



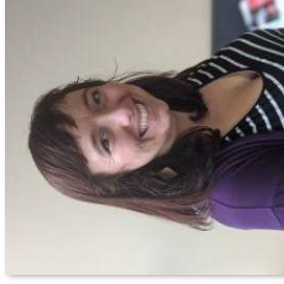
Carewell
SEIU503

Training

Our Team



Joey Salloum
Training
Operations Senior
Manager



Carlie Ruffalo
Training
Communicator



Dele Oyemaja
Stakeholder
Liaison

Our Team



Kayla Lowery
Training Delivery
Manager



Whitney Taylor
Curriculum
Development
Manager



Dele Oyemaja
Stakeholder
Liaison

Our Team



Sarah Edwards
Director of
Carewell Training



Whitney Taylor
Curriculum
Development
Manager



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Stakeholder
Liaison

Our Team



Joey Salloum
Training
Operations Senior
Manager



Sarah Edwards
Director of
Carewell Training



Dele Oyemaja
Stakeholder
Liaison



Agenda

- Introduction to Carewell Training
- Curriculum Overview
- Carewell Learning Portal
- Roles and Responsibilities
- Support for Workers
- Q&A

Carewell
SEIU503

Who is Carewell SEIU 503?

Carewell SEIU 503



Carewell SEIU 503 is the family of benefits for Homecare and Personal Support Workers

A dark purple rectangular graphic with a curved bottom edge. At the top center is the Carewell SEIU503 logo. Below it is the text "Your benefits. Easily accessed and efficiently delivered." in white. The graphic is divided into six sections, each with an icon and a label: Dental (tooth icon), Vision + Hearing (ear and eye icon), Training (person at computer icon), Healthcare Cost Assistance (dollar bill icon), PTO (sun and clouds icon), and Employee Assistance Program (house icon).

Carewell
SEIU503

Your benefits. Easily accessed and efficiently delivered.

Dental

Vision + Hearing

Training

Healthcare Cost Assistance

PTO

Employee Assistance Program

Carewell SEIU 503 Training



Senate Bill 1534

- Carewell SEIU 503 Training was created alongside the passing of SB 1534
- SB 1534 created mandatory training standards for new and existing HCW and PSWs
- Identified major training topics
- Directed OHCC to adopt rules defining training requirements

79th OREGON LEGISLATIVE ASSEMBLY--2018 Regular Session

Enrolled Senate Bill 1534

Printed pursuant to Senate Interim Rule 213.28 by order of the President of the Senate in conformance with pre-session filing rules, indicating neither advocacy nor opposition on the part of the President (at the request of Senate Interim Committee on Workforce)

CHAPTER

AN ACT

Relating to training for care providers; creating new provisions; and amending ORS 124.050, 183.459, 192.365, 410.596, 410.600, 410.603, 410.604, 410.606, 410.607, 410.608, 410.612, 410.614, 410.619, 410.625, 410.631, 410.632, 419B.005, 430.735, 441.630, 443.004, 443.006, 653.601, 653.646, 656.039, 656.268 and 657.730 and section 4, chapter 796, Oregon Laws 2015.

Be It Enacted by the People of the State of Oregon:

SECTION 1. Section 2 of this 2018 Act is added to and made a part of ORS 410.595 to 410.625.

SECTION 2. (1) The Department of Human Services, acting on behalf of and subject to the approval of the Home Care Commission, shall adopt by rule minimum training standards

Carewell SEIU 503 Training



Carewell SEIU 503 Training is a Partnership

- Carewell SEIU 503 Training is an equal partnership between SEIU 503 and the State of Oregon
- Program decisions are made through a board of Trustees
- Curriculum is developed in partnership with APD, ODDS, and OHCC



Carewell SEIU 503 Training



Our Values



Community Partnership

Create opportunities for workers, consumers, State agencies, and community partners to have visibility into our work and influence programmatic decisions.



Quality

Provide high-quality training that workers find valuable and helps them provide the best possible care to consumers.



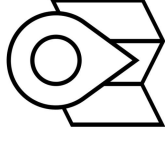
Impact

Create programs that are ambitious, efficient, and feasible. Consider all solutions and allocate resources where they will make the biggest impact for the worker.



Equity & Accessibility

Provide classes that are easily accessible, accommodate workers' unique needs, and create an equitable learning environment for all workers.



Ease

Assist workers by providing easy-to-find, clear, and consistent communication. Inform workers about their individual training requirement, how to access training, and when training must be completed.



Temporary Programs in Response to COVID-19

Online Orientation for Care Providers in Oregon



In response to COVID-19 and social distancing requirements, Carewell SEIU 503 Training launched Online Orientation statewide.

This takes the place of the new worker orientation previously provided by local APD and ODDS offices.



OHCC is not providing Orientation during stay at home orders.

Login below to see all your courses.

Username

Password

Keep me logged in [Forgot Password?](#)

OR

Specialty Trainings and Certifications

Available certificate programs:

- Professional Development Certification
- Enhanced Worker
- Exceptional Personal Support Worker
- Mental Health

Note: each certification has different requirements.

Select each image to...

Do Care Providers Support?

