



Transforming
Lives

AFH Administrator Training

Module 11: Hiring Staff

Adult Family Home Administrator Manual, Version 5.2

Agenda

- Becoming an Employer
- Hiring and Retaining Staff
- The Interview
- Reference Check
- Offering Employment
- Day of Hire
- Background Checks
- Employee Handbook



Learning Objectives

At the end of this module, you will be able to:

- Discuss the employment process
- Explain how to find, hire, train, manage, and maintain sufficient qualified staff
- Describe how to write a clear and thorough job description, do an interview, hire, and conduct job performance evaluations
- Explain the LTC workers training and background requirements
- Complete a new hire AFH orientation

What Do You Know?

True/False

1. A positive workplace culture improves teamwork
2. You must report all new hires to DSHS within 20 days of hire
3. You must complete a background check within 2 weeks of hiring a new caregiver

Building a Workplace Culture

- It's the environment you create for your employees
- Share your mission and vision
- Intentionally train, coach, and support staff in becoming an integral part of your AFH
- Hire staff that will actively work as a team to support and promote these goals

Hiring and Retaining Staff

- Developing Your Job Description
- Responsibilities and Duties
- Qualifications and Skills
- Conduct Expectations



Writing an Ad

- What is the job title?
- What are the Opportunities and the benefits of this job?
- What is the required schedule?
- What are the required qualifications?
- What are the duties and responsibilities for this position?
- How should the applicant respond to the job ad?
- Include salary information

7 Note: Remember you are an equal opportunity employer

Activity

Review Caregiver Ads



Recruitment Strategies

- Personal Knowledge
- Referrals from other care providers
- Referrals from current staff
- LTCW training schools
- Online advertising
- Employment agencies
- Temporary staffing agencies

Applications

- Have a consistent format
- Gather all your information
- Ensure it is signed
- Background checks
- Eligibility to work in the U.S.

The image shows a close-up of a hand holding a blue pen, writing on a form titled "Application for Employment". The form is partially filled out. The visible sections include:

- First Name**: A field for the applicant's first name.
- City**: A field for the applicant's city.
- Address**: A field for the applicant's address.
- County of Residence**: A field for the applicant's county of residence.
- Are you 18 years of age or over?**: A checkbox question with "Yes" and "No" options.
- Education**: A section with a table for educational background.
- Did you Graduate?**: A checkbox question with "Yes" and "No" options.
- Employment**: A section for employment history.

The form also includes a statement at the top: "Our policy is to make reasonable accommodations for persons with disabilities in completing this application form, please let us know, and we will provide assistance." and a field for "Position for Which You Are Applying".

Employment Application Review



- Verify provider credentials
- Employment history
- Status of Certifications
- Take your time

The Interview

- Phone screening
- In-Person interview
- Questions
 - Open-ended
 - Challenge applicants/clarify vague answers
 - Beware of illegal questions
- Listen



Interview Observations

- Look for wisdom and maturity
- Objective and subjective
- Verbal and non-verbal observations

Basic Observations



Do they smile often and easily?



Do they have a positive, appealing presence?



Are they friendly and outgoing?



Do they have questions for you?



Paperwork and certifications organized?



How are their writing skills?



Activity

Practice A Job Interview

*Refer to Questions on
Pages 10 and 11*



Reference Checks

- ALWAYS check personal and professional references
- Signed reference check authorization form
- Be cautious if calls are not returned by previous employer
- Develop standard questions to ask

Offering Employment

- Verbal Notification
- The Offer Letter
- Notifying Unsuccessful Applicants

The Background Check Central Unit (BCCU)

- Background and Fingerprint Checks
- Secure Access Washington

The Background Check Central Unit (BCCU)



Office hours 8AM-4:30PM, Monday through Friday (except holidays)

- **Email** – bccuinquiry@dshs.wa.gov
Please allow 1-2 business days for a response.
- **Phone** – 360-902-0299
Phone support is available 9-11 AM Monday through Friday (there are exceptions depending on availability)
- **Website** – <https://www.dshs.wa.gov/ffa/background-check-central-unit>
Our website contains a lot of helpful information for customers including [FAQs](#)
- **Listserv**- BCCU sends out process changes, newsletters, and fingerprint site updates through the BCCU Listserv. Information on how to join can be found [here](#).

