in which its program addresses the settlement needs of the children and families it serves. Such knowledge is of critical importance if CNC staff is to truly meet the needs of the children.

Training to understand changes in best practices, quality of care and meeting the individual needs of the children is essential. With the growing number of children with allergies and the increase in potential anaphylactic reactions it is important that all staff are aware of methods to reduce the likelihood of a reaction as well has how to respond.

Professional development will add to the CNC staff knowledge and assist to build the quality of your CNC program.

IMPLEMENTATION

General

- Develop a method to track training for your staff. Ensure it allows you to document the type of training – orientation, professional develop etc., the date of training, and potentially the date for renewal. This will help you to monitor each CNC staff status related to training.

- Identify who needs what type of training or orientation e.g. Orientation II for full time staff (you will need to decide what the definition of full time staff is for your organization).

- Develop procedures to ensure that staff are reminded to update their training in order to meet the appropriate requirement.

- Identify potential training opportunities in your area and online.

Consider these suggestions for implementation:

First Aid and CPR

The first training you are likely to assess for both current and prospective staff is training in First Aid and CPR. Find out what is available in your community, including who delivers it and when, so you can evaluate any documentation of training you receive and determine whether it meets the requirements.

Orientation Training

- Decide what you are going to include in orientation training. Specific topics are set out in Appendices 3 and 4, but the content of your training in those areas depend on your organization.

- Decide on a format and method of delivery - on-line, in-person or a combination

Special information about Combined Care

There are important training areas for CNC staff working in combined programs to consider, including:

- Special issues associated with providing drop-in care while offering Long Term care at the same time

- Separation and attachment

- Activities that can be delivered in limited periods of time within a context of ongoing care

- Other topics that will support practice

SUPPORTING DOCUMENTS

- Sample Checklist for Staff Orientation

REQUIREMENTS

5-2 STAFF TRAINING

a. A training record is on file indicating that each staff member, volunteer and coop/practicum student meets training requirements set out below relevant to his or her position.

Pre-Service Training

b. Within three (3) months of commencement with the program, all paid CNC staff have training in first aid, including anaphylaxis response, and CPR appropriate to the age of the children they are caring for.

Orientation Training

Paid CNC Staff

c.   Before working directly with the children, all paid CNC staff, complete Orientation I training on topics set out in Appendix 3.

d.   Within one (1) month of completing Orientation I training, all paid full-time CNC staff complete Orientation II training on topics set out in Appendix 4.

Staff with Designated Responsibility

e.   Before assuming duties as a CNC staff member with designated responsibility for a program, a staff member has an additional orientation to program administration and leadership in the organization.

ISO Administrative Staff

f.   Before assuming responsibilities related to the provision of CNC, an ISO administrative staff member with responsibility for the CNC program completes topics one (1) through eight (8) of the Orientation I training set out in Appendix 3.

Volunteers and Coop/Practicum Students

g.   Before working directly with the children, all volunteers and coop/practicum students complete Orientation I training on topics set out in Appendix 3.

Ongoing Training

h.   Annually, beginning one year after completing Orientation I training, all paid full-time CNC

APPENDIX 3: TOPICS FOR ORIENTATION I TRAINING	
1.	The structure of the ISO's CNC support program, including the types of care provided.
2.	The special characteristics of the ISO's CNC program, including relationships between the ISO and staff and the CNC program.
3.	The need for a parent to remain on site while a child is receiving care.
4.	Procedures for arrival and departure, including parent sign in and sign out of children.
5.	Policies and procedures related to general safety, food safety and food service, illness, administration of medication, hygiene and emergency practices including relevant evacuation procedures set out in the fire safety plan.

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	APPENDIX 3: TOPICS FOR ORIENTATION I TRAINING
6.	Behaviour guidance policies and procedures.
7.	Abuse reporting policies and procedures.
8.	The location of children's records and procedures for maintaining confidentiality.
9.	Any known information about the children, including any information about a specific child's allergy or food restriction.
10.	A review of practices for working with newcomer children in areas such as responding to separation anxiety, communicating with children who do not understand English/French, and providing routines and activities for children who are in an unfamiliar environment.
11.	For staff caring for children under nineteen (19) months, information related to the care of infants, including information about the risks associated with unsafe sleeping practices, and the shaking or excessive rocking of infants.
12.	For staff caring for school-age children, information related to programming for older children.

	APPENDIX 4: TOPICS FOR ORIENTATION II TRAINING
1.	The CNC program philosophy.
2.	The ways in which the CNC program addresses the settlement needs of the children and families.
3.	All ISO policies and procedures not yet covered in relation to general safety, food safety and food service, illness, administration of medication, hygiene and emergency practices including relevant evacuation procedures set out in the fire safety plan.
4.	Information about immunization and where immunization is available in the community.
5.	The ways in which the CNC program supports newcomer child health by fostering physical activity and good nutrition habits.
6.	Information about routines and program management in relation to the types of program being provided. Program types may include long term, short term and/or combined care.
7.	Information about the cultures represented by the children in the program including cultural expectations of child development, the importance of respecting home language and practices related to caring for children, and communicating with parents.
8.	For staff working in a long term program, relevant information about the children's health, nutrition, development and special characteristics as reported on their Child Profile.
9.	For staff caring for children under nineteen (19) months, additional information related to the care of infants.
10.	For staff caring for school-age children, additional information related to the care of older children, including field trip procedures where applicable.