Do you want to live at home rather than a care facility. A consumer may:

- Be older/elderly/aging
- Experience a physical disability
- Experience an intellectual or developmental disability
- Experiencing mental health issues

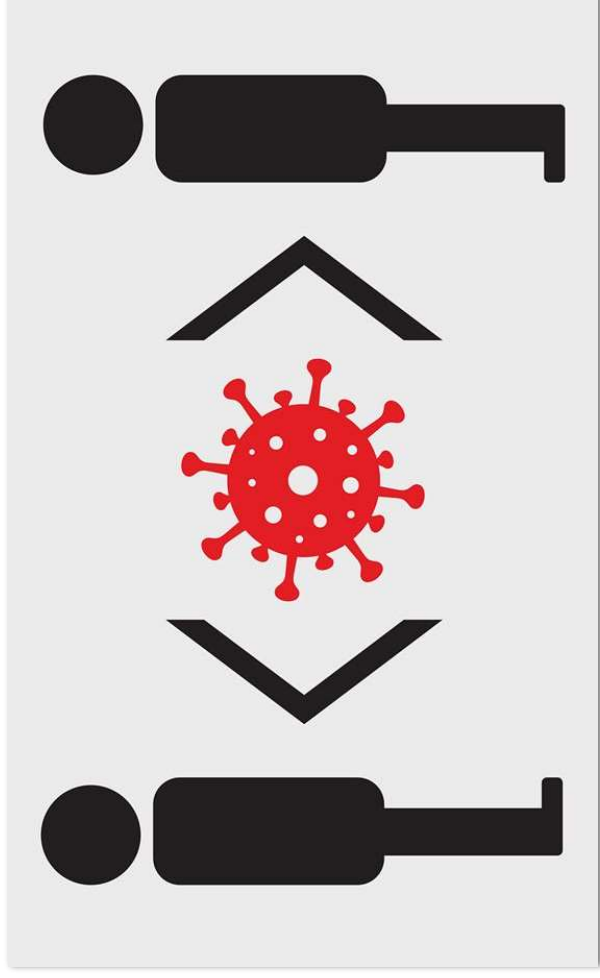
Listen to the audio, then select Next to continue.

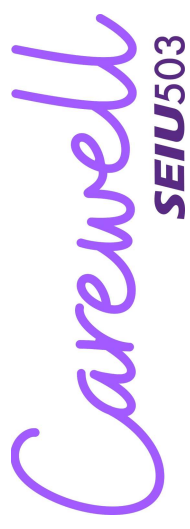
COVID-19 Basics Webinar

Due to the COVID-19 pandemic, Carewell Training is launching a new and optional COVID-19 course for all home care and personal support workers in Oregon.

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SEIU503

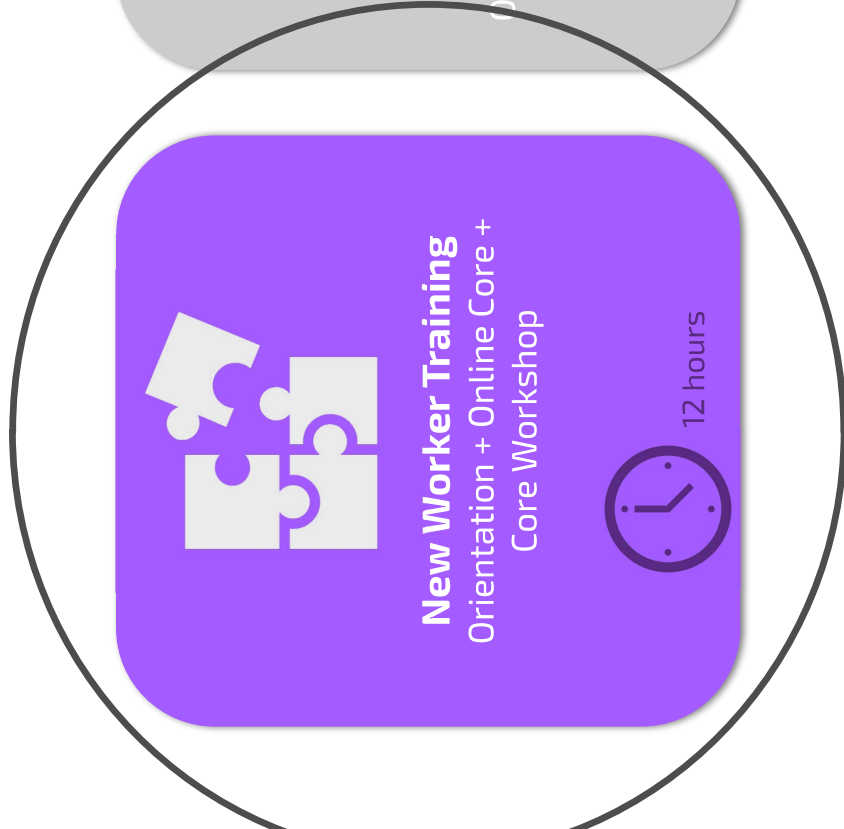
- **Online Registration**
carewellseiu503.org/training
- **Convenient and Frequent Class Times**
- **Live Trainer-led Webinar**





