



Direct Support **Workforce Solutions**  
INSTITUTE on COMMUNITY INTEGRATION | UNIVERSITY OF MINNESOTA

## DSP ONBOARDING, ORIENTATION, & INITIAL TRAINING TEMPLATE

The goal of onboarding is to introduce someone to the position, people supported, co-workers, employer, expectations, and rules, policies and responsibilities. The goal of orientation is ongoing, but is meant to engage, acclimate, and socialize new employees to the employer. This document is a template for employers to consider when developing their training plan for their Direct Support Professionals. Items within each section are not in any particular order and align with current (2023) BHDDH training requirements. Time frames of topics may need to be shifted to later in employment based upon scheduling and employer-specific training programs. This template assumes that an employer has completed the pre-hire process consistent with their hiring and selection practices. More information regarding recruitment and pre-hiring best practices will be provided at a later date. This template is intended as a guidance document and is not mandatory; the best use of this template is as a reference to help an employer develop their own onboarding and orientation schedule.

<b>NAME</b>		<b>EMPLOYEE ID</b>	
<b>TITLE</b>		<b>EXTENSION</b>	
<b>SUPERVISOR</b>		<b>START DATE</b>	

### Immediately After Employee Accepts Position:

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Inform appropriate people of new hire		
Send welcome message from supervisor (email, call, or text) with start date, time, and location. Include letter or note from supervisor, organizational resources, main contact contact information.		
(if applicable) Order computer and associated components (cell phone, docking station, laptop, monitor, mouse, connectors, etc.)		
(if applicable) Set up workspace (monitors, arms, docking station, adapters, trash/recycling, file drawers, etc.)		
Add employee to any appropriate email/texts lists or groups		
Prepare the first day and first week agenda for new employee		
Identify and confirm Peer Mentor. Provide information on role and goals		
Any other employer-specific or regulatory training based on the unique disabilities, priorities, needs, and expectations of assigned person/people		

Prior to Starting at Location (1-2 weeks):

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Determine welcome activities for the employee (such as welcome gifts, introductions to key employees, etc)		
Identify necessary training and draft schedule, coordinate initial details		
Set up appointments with critical colleagues for the employee's first few weeks and add those to new employee's calendar		
Schedule new Employee Orientation (within 30 days of start)		
Prepare a training plan and identify trainers other than manager		
Identify and confirm Peer Mentor. Provide information on role, goals		
Announcement from Supervisor to organization		
Orient the employee to the RI state and federal system, the history of services to support people with developmental disabilities in RI and nationwide, and how their work is connected to Rhode Island and the community		Organization-specific
Learning about and potentially meet the people the employee will be supporting and documentation about them (likes & dislikes, various plans, dietary restrictions/medical needs, goals, etc)		
Any other employer-specific or regulatory training		

## Day 1: Starting at Location

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
On day 1, be present to welcome employee to the job! Introduce them to relevant colleagues who will be training and supporting the new employee (including supervisor and peer mentor)		
Introduce new employee to person/people they will be supporting.		
Share initial meeting schedule and training plan with times, dates, and locations		
Review and sign employee information (including rules, regulations, state/federal/employer policies, etc)		Organization-specific
Review union information, if applicable		Organization/union-specific
If applicable, provide organization chart, leadership information, etc.		
Share the employer's mission, goals, and values. Include information about the culture of the employer and any additional details that are relevant to new employees.		
Discuss expectations on the job, work and communication style, team members, etc.		
Review training plan and meeting schedule		
Allow time for questions		
Employee to complete Developmental Disability Organizations (DDO)-specific documentation and other related items		

### Day 1: Starting at Location, Continued

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
If applicable, order other office supplies required		
Provide tour of building, work environment, and surrounding area		
<b>[Training]</b> Grievance Filing Procedures		
Any other employer-specific or regulatory training		

### Activities to be Completed within First 3 Weeks

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Ensure employee has completed all DDO-specific documentation and has all needed supplies/resources		
Discuss core and job specific competencies and goals. (See RI DSP Core Competencies Document)		
Introduce new employee to current documentation about people they are supporting (ISPs, other person-centered information about them), introducing them to the people if they have not yet been introduced.		
Assign the employee role-appropriate goals		
Introduce Peer Mentor		

