



9.3 EMPLOYEE ONLINE TRAINING

LADD

At LADD, we believe that investing in training for our employees is essential in providing quality services to the people we support. Every employee goes through a list of contractually required trainings, as well as additional training that we believe will help them along the way not only at work but in their own personal lives as well!

All LADD employees have been set up in the 'Training Site' with a secure username and password. To access the on-line training, go to www.laddinc.net: **Employee Log In** and click the **Online Training tab**.

- **Username:** first initial of your **first** name and your **full last name** (unless otherwise given at your time of hire)
- **Password:** last four (4) digits of your Social Security Number.

Employees have the ability to reset their forgotten passwords. When entering your information in the **Employee Log In** screen, enter your username and your password. If your password is incorrect, you will get a second screen that includes the '**Lost your password**' option. By clicking '**Lost your password**' you will receive an email with directions for changing your password. The IT Department will be notified that you have requested to change your password and will be able to troubleshoot the issue if it is not password related.

We have streamlined our LADD Training System process to give employees the information they need to be successful at their job. Part of this process required breaking down the training into two training phases:

- ⇒ **New Hire Orientation I (Initial Training):** Employees will start their training in person with the HR Department as they go through New Hire Orientation I. This training is mainly contractually required training so that the new employee can begin working with the people that they will begin supporting. All employees complete NHO I. If not completed during NHO, it must be completed within 10 days!
- ⇒ **New Hire Orientation II – SIL/Licensed (Required within 30 days):** This phase of the training process is what we call our "In-Program Training". NHOII is a series of online Training Courses that go hand-in-hand with the LADD Training System Book that includes further instructions for review of program specific information and the completion of demonstration tests. It requires an in-depth discussion with a Trainer for each training topic to help the employee with many of the tasks that may need to be completed on the job. Such tasks may include administering of medications and documentation, taking vital signs, emergency preparedness and drills, personal care, health & wellness, etc.
- ⇒ **New Hire Orientation II – CLS/Respite Training (Required within 30 days):** This phase of the training process is what we call our "In-Person Training". NHOII is a series of online Training Courses that require an in-depth discussion with a Trainer. This is to review person specific information related to each training topic to help the employee with many of the tasks that may need to be completed while on shift. Completion of demonstration tests may be required.



Additional ongoing training is also provided through our Annual and Semi-Annual courses. These courses are mostly refresher courses for the employee, and some are contractually required. We believe that providing these courses helps give employees the confidence they need to provide quality service and helps everyone to stay up to date with industry changes and developments.