New Training Requirements

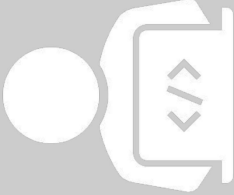
Training Groups



New Worker Training
Orientation + Online Core +
Core Workshop




12 hours




Current Worker Training
Online Foundations Refresher +
Refresher Workshop



12 hours



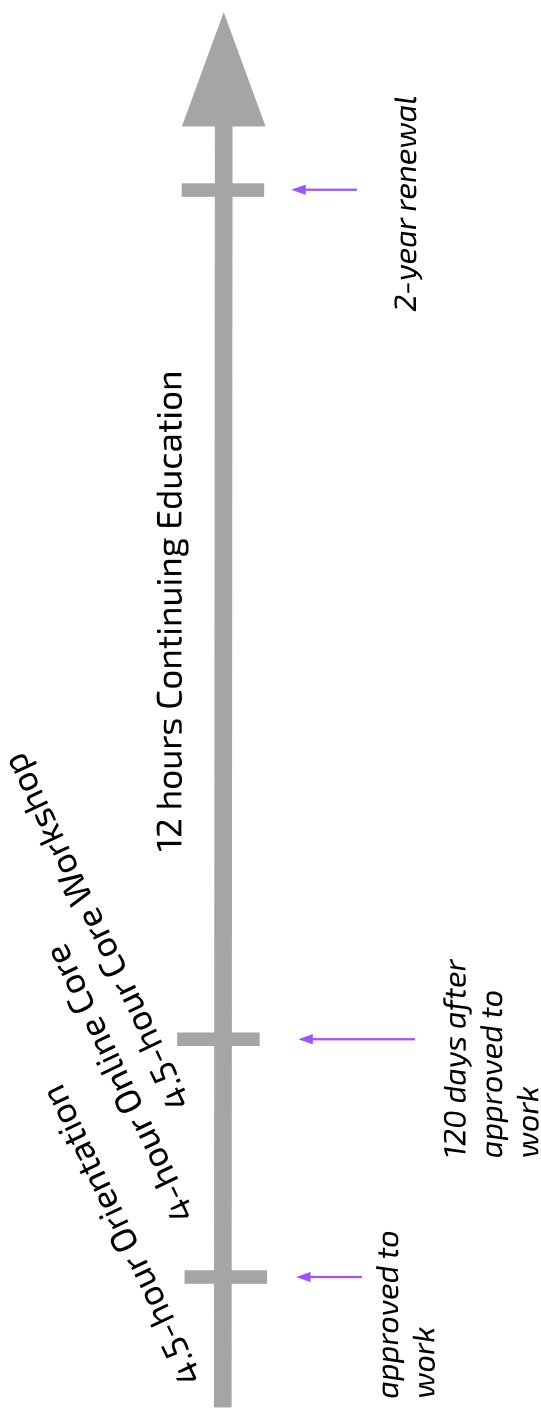
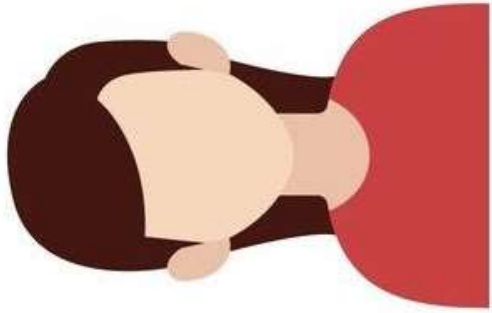
Continuing Education
Online and in-person classes
covering a variety of topics



12 hours

New Worker Training

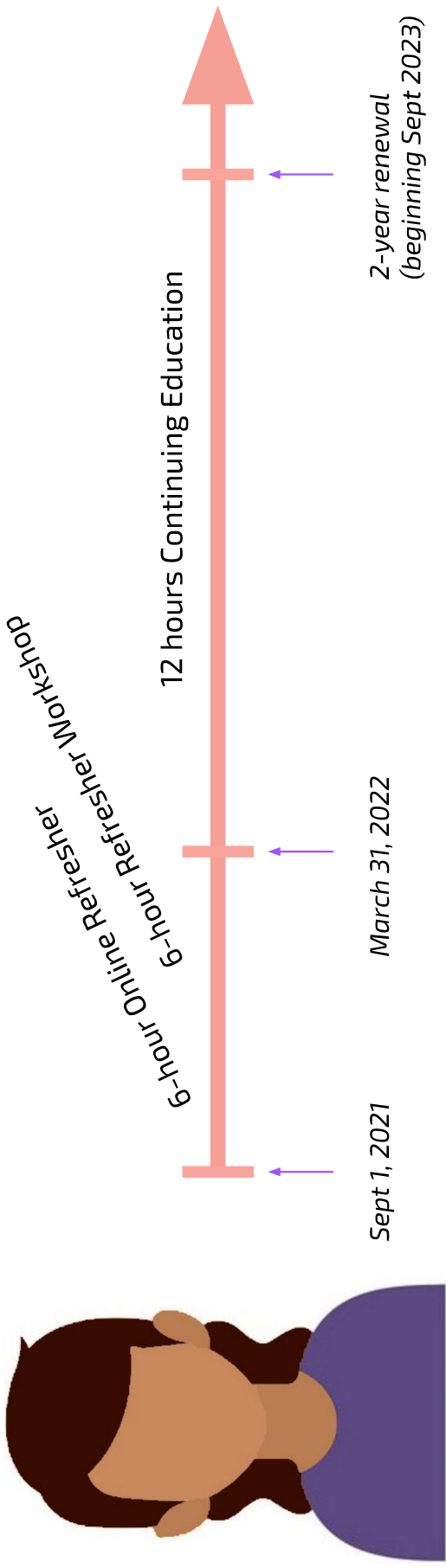
(piloting now, required as of September 1, 2021)



