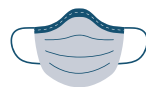


## Training requirements

### Why does my worker have to take the training?

- A law passed in 2018 requires all workers to receive training.
- Training benefits both you and your worker. Your worker has all the information they need through training to provide quality services safely.
- All workers can benefit from learning about current best practices.
- The goal is to create a baseline of training for all workers. Thus, there are standards of care for every person in Oregon.



**Workers must comply with personal protective equipment requirements.**

## Frequently Asked Questions About Worker Training Requirements for Consumers

### **My worker has been doing this job a long time. Why do they have to take the training?**

We recognize that workers have a lot of experience and knowledge.

Training provides your worker with the opportunity to:

- Benefit from new information, and
- Share their experience and knowledge with their peers.

### **My worker is my family member. Do they still have to take the training?**

The law requires training for all workers, even if they work for a family member.

- Family members bring knowledge to their role that others can't duplicate. The training, provided by Carewell SEIU 503 Training, is designed to meet the family members' needs, too. The training also provides the latest information available.
- The goal is to create a baseline of training for all workers. Thus, there are standards of care for every person in Oregon.

# Frequently Asked Questions About Worker Training Requirements for Consumers

## Do I have to take the training?

No. However, you have access to the Employer Resource Connection Program to help you succeed as an employer.

## Training logistics

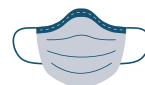
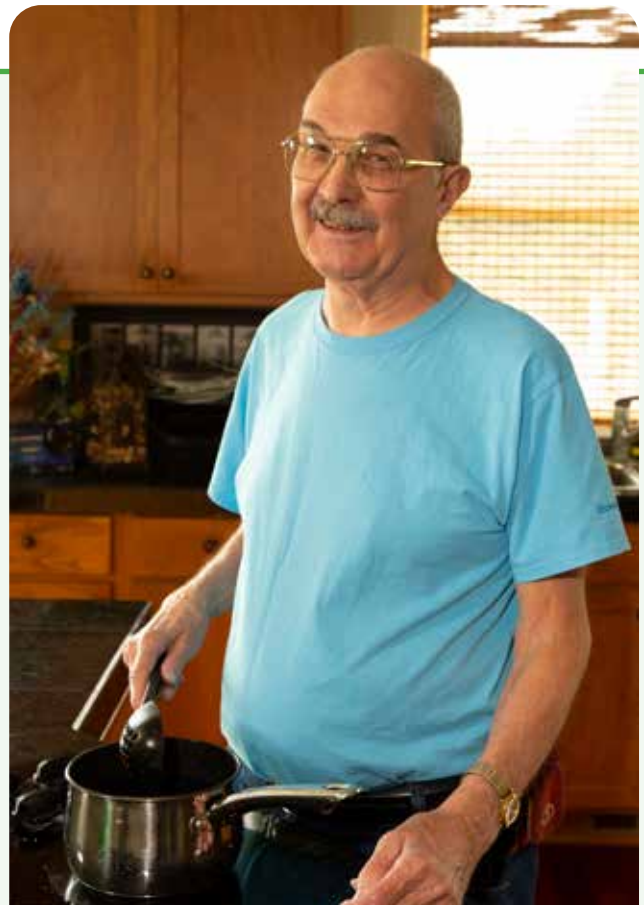
### Does my worker have to pay for training?

No. The training is free.

### Will my worker get paid to attend training?

Yes. Your worker will receive a stipend to attend the required training.

People who apply to be new workers will not be paid to attend orientation but will be paid to attend core training.



**Workers must comply with personal protective equipment requirements.**

## Frequently Asked Questions About Worker Training Requirements for Consumers

### **How will my worker know when and where to take the training?**

Your worker will receive information from Carewell and OHCC. They can sign up for training on Carewell's website, [CarewellSEIU503.org/training](https://www.CarewellSEIU503.org/training).

### **What if my worker does not have a computer or internet access?**

Your worker can use a tablet or smartphone to take the training.

Carewell offers other ways to take training for those who do not have a computer or internet service.

Your worker can contact Carewell at 1-844-503-7348 to learn about these options.

### **What happens if my worker doesn't finish their required training?**

Your worker must finish their required training so they can continue to work for you.

# Frequently Asked Questions About Worker Training Requirements for Consumers

## Accessibility

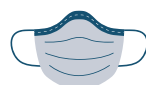
### What is the training format?

Training is a mixture of self-paced online modules and scheduled webinars.

Online modules are available 24 hours per day, seven days per week. Workers can start and stop the training whenever they want.

Webinars are offered during a variety of times and dates, that includes evenings and weekends.

Workers have plenty of time to take the Refresher Training. They have until March 31, 2022, to take the training. However, we encourage them to take part in the pilot that launched in February 2021. The pilot is available statewide.



**Workers must comply with personal protective equipment requirements.**

## Frequently Asked Questions About Worker Training Requirements for Consumers

### **What if my worker doesn't have time to take the training because they work full-time or can't take time off to take the training?**

Online modules are available 24 hours per day, seven days per week. Your worker can start and stop the training whenever they want.

Webinars are offered on a variety of times and dates, including evenings and you will still see the OHCC training a worker has taken on the Registry. You will not see the training a worker has taken through Carewell on the Registry. Carewell tracks the required training a worker has taken in their system.

### **Is there training in other languages?**

Training is available in English, Russian, Spanish, Vietnamese, Simplified Chinese (with Mandarin voiceovers), Arabic, and Somali. If a worker's language isn't available, Carewell will work with them to find an interpreter.

Currently, Carewell, which provides the new training, will offer interpreter services for the courses.

## Frequently Asked Questions About Worker Training Requirements for Consumers

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon Home Care Commission at 877-624-6080. We accept all relay calls or you can dial 711.

