The new staff member is responsible for completing tasks and having their Field Manager / Supervisor initial areas when tasks are completed. All areas should be completed within the first six-months of hire.

New staff member please sign the statement below.

Not all tasks are listed for specific positions. Orientation should be individualized depending on the Individual Assessment and Education Plan.

Although items and tasks are placed in a specific order to enable staff to build knowledge and skills the Manager / Supervisors should assist the new staff member in prioritizing the order of completion.

I have received the staff orientation checklist and understand that I am responsible for completing all tasks. I have been shown how to access the checklist on the intranet; and how to access tasks. If I have difficulty in completing a task, I understand that I am to discuss this with my Field Manager / Supervisor.

---

**Part 1. Education Plan: Tasks to be completed in Field Office along with online training**

<table>
<thead>
<tr>
<th>ALL STAFF</th>
<th>INITIAL</th>
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</thead>
<tbody>
<tr>
<td><strong>1. Introduction to the entire RCS Region / Unit, as staff are available.</strong></td>
<td></td>
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<tr>
<td>This includes support staff, IT Staff, other Program Managers, Managers / Supervisors, Regional Administrators, and Office Chiefs.</td>
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<tr>
<td>a) Provide an updated version of the organizational charts of the Regions.</td>
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<tr>
<td>b) Review the <a href="#">DSHS Organizational Chart</a></td>
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<tr>
<td>c) Review the <a href="#">RCS Organizational Charts</a></td>
<td></td>
</tr>
<tr>
<td><strong>2. Orientation from the Field Manager</strong></td>
<td></td>
</tr>
<tr>
<td>a) Ensure that Human Resources have sent the new staff member a letter regarding their position and the DSHS New Employee Checklist (DSHS 03-200), to be completed within 60 days of hire.</td>
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</tr>
<tr>
<td>b) Review of other staff roles and responsibilities with RCS.</td>
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<tr>
<td>c) Brief overview of education plan from month one to month six.</td>
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</tr>
<tr>
<td>d) Assign and introduce new staff member to their Peer Coach, review roles and responsibilities of both.</td>
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</tr>
<tr>
<td>e) Arrange for the new staff member to have hotel accommodations (if applicable) and time away from the region for training.</td>
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</tr>
<tr>
<td>f) Responsibilities of the New Staff Member.</td>
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</tr>
<tr>
<td>g) Tracking / Documenting education assignments / staff orientation checklist and progress tools.</td>
<td></td>
</tr>
<tr>
<td>h) Meet with Supervisor to discuss some of the questions you have on the policies and information you have found on the ALTSA Intranet <a href="http://intra.altsa.dshs.wa.gov/">http://intra.altsa.dshs.wa.gov/</a>.</td>
<td></td>
</tr>
<tr>
<td>i) Discuss Staff conduct and behavior in facilities and public.</td>
<td></td>
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<tr>
<td>j) Personal safety and security in the field.</td>
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<tr>
<td>k) Dress in the office and other work sites.</td>
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<tr>
<td>l) Public disclosure rules – maintenance of RCS records.</td>
<td></td>
</tr>
<tr>
<td>m) Review and/or initiate the Individual Assessment and Education Plan.</td>
<td></td>
</tr>
<tr>
<td>n) Schedule regular orientation progress meetings with the new staff member, manager and peer coach, as appropriate, to identify areas of expertise related to position and areas needing further education / training.</td>
<td></td>
</tr>
<tr>
<td>o) Review questions regarding Peer Coaching, Videos, Progress Tools, and SOPs.</td>
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</tr>
</tbody>
</table>
3. **Orientation from Administrative Staff**
   a) Assist the new staff member in preparing their work area (desk / chair / trash container / in and out baskets / staple remover / stapler / pens / pencils / writing paper / phone books / maps / phone).
   
   b) State car information.
      
      i) Access, gasoline, maintenance, accidents / restrictions.
   
   c) Routing system within the unit / regional offices and headquarters.
   
   d) Complete the EASE request for access to specific program software, to include surveyor or non-surveyor number request.
   
   e) Notify the Training Unit Supervisor and AA3 of the hiring of the new staff member.