Current Worker Training



(piloting in early 2021, mandatory as of September 1, 2021)



*Workers with the following training credentials are exempt from the training requirement: Professional Development Certification, Enhanced, Exceptional, Traditional Health Worker, VDQ (ventilator dependent quadriplegia)

Training Requirement Summary



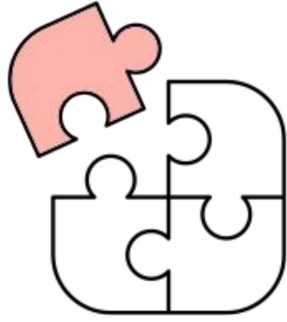
	Old Requirements	New Requirements as of September 1, 2021
Orientation	<ul style="list-style-type: none"> • Within 90 days • Provided by OHCC or APD 	<ul style="list-style-type: none"> • Required before receiving first provider number • Provided by Carewell Training
New Worker Core Training	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Within 120 of receiving first provider number • Provided by Carewell Training
Current Worker Training	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Required by March 31, 2022
Continuing Education	<ul style="list-style-type: none"> • Optional • Provided by OHCC <p><i>(OHCC will continue to offer optional classes related to PDC)</i></p>	<ul style="list-style-type: none"> • Required - 12 hours every 2 years • Provided by Carewell Training

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SEIU503

New Worker Training Pilot

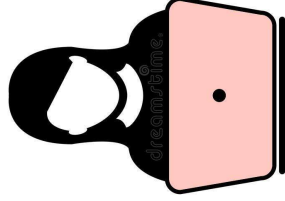
New Worker Training Pilot

Orientation



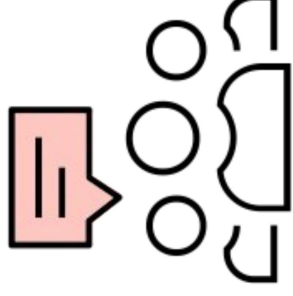
- Online, Self-Paced
- 4.5 hours
- Before Employment

Online Core



- Online, Self-Paced
- 4 hours
- Within 120 days of receiving provider number

Core Workshop



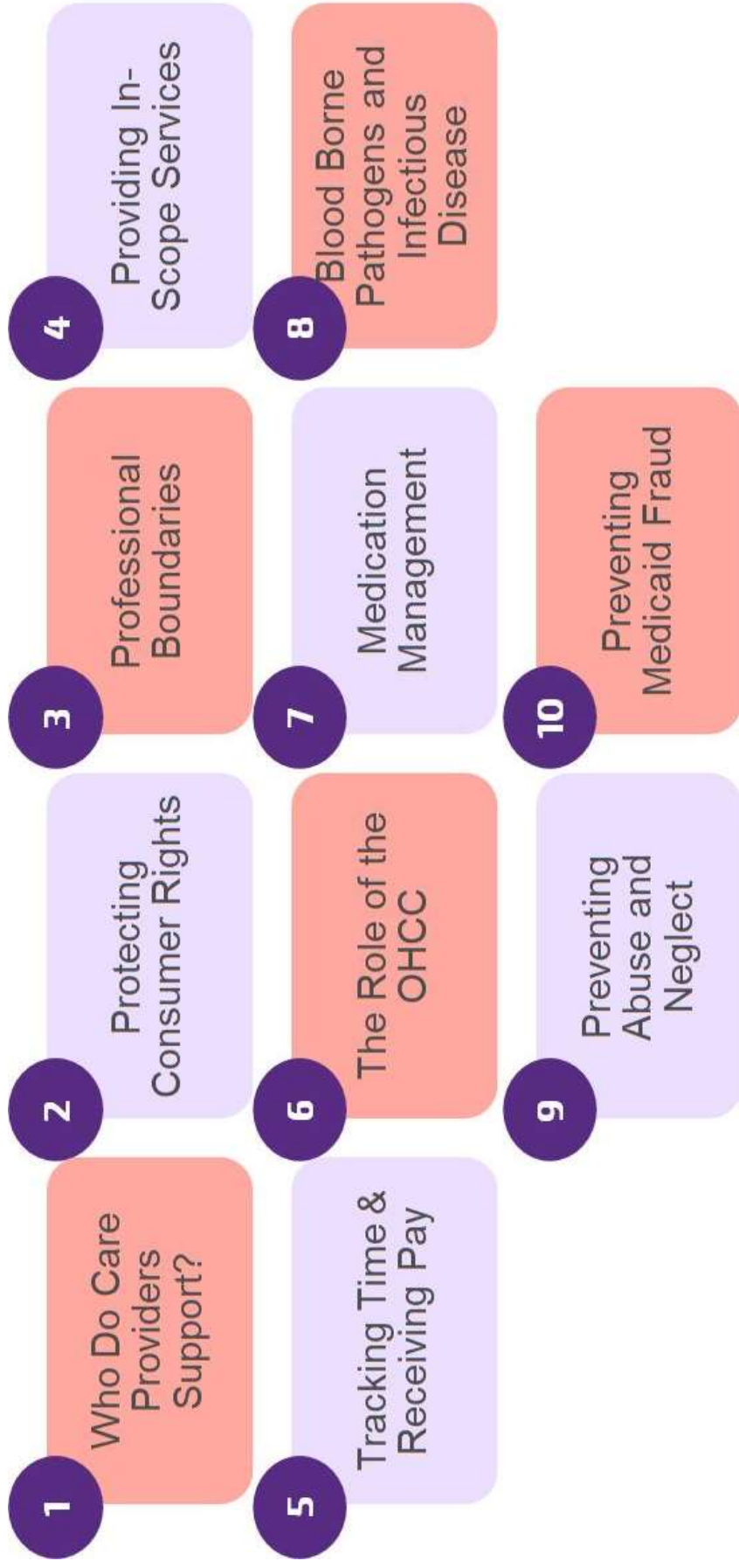
- Online, Live Webinar
- 4.5 hours
- Within 120 days of receiving provider number