Conditional Hiring of Staff Pending Background Check - 1

The AFH may conditionally employ a person, pending the result of a background check, provided the home:

- Submits the background check no later than one business day after conditional employment offer;
- Requires the individual to sign a disclosure statement and the individual denies having a disqualifying criminal conviction or pending charge for a disqualifying crime, or a negative action;

Conditional Hiring of Staff Pending Background Check - 2

The AFH may conditionally employ a person, pending the result of a background check, provided the home:

- Does not allow the individual to have unsupervised access to any resident;
- Ensures direct supervision of the individual; and
- Ensures the individual is competent and receives the necessary training to perform assigned tasks and meets the staff training requirements.

Secure Access Washington (SAW)

- Required to register your business and access the Background Check System through [Secure Access Washington](#)
- To get set up, use the [Background Check System \(BCS\) User Manual: Log into BCS Using SecureAccess Washington \(SAW\)](#) training
- Use Google Chrome



Submitting a Background Check

- There are two ways to submit a background check
 - Online using the Background Check System
 - Paper, using the Background Check Form - You will need to input the information online (Used only if online is not available)
- You can request a fingerprint appointment at the same time
- Interim results indicate if the fingerprinting request can be scheduled
 - If disqualifying, allows the individual to withdraw or move forward on their fingerprint inquiry

Background Check Results



- Four Types of Notifications
 - No Record
 - Review Required
 - Disqualify
 - Additional Information Needed
- BCCU Notification Letters
 - What you see
 - What it means
 - Action you must take
- Character, Competence, and Suitability (CC&S) Review
- Fingerprinting



Day of Hire

- Arrange care for residents
- Safety & Orientation
- Facility Orientation
- AFH Employee Handbook
- Onboarding Checklist

AFH Employee Handbook

The purpose of an employee handbook is, at a minimum, to:

- Introduce employees to your culture, mission, and values
- Define your responsibilities as an employer
- Set clear expectations
- Set the standard for how your home operates
- Outline the policies that are specific to your AFH
- Ensure compliance with state and federal laws
- List the position responsibilities

AFH Employee Handbook Template

The LTC Foundations Employee Handbook can be used as a template for AFHs

Highlights include:

- Welcome Letter and Company History
- Discipline Policy – Termination
- Attendance
- Timekeeping



Employee Handbook

Employee Handbook Highlights

- Paid Sick Leave
- Medical Leave
- Paid Family and Medical Leave
- Employee Acknowledgement
- Cell Phone Use Policy

Table of Contents

Welcome-----	3
About The Long-Term Care Foundation-----	4
Purpose of Handbook-----	5
Employment at Will-----	5
Terminations-----	5
Probationary Period-----	5
 I. POLICIES AND PRACTICES	
Equal Employment Opportunity -----	6
Disciplinary Action-----	6
Open Door -----	8
Hours of Work-----	8
Time Keeping-----	8
Pay Periods/Paydays-----	9
Compensation and Wages-----	9
Improper Payroll Deductions-----	10
Expense Reports-----	10
 II. STANDARDS OF CONDUCT	
Attendance and Absenteeism-----	11
Harassment-----	11
Computer, E-mail, and Internet Access-----	12
Drug and Alcohol-Free Workplace-----	13
 III. YOUR EMPLOYEE BENEFITS	
Holidays-----	14
Vacation Benefits-----	14
Sick Leave-----	15
Medical Leaves-----	16
Washington Family Care Act-----	16
Paid Family and Medical Leave-----	16
Military Family Leave-----	17
Domestic Violence Leave-----	17
Jury Duty-----	17
 IV. YOUR SAFETY	
Accidents-----	18
Medical Emergency Procedure-----	18
On-the-Job Injuries, Illnesses-----	19
Whistle Blowing-----	20
 ACKNOWLEDGEMENT OF RECEIPT-----	21

Tuberculosis (TB) Testing

Develop process to ensure TB testing is completed within 3 days of employment



Provider – Resident Manager – Entity Representative – Caregiver – Staff – Student/Volunteer providing resident care or services

Legal Responsibilities

- L&I - Safety
- I-9, Employment Eligibility Verification
- W-4
- DSHS New Hire Reporting



New hire reporting (Washington state)

[Play now!](#)

Labor and Industries (L&I)

- Payroll/Benefits
- Safety in Your AFH
- Worker's Compensation
- Paid Sick Leave
- Workplace Posters
- Learn about Worker Rights

- Consultation
- [Business Essentials brochure](#)



Top L&I AFH Citations

Not following L&I rules can lead to thousand of dollars in fines/citations.