4. **Orientation from IT Staff / Support Staff or other staff as appropriate**
   a) Computer information and security.
   
   b) Assessment of Computer Skill Levels - if not completed during initial hiring, with specific training needs added to the education plan concerning computer skills.
   
   c) For Nursing Home surveyors flash-drive encryption
   
   d) Review the Basic Tasks in Outlook
   
   e) Ask IT to add name to Online Expert (Use your full email with the password welcome)
      http://ADSA.onlineexpert.com

5. **Orientation from Peer Coach**
   a) Meet and share backgrounds of Peer Coach and new staff member related to experience and areas of expertise.
   
   b) Add goals to Individual Assessment and Education Plan.
   
   c. Review program relevant Progress Tools

### Part 2. RCS Facilities

<table>
<thead>
<tr>
<th>ALL STAFF</th>
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**All survey / inspection/complaint / licensing staff**

a) Observational Survey: new staff member observes a survey / licensing inspection. Discuss with Peer Coach feedback and discussion of observations, use progress tools.

**Adult Family Home Staff Only**

a) Review on the internet [What you Need to Understand Before Becoming A Licensed Adult Family Home Provider](http://www.altsa.dshs.wa.gov/Professional/bh.htm)

b) Observe an Initial Licensing Inspection (FM to arrange with the initial licensing unit)

**Assisted Living and Enhanced Services Facility Staff Only**

a) Review on the internet, [http://www.altsa.dshs.wa.gov/Professional/bh.htm](http://www.altsa.dshs.wa.gov/Professional/bh.htm); [https://www.dshs.wa.gov/altsa/residential-care-services/enhanced-services-facilities](https://www.dshs.wa.gov/altsa/residential-care-services/enhanced-services-facilities)

**Managers / Supervisors - Washington Management Service Only**

Complete the Welcome to the Learning Management System courses in LMS

a) [DSHS - DES LMS for Supervisors](http://www.altsa.dshs.wa.gov/Professional/bh.htm)

b) [DSHS - DES LMS for Administrators](http://www.altsa.dshs.wa.gov/Professional/bh.htm)

### Part 3. Field Office Work Experience

<table>
<thead>
<tr>
<th>ALL STAFF</th>
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</table>

**All survey / inspection / complaint / licensing staff**

a) Participate in Program Specific survey or inspections with Peer Coach.

b) Manager to go out during a survey/inspection to observe the new staff member.

c) Complete all levels of Employee Development Program (EDP) Progress Tools on-line in RCS Forms Section. Copy to Field Manager and Training Unit Program Manager.

d) Complete Safety training with office SME

e) Review [Acronyms](http://www.altsa.dshs.wa.gov/Professional/bh.htm)

### Part 4. Instructor Led Training at Headquarters

<table>
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RCS STAFF ORIENTATION CHECKLIST  
DSHS 15-437 (REV. 09/2018)
### ALL STAFF

<table>
<thead>
<tr>
<th>STAFF MEMBER</th>
<th>MANAGER / SUPERVISOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>All survey / inspection / complaint / licensing staff</td>
<td></td>
</tr>
<tr>
<td>a) Intro to RCS</td>
<td></td>
</tr>
<tr>
<td>b) Program specific training</td>
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<tr>
<td>c) Investigator training</td>
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</tr>
<tr>
<td>d) POD / SOD Writing</td>
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<tr>
<td>e) Cultural Humility training (date and locations TBD)</td>
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</tr>
<tr>
<td>f) Food Safety training (ALF, ESF, ICF / IID, NH)</td>
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</tr>
</tbody>
</table>

### Other Training to be completed within six months of hire.

<table>
<thead>
<tr>
<th>STAFF MEMBER</th>
<th>MANAGER / SUPERVISOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigative Staff - NH, AL, AFH, CCRSS, ESF, and ICF/IID</td>
<td></td>
</tr>
<tr>
<td>a) Register for WA-State Investigator Training Advanced (1 Day) in LMS</td>
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</tr>
</tbody>
</table>