Training Topics

Training topics were determined by:

- Existing PSW and HCW orientation curriculum
- SB 1534 requirements
- Workgroups that had representation from ODDS, APD, OHCC, Brokerages, Disability Advocates, HCW and PSW, Consumers, and other community partners

Orientation Modules and Topics



Core Training Topics

Online Core

1. The Journey to Person-Centered Services
2. Care Provider Safety
3. Consumer Safety
4. The Fatal Four
5. Least Restrictive Interventions
6. Medication Safety
7. Reporting and Emergency Situations
8. Nutrition
9. Personal Care
10. Supporting Community Involvement

Core Training Topics

Core Workshop Webinar

Person-Centered
Services

Effective
Communication Tools

Skill Practice

Self-Care

Carewell
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Carewell Learning Portal

Carewell Learning Portal



Care Providers will:

- Access it via carewellseiu503portal.org
- We can provide you with this link to share via email or on your website
- Sign up using an email address
- Automatically be enrolled in New Worker Journey courses
 - Online Orientation (anyone can access)
 - Online Core (pilot areas - rollout)
 - Core Workshop (pilot areas - rollout)

Logging in or Registering



Login



New care providers Register Here!

Click here to start Orientation and begin your new career



New Care Provider FAQs

The answers to your questions

How do I log back into the Learning Portal after I have registered?

What is Online Orientation?

How do I register for Online Orientation?

Where can I go for help if I have trouble registering?

Can I watch a recorded Registration Support Webinar if I miss the live one?



Already Registered?

Click Login above



Carewell Learning Portal



This button will expand to show the options to the right

Takes them to the homepage

Shows any available courses to the user

List of courses scheduled



Shows enrolled in courses

List of Resources (PDFS)

Certificates and Course Progress

Carewell Learning Portal



Competencies Courses



Username: joey.salloum@risepartnership.com
Email Address: joey.salloum@risepartnership.com
Department: RISE TP Admins
Credits: 3

Competencies

Competency Title	Level	Earned Date
Orientation	Level 1	June 17, 2020

Courses

Course Title	Status	Score	Enrollment Date	Completion Date	Credits
Core Workshop	Not Started		August 20, 2020		
Introducing Carewell	Complete		June 10, 2020	June 10, 2020	
Module 1: Who Do Care Providers Support?	Complete		June 9, 2020	June 16, 2020	
Module 2: Protecting Consumer Rights	Complete		June 16, 2020	June 16, 2020	1
Module 3: Professional Boundaries	In Progress		June 16, 2020		

Carewell Learning Portal

Carewell
SEIU503

Welcome, Joey Salloum

Welcome! Please click on My Courses to get started with your Online Orientation!



My Courses

See courses you are enrolled in



Resources available

Browse or download resources



Frequently Asked Questions

The answers to your questions

How do I log back into the Learning Portal after I have registered?

Can a User Profile Be Edited?

What is Online Orientation?

How do I register for Online Orientation?

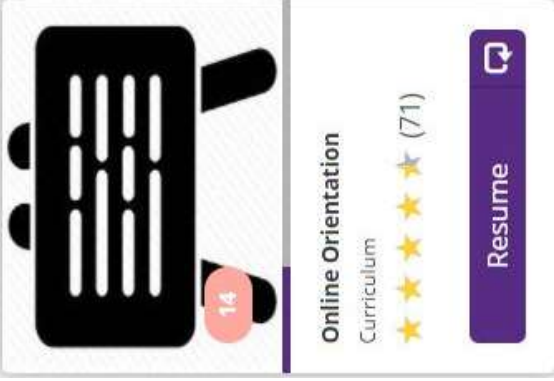
Where can I go for help if I have trouble registering?