## Activities to be Completed within First 3 Weeks, Continued

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Introduce support team (such as involved colleagues, case workers, clinicians, and other professionals)		
<b>[Training]</b> Safe Medication Administration		In-House   Relias (Refresher only)
<b>[Training]</b> Medication Administration Documentation		(Organization Specific)
<b>[Training]</b> Medication Issues Related to Administration per Acceptable Standards		(Organization Specific)
<b>[Training]</b> Emergency Care: Basic First Aid		In-House
<b>[Training]</b> Appropriate Actions to Take Regarding Illness or Injury		(Organization Specific)
<b>[Training]</b> Emergency Care: Cardiopulmonary resuscitation (CPR)		In-House   Red Cross   Lifespan
<b>[Training]</b> Signs & Symptoms of Illness & Injury		Relias
<b>[Training]</b> Wellness & Prevention of Illness: Sexual & Reproductive Health		Relias   In-House
<b>[Training]</b> Wellness & Prevention of Illness: Nutrition/Food Handling		Relias
<b>[Training]</b> Wellness & Prevention of Illness: Personal Hygiene		Relias
<b>[Training]</b> Wellness & Prevention of Illness: Healthy Lifestyle		Relias
Any other employer-specific or regulatory training		
Check in with new hire (via survey or in-person check-in)		

## Activities to be Completed within First 30 Days

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Supervisor and Peer Mentor to schedule meeting weekly with new employee during the first 30 days		
Encourage ongoing conversations and check-ins with Peer Mentor		
Review DDO-specific Policies, Procedures, and Protocols		
Ensure enrollment and / or completion of New Employee Orientation		
Ensure completion of DDO-specific Fringe/Benefits requirements		
Review participant service plan and all related documentation		
Review performance progress on learning plan milestones, meeting schedule		
Check in with new hire: Conduct 30 day discussion		Stay interview tool, stay survey tool
>Review expectations for the job versus reality: do they align?		
>Review onboarding and ask for feedback (what did they like, what would they change)		
>Ask where new employee needs guidance or additional assistance		
Person-Specific Training (continues past 30 days)		
[Training] Person-Centered/Person-Driven Practices		Relias   In-House
[Training] Diversity, Equity, and Inclusion and Cultural and Linguistic Competence (incl. LGBTQ+)		Relias
[Training] Communication: Importance of Clear Communications		(Organization Specific)

### Activities to be Completed within First 30 Days, Continued

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
<b>[Training]</b> Professional Communication and Email Etiquette		(Organization Specific)
<b>[Training]</b> Individualized Procedures		(Organization Specific)
<b>[Training]</b> Staff Qualifications: Concepts of Supported Employment		Relias   In-House   Sherlock Center
Any other employer-specific or regulatory training		

### Activities to be Completed within First 60 Days

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Continue to review and adjust learning plan and meeting schedule		Stay interview tool, stay survey tool
Supervisor and Peer Mentor to conduct 60 day discussion		
>Troubleshoot any concerns or issues		
Human Resources to conduct Onboarding Feedback survey		
<b>[Review]</b> Employee Wellness, Well-being, and Mental Health		
<b>[Training]</b> Formal and informal/natural participant supports in the community		In-House   ICI (UMASS)   Open Futures   SELN
<b>[Training]</b> Technology and Internet Safety		
<b>[Training]</b> Refresher		



## Activities to be Completed within First 90 Days

ACTIVITY TYPE	STATUS	AVAILABLE TRAINING RESOURCES
Conduct customized competency-based training and orientation regarding the unique disabilities, priorities, needs, and expectations of assigned person/people supported.		
Continue to meet with employee to review progress on learning plan, meeting schedule and adjust as needed.		
Supervisor and Peer Mentor to conduct 90 day discussion		
Create long term development plan based on employee skills, abilities and interests		
Continue to assess job fit and additional support and training needs		Stay Survey tool (coming soon)
Discuss upcoming opportunities for formal performance evaluations		