- Accident Prevention Plan
- Safety Meeting
- Independent Contractors
- Volunteers
- Room & Board
- Workers Compensation Coverage
- Overtime Exempt Rules

Worker's Compensation

- Must have for ALL your covered workers
- For-profits businesses CANNOT have volunteers
- File premiums quarterly at *Lni.wa.gov*
- Must file every quarter you have an account, even if no hours to report

L&I Consultations

Proactive approach to prevent workplace injuries. Consultants:

- Help employers understand and comply with rules
- Protect employees
- Lower workers' comp costs

FREE confidential consultation available for these services:

1. Safety & Health
2. Ergonomics
3. Risk Management

State Workplace Safety Training

Goals of the Program:

- Create a safe work environment
- Recognize and avoid key safety hazards
- Significantly reduce injuries
- Avoid violations and associated fines from the Department of Labor and Industries
- Maintain compliance with safety rules and regulations

Eight Training Modules



Employment Security Department

WASHINGTON STATE

- Required workplace posters
- Quarterly reporting
- Your role and responsibilities
- Social Security cards

Training and Development

- First Aid and CPR
- Safety and Orientation (as mentioned earlier)
- Facility Orientation
- Basic training
- Specialty Training
- Nurse Delegation
- Continuing Education (CE)

The Respiratory Protection Program (RPP)

- L&I Requirement to protect staff from hazards that spread through the air
- If your staff use a N95 stye mask, then you must have a RPP
- There are 5 steps to developing a RPP

5 Steps of the Respiratory Protection Program (RPP)



- 1 Written Program**
 - Program administrator (RPA)
 - Hazard(s)
 - Respirator selection
 - Accommodation
 - Program evaluation
- 2 Respirator Medical Evaluation**
 - Questionnaire
 - Clearance/Certification
 - Frequency
- 3 Training**
 - Storage
 - Use
 - Disposal
 - Emergency
 - Limitations
 - Frequency
- 4 Fit Testing**
 - Initial
 - Annual
 - After any physical change
- 5 Recordkeeping**
 - Medical clearance
 - Training records
 - Fit testing result

AFH Standards Precautions Table

- Use the standard precautions for all resident care. Topics include:
 - Hand Hygiene & Respiratory Hygiene/Cough Etiquette
 - PPE & Resident Care Equipment and Environment
 - Laundry & Safe Injection Practices
 - Needles and other Sharps
 - Resident Placement & Staff Education
 - Outbreak Management
 - Respiratory Protection Program

Become a Facility Instructor

- Be 21 or older
- Have not had a professional health care or social services license or certification revoked in Washington state.
- In addition to the general qualifications listed in the document, an instructor must meet the listed qualifications for DSHS approval
- On-the-Job training may be an option

Orientation & Safety

- There are two types of orientation training; Facility orientation and LTC worker orientation.
- The five-hour Orientation and Safety Training is required for all new hires who are not exempt
- Once you become licensed, you are approved to use the DSHS curriculum to train your staff
- It is your responsibility to ensure your staff receive this training within the required timeframes

AFH Orientation

- Tour of the home
- Residents in the home
- Communication
- Resident Rights
- Universal precautions and infection control
- Safety
- Emergencies
- Documentation



Managing and Measuring Performance

- Performance reviews
- Appraisal form
- Design and conduct legally valid performance appraisals
- Conducting the Performance Appraisal
- Documenting

Discipline – Termination – Record Retention

- Document, Document, Document
- Warning – Verbal, Written, Suspension, Termination
- “At Will” State
- Employee protections
- Retaliation is not allowed
- Record Retention

Summary Review

During this Module, you learned:

- The employment process
- How to find, hire, train, manage, and maintain sufficient qualified staff
- The skills to write a clear and thorough job description, interview, hire, and conduct job performance evaluations
- About the LTC workers training and background requirements
- The importance of a new hire AFH orientation

Test Your Knowledge

True/ False?

1. The best way to find employees is with a newspaper ad.
2. You need to apply for approval to provide Orientation and Safety training to new staff.
3. You should wait until the employee's scheduled evaluation to discuss any problems that come up.





Get Ready For Your Next Class

- Read assigned modules
- Study for Quiz #4 (Modules 10-12)