Learn more about Carewell

More info about training

New Worker Journey - Courses



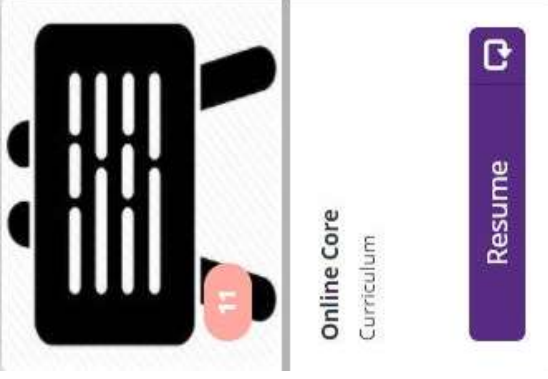
14

Online Orientation
Curriculum

★★★★★ (71)

Resume

This card features a speaker icon with a red circle containing the number 14. The course title is "Online Orientation" with the subtitle "Curriculum". It includes a five-star rating and a count of 71 reviews. A purple button with a refresh icon and the text "Resume" is located at the bottom.




11

Online Core
Curriculum

Resume

This card features a speaker icon with a red circle containing the number 11. The course title is "Online Core" with the subtitle "Curriculum". A purple button with a refresh icon and the text "Resume" is located at the bottom.



3

Core Workshop
Instructor Led Course

Choose Session

This card features a person icon with a red circle containing the number 3. The course title is "Core Workshop" with the subtitle "Instructor Led Course". A purple button with a play icon and the text "Choose Session" is located at the bottom.

New Worker Journey - Courses



AUGUST 2020
25

Ops test session
10:00 AM - 11:00 AM (PDT)
Instructor: [Matt Brandabur](#) [Faunie Szeloczki](#) [carewell.training](#)
Location: Faunie's Zoom Venue - <https://zoom.us/j/96085494495>

Enroll

AUGUST 2020
25

Core Webinar Demo Session
11:00 AM - 5:00 PM (PDT)
Instructor: [carewell.training](#)
Location: Faunie's Zoom Venue - <https://zoom.us/j/92892875525>

Enroll

AUGUST 2020
26

Core Zoom and Attendance
4:00 PM - 6:00 PM (PDT)
Instructor: [carewell.training](#)
Location: Faunie's Zoom Venue - <https://zoom.us/j/92732062941>

Enroll

New Worker Journey - Courses



Carewell Training SEIU503

MY COURSES

Date Enrolled

Core Workshop
Core Webinar Demo Ses...
View

AUGUST 2020

25

Core Webinar Demo Session
11:00 AM - 5:00 PM (PDT)

Add to Calendar

Change Session

Cancel Session

Instructor: carewelltraining

Class Size: 10

AUGUST 2020

25

11:00 AM - 5:00 PM (PDT)

Location: Faunie's Zoom Venue - <https://zoom.us/j/9289...>

Starts: August 25, 2020 11:00 AM PDT

Ends: August 25, 2020 5:00 PM PDT

Instructor: carewelltraining

AUGUST 2020

25

Ops test session
10:00 AM - 11:00 AM (PDT)

Instructor: Matt Brandibur, Selescha training

Location: Faunie's Zoom Venue - <https://...>

Enroll

Class Size: 10

Seats Remaining: 9

Starts: August 25, 2020 10:00 AM PDT

Ends: August 25, 2020 11:00 AM PDT

AUGUST 2020

25

Core Webinar Demo Ses...
11:00 AM - 5:00 PM (PDT)

Instructor: carewelltraining

Location: Faunie's Zoom Venue - <https://...>

Already enrolled.

AUGUST 2020

26

Core Zoom and Attenda...
4:00 PM - 6:00 PM (PDT)

Instructor: carewelltraining

AUGUST 2020

25

Ops test session
10:00 AM - 11:00 AM (PDT)

Instructor: Matt Brandibur, Selescha training

Location: Faunie's Zoom Venue - <https://...>

Enroll

Class Size: 10

Seats Remaining: 9

Starts: August 25, 2020 10:00 AM PDT

Ends: August 25, 2020 11:00 AM PDT

AUGUST 2020

25

Core Webinar Demo Ses...
11:00 AM - 5:00 PM (PDT)

Instructor: carewelltraining

Location: Faunie's Zoom Venue - <https://...>

Enroll

AUGUST 2020

26

Core Zoom and Attenda...
4:00 PM - 6:00 PM (PDT)

Instructor: carewelltraining

Reach us by phone: 1-844-503-7348

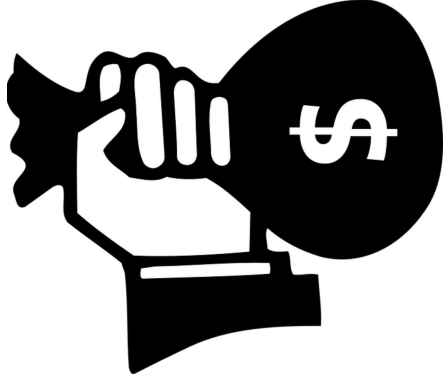
Email carewellseiu503training@seiapartnership.com for support



