

## **Frequently Asked Questions Regarding Caregiver Orientation**

**Q: Can IPs attend Orientation before they start working with the client?**

A: Yes, IPs can and should, if possible, attend Orientation before they start working with the client. Most of the regional plans stated Orientation would be a part of the contracting process.

**Q: If an IP completes Orientation before starting to work with the client, what is their date of employment?**

A: The date of employment could either be the date the contract was signed or the date services were authorized.

**Q: Can an IP take Orientation before s/he has been hired by a client?**

A: While an IP could take Orientation before they have a client to work with, s/he cannot be paid for class time under SSPS without a client.

**Q: Do Respite providers need to take Orientation?**

A: Yes, if they are providing hands-on care. The only Respite providers that are exempt are those who provide supervision and/or companionship only.

**Q: Is home study of Orientation acceptable?**

A: Yes, home study is allowed if you can ensure that the IP has completed the workbook and video, is eligible to receive the certificate of completion, and is tracked and paid through SSPS.

**Q: Does an IP who has been under contract for several years but is starting work for a new DSHS client need to take Orientation?**

A: If the IP has already taken Fundamentals, s/he would not need to take Orientation. If s/he has not completed Fundamentals, we recommend the IP take Orientation. The WAC states that an IP is required to take the Orientation when beginning to work with their first DSHS client.

**Q: How do AAA's monitor home care agencies for compliance with the curriculum content?**

A: The curriculum content is listed in WAC 388-71-05912. You can monitor compliance simply by making a checklist of the Orientation topics and checking off topics that the home care agency presents to you (or that you ask for) for regarding their Orientation.

**Q: How do Home Care agencies show a person's program allocations if they are not allowed to work with a Medicaid client until after completing the Orientation?**

A: DOH licensing WAC for home care agencies require the agency to provide and document Orientation. The interpretive guideline states "document all personnel who received Orientation. Include topic(s), & name, dates." This is in WAC 246-336-095. Although the WAC is not specific on topics, the emphasis is on making sure employees understand Policies and Procedures related to health and safety, client direct care issues and plans of care. Because orientation is required under licensure for all employees of an agency, the billing should be allocated across all of the agency's fund sources.

**Q: What languages will be available and when for both the books and videos?**

A: The Spanish and Russian versions of the video are both in process. Korean and Vietnamese will be the next languages translated. We cannot say when these translations may be available.  
Due to budget reductions, DSHS has eliminated LIST, the office that contracted with translators and processed documents for translations. The AASA translation process is currently being developed.

**Q: With the Spanish workbook out, is review of the workbook sufficient without the video?**

A: Until the Spanish version of the video arrives, the workbook can stand alone as the orientation.

**Q: How can staff ascertain that the IP understood the material in the orientation?**

A: There is not requirement that staff ascertain competency. The certificate verifies that the provider has completed the material.

**Q: Are there accommodation funds available for LES needs of agency aides in regards to Orientation?**

A: Yes, while the funds last.

**Q: Is there any mechanism to pay an Individual Provider's medical expenses if s/he is accidentally exposed to bodily fluids?**

A: Individual Providers are not covered by L& I Insurance. Direct IPs to the local Department of Health clinic as they offer services on a sliding fee scale.