### Nursing Home Staff Only

Prerequisites and mandatory training located on the surveyor training website [http://surveyortraining.cms.hhs.gov](http://surveyortraining.cms.hhs.gov)

#### Complete prior to Session 1 Training

1. Electronic Code of Federal Regulations Simulation (CMS Basic prerequisite)
2. S & C Policy Memo Navigation Simulation (CMS Basic prerequisite)
3. SOM Navigation Simulation (CMS Basic prerequisite)
4. LTC Survey Process SME Videos (CMS Basic prerequisite)
5. LTCSP Training Summer 2017 (CMS Basic prerequisite)
6. Long Term Care Survey Process (LTCSP) Review (CMS Basic prerequisite)
7. LTCSP 11.2 Software and Other Updates
8. LTCSP 11.4 Software and Other Updates
9. Introduction to Surveying for Long Term Care – nine (9) modules (CMS Basic prerequisite)
10. Foundational Investigative Skills – five (5) modules (CMS Basic prerequisite)
11. Basic Writing Skills for Survey Staff (CMS Basic prerequisite)
12. Principles of Documentation for Long Term Care (CMS Basic prerequisite)
13. Principles of Documentation Learning Activity - Long Term Care
14. ASPEN and the Long Term Care Survey Process (aka: CBTs)
15. New Dining Practice Standards for Nursing Home Residents

#### Complete prior to Session 2 Training

16. Universal Infection Prevention and Control
17. CMS Legionella and Other Waterborne Pathogens Webinar - Archived
18. Emergency Preparedness Basic Surveyor Training
19. Partnership to Improve Dementia Care in Nursing Homes
20. Surveying for Anti-psychotic Medication Use in Nursing Homes
21. Use of Anti-psychotic Med w/o Clinical Justification
22. Severity & Scope Guidance – Antipsychotic Medication Use in Nursing Homes
23. Overview of Anti-psychotic Medication Use in Nursing Homes
24. Initiative to improve Behavioral Health and Reduce the Use of Antipsychotic Medications in Nursing Home Residents

#### Complete prior to SMQT

25. Advancing Excellence in America’s Nursing Homes
26. The Survey Team Leader: Time Management (prior to team coordinating)
27) The Survey Team Leader: Entrance and Exit conferences (prior to team coordinating)
28) Team Leadership Skills for Survey Teams (prior to team coordinating)
29) Being an Effective Witness
30) Behavior Modification: Theories and Approaches
31) Managing Depression in the Long-Term Community
32) Dementia in the LTC and HHA Settings
33) Complaint & Incident Intake for Long term Care
34) Enforcement Specialist
35) Evaluation and Treatment of Depression in Patients with Cognitive Impairment
36) Introducing the New Psychosocial Outcome Severity Guide
37) Common Issues Facing the Elderly Population: Communication
38) Long Term Care Basic Training (after approval from State Training Coordinator)

### ICF / IID
Prerequisites and mandatory training located on the surveyor training website [http://surveyortraining.cms.hhs.gov](http://surveyortraining.cms.hhs.gov)

1) Emergency Preparedness Basic Surveyor Training
2) Basic Writing Skills for Survey Staff
3) Universal Infection Prevention and Control
4) Principles of Documentation for Non-Long Term Care
5) Introduction to Surveying for Non-Long Term Care
6) eCFR-SIM: Electronic Code of Federal Regulations Simulation
7) SC-SIM: S and C Policy Memo Navigation Simulation
8) SOM_SIM: SOM Navigation Simulation
9) Basic ICF OSSUP MODULES
10) SOM Appendix J
11) Foundational Investigative Skills (5 modules)
12) Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF / IID) Basic Training Online Course (after approval from State Training Coordinator)

### AFH / ALF / ESF Staff Only

1) Meeting / contact with local case managers in Home and Community Services for your regional area.
2) Meeting / contact with local case managers in Division of Developmental Disabilities.
   a. Managing Depression in the Long Term Care Community
   b. Foundational Investigative Skills (5 modules)