Stipends

Compensated Courses

- Online Core - \$65 stipend
- Core Workshop - \$65 stipend



NOT Compensated Courses

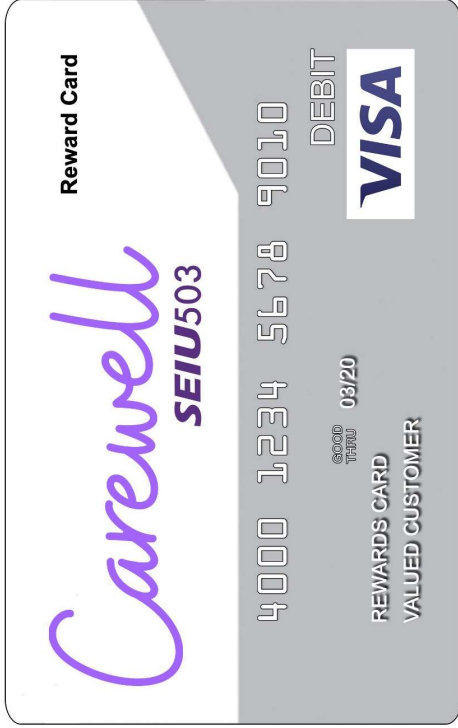
- Orientation
- COVID-19 Basics Webinar



Stipends



Sample Physical card option



Reasons to choose a Physical card

Care Providers can:

- use online, in-person or over the phone
- use within 12 months

Stipends

Digital “card” option

You have received a Visa \$10 eGift.

PerfectGift.com

You have received a Visa \$10 eGift.
American Assoc for the Advancement of Science has sent you an eGift. Do not delete this email, as you will need it to claim your eGift.

“Hello AAAS Member Daniel: Thank you for enrolling in the AAAS auto-renewal program. Your \$10 VISA reward e-card is just a click away. -American Assoc for the Advancement of Science”

Redeem Your eGift

If you have questions about your eGift please contact corp@perfectgift.com. This message was sent by American Assoc for the Advancement of Science. You received this email because you opted to do business directly with American Assoc for the Advancement of Science, 1200 New York Ave., NW DC, DC, 20005. If you do not wish to receive future emails from American Assoc for the Advancement of Science, contact us at corp@perfectgift.com.

Always at your service.
We are committed to the highest possible level of prompt, professional and personal service. Contact us at (877) 448-4438 with any questions.

A B O U T P E R F E C T G I F T
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Tel: (877) 448-4438
PerfectGift.com



Reasons to use Digital card

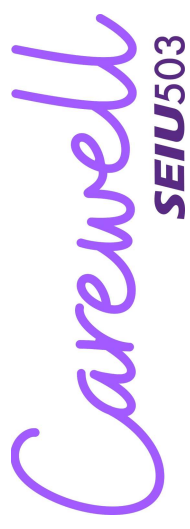
Care Providers can:

- use online or over the phone
- use within 24 months



Carewell Learning Portal issues?

- **Workers can call us: [1-844-503-7348](tel:1-844-503-7348)**
- **Workers email us: carewellseiu503training@risepartnership.com**



Roles and Responsibilities

Communication with Workers



We (Carewell SEIU 503 Training) will provide:

- New Worker Flyer with Q&As
- Website
- Registration Guide
- Email and Phone Support

Where you (APD, ODDS, Brokerages) come in:

- Letting workers know that Carewell SEIU 503 Training is delivering New Worker Training
- Distributing flyers and materials to new workers
- Directing them to our website and support channels

Communication with Workers

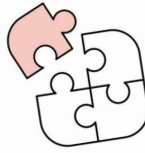


New Worker Training

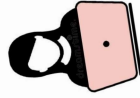
Congratulations on your new job! Carewell SEIU 503 Training provides you with the tools you need to be successful in your new role. We offer the most impactful—and safest—support and care possible. As a care provider, you will learn about your role as a care provider and how to provide high-quality services to your consumer.

Your safety and the safety of your consumer is important to us. Carewell SEIU 503 Training is offering this training completely online, providing high-quality services to your consumer. Kickstart your career while maintaining social distancing.

Orientation



- Online, Self-Paced
- 4 Hours
- Before Employment



- Online, Self-Paced
- 4 Hours
- Within 120 days of receiving provider number

To get started, go to CarewellSEIU503.org/

Questions? Visit CarewellSEIU503.org/training or email carewellseiu503training@risepartnership.co or call 1-844-503-7348.

New Worker Training FAQs

How do I sign up?

Go to CarewellSEIU503.org/training, go to the New Worker Training "Register Here". From there, you will create a profile and can log in from a smartphone, tablet, or computer. You can complete training. Please note that you will need to be on a device with internet access to start.

How long is the training?

The total length of the New Worker Training is 12 hours, split into two segments lasting about four hours.

When can I begin the training?

You can begin Online Orientation right away. You can begin Core Orientation once you have received your provider number. Online Orientation and Online Core are self-paced so you can sit and your progress will be saved as you go. There is a live webinar with a trainer. For Core Orientation, you will work best for you.

Where can I find help?

We're here to assist you! You can find more information at CarewellSEIU503.org/training or email us at carewellseiu503training@risepartnership.co where representatives are available between 9am-5pm.

How can I fill out an application?

You will follow the instructions of the agency where you are working. Information can be found at ohccworkforce.org/applications.

What do I need for the training?

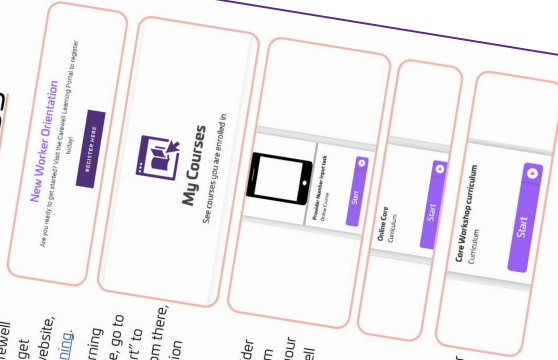
You will need a device with internet access.

New Worker Training: Steps for Success

1. Create a profile in the Carewell Learning Portal. You can get there from the Carewell website, CarewellSEIU503.org/training.
2. When you log in to the learning portal after creating a profile, go to "My Courses" and click "Start" to begin Online Orientation. From there, complete the Online Orientation modules.
3. After you've finished Online Orientation, wait for your provider number to arrive in the mail from DHS. When you have it, enter your provider number into the Carewell Learning Portal.
4. After you enter your provider number, you can begin the self-paced Online Core.
5. Once you finish Online Core, you can select a Core Workshop webinar session. Core Workshop is the last piece of training.



Congratulations! You're all done with New Worker Training! Keep an eye out for more information about future trainings from Carewell SEIU 503 Training.



Communication with Workers



Website
CarewellSEIU503.org
/training

The screenshot shows the website's navigation menu at the top with links for Eligibility, Benefits, Training, Resources and Forms, and About. The main content area is titled "Welcome to Your Carewell Training" and includes a paragraph about the training's focus on safety and support, a list of topics covered, and a "Who is the training for?" section with bullet points for new and current workers. Below this is a three-column grid of cards for "New Worker", "Current Worker", and "Continuing Ed", each with a brief description and a "Learn More" link. The footer contains two call-to-action buttons: "REGISTER HERE" and "VIEW VIDEO", with the text "Registration Assistance" and "Do you need extra help registering? View this video on how to get started." positioned between them.

Welcome to Your Carewell Training

Carewell SEIU 503 Training provides homecare and personal support workers with excellent training to equip you with the tools and confidence you need to give your consumer the most impactful— and safest— care and support possible.

The Carewell SEIU 503 Training team is dedicated to training and developing caregivers who provide in-home support for older adults and people with physical, intellectual, or developmental disabilities. Together, these trainings offer the tools and skills you need as a care provider to ensure your safety on the job, as well as the safety of your consumer.

Who is the training for?

- All new homecare and personal support workers are required to take new worker training.
- Current homecare and personal support workers will be required to take refresher training.

There are some exceptions to who is required to take training. See the [Training FAQs](#) for more information.

New Worker This three-part training will help you learn about your new role as a homecare or personal support worker and give you an introduction to providing safe, high-quality services to your consumer. Learn More	Current Worker The Refresher Training will help you stay up to date on best practices, and provide an opportunity to share your own on-the-job learning with fellow care providers. Learn More	Continuing Ed Continuing education courses will cover a variety of topics that you can choose from to meet your training needs as you develop your career over time. Learn More
--	---	--

Are you ready to get started? Visit the Carewell Learning Portal to register today!

[REGISTER HERE](#)

Registration Assistance

Do you need extra help registering? View this video on how to get started.

[VIEW VIDEO](#)

Communication with Workers



Registration Guide

Carewell SEIU 503 Training Registration Guide



This guide provides step-by-step instructions for registering for online orientation and getting started on the Carewell Learning Portal. Carewell SEIU 503 Training is also holding registration support webinars which you can attend to see a walkthrough and ask questions. More information can be found at carewellsuiu503portal.org. General information about training can be found on our website, seiu503training.org.



Online Orientation Registration Guide Resuming Training

If you have to exit the training, you can resume again by navigating to carewellsuiu503portal.org and clicking the purple "Login" button on the right side of the screen. Type in your email where it says "Username" and then your password. Click "Login" just below to continue.



Go to "My Courses", and click the purple "Resume" button under the Online Orientation section.



Training

Support for Workers



Phone

Member Assistance Center (MAC) 8am-6pm
M-F

Email

Carewell Training helpdesk 7 days per week

Office Hours for Workers

Workers are invited to attend virtual office hours hosted by trainers 4 times per week

Live Instruction

Workers will engage with other workers and a skilled trainer to get their questions answered in real-time

If learners has internet/technology issues:

- Flash Drive of self-directed modules
- DVD
- Paper copy
- Options available for online orientation and online core

If learner requires additional support:

- Interpreter
- Reader

Language Preferences

Current Support - Thru mid October

- Courses currently offered in English
 - Interpreter services can be scheduled to support preferred language
- Learner can update language preference in Portal

Future Support - Mid October, ongoing

- Online Orientation and Online Core will be available (text and audio) in:
 - Spanish, Russian, Arabic, Vietnamese, Simplified Chinese, Somali
- Interpreters can be scheduled for other preferred language



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Resources



CarewellSEIU503.org/training