

Student Policies for Ensuring Quality Care

1. Purpose:

The Ensuring Quality Care (EQC) curriculum provides a basic foundation to help potential AFH caregivers, licensees, co-licensees and administrators understand their roles and responsibilities in the AFH care setting. It also provides a base knowledge of how to safely and properly provide care and support to residents, as well as understand and comply with current Oregon Administrative Rule.

To be a licensed provider, administrator or be approved as a resident manager or shift caregiver, applicants and co-applicants must demonstrate they meet the minimum standards required by the Oregon Administrative Rules (OARs). Student information including scores, requests for exceptions and EQC policy violations will be shared with the ODHS Safety, Oversight and Quality Unit (SOQ) and may be shared with the local AFH licensing office.

The EQC course provides students an opportunity to demonstrate they have some of the necessary qualifications as required by the AFH OAR's. Minimum qualifications identified in OAR include, but are not limited to:

- A. Good judgment and good personal character, including truthfulness;
- B. Literacy in the English language; and
- C. Successful completion of the EQC course and examination.

2. EQC Course via Electronic Format:

These policies fully apply to EQC courses taught via an electronic method such as a webinar or other online format unless otherwise indicated.

3. Online Access to EQC Policies:

These EQC Student Policies are available online at <https://www.oregon.gov/odhs/licensing/adult-foster-homes/eqctrainingdocuments/eqc-student-policies.pdf>

4. Workday Learning Account for Student Transcripts

- A. As of October 2022, certificates will no longer be issued for successful completion of the EQC Course for students who are beginning the EQC Essentials class. Any students in progress of or who begin EQC Essentials or EQC AFH Administration will receive successful completion under the policy in which they began the EQC course.
- B. Students must obtain a Workday Learning account prior to the last day of class in order to be eligible for the exam.
 - a. Students will not let anyone create or use their Workday Learning account on their behalf.
 - b. Student registration for the EQC course must match the information on their Workday Learning account.
 - c. Students will use the full name on their government issued ID for their Workday Learning accounts. Nicknames are not allowed.
 - d. Students will use an individual email address to register for their Workday Learning account. Shared emails accounts are not allowed.
 - e. Students will not share their password with any other individual for any purpose. EQC Instructors and ODHS staff will not ask a student for their Workday Learning account password.
 - f. Students will not allow any other individual to log into their Workday Learning account on their behalf for any reason.
- C. Students will provide their Extended Enterprise Learner number (EEL number/username) to their EQC Instructor by the date set by the EQC Instructor.
- D. Students who begin their EQC course, beginning with EQC Essentials, will provide proof of successful completion by providing a copy of their Workday Learning Transcript. Workday Learning certificates will not be accepted.

5. EQC Instructors

- A. EQC Instructors are certified and approved to teach the EQC course in accordance with ODHS EQC Instructor Policies.
- B. ODHS has the final decision on issuing a successful completion of any part of the EQC course.

6. EQC Course and Examination Completion:

- A. There are two parts to the EQC course, titled EQC Essentials and EQC AFH Administration. Students are required to complete each part that is associated with their role in the AFH in order to be in compliance with OAR training requirements (OAR 411-049-0125).
- B. EQC Essentials is to be completed by shift caregivers, resident managers, licensees, co-licensees and administrators.
- C. EQC AFH Administration is to be completed by licensees, co-licensees and administrators. (Licensees, co-licensees and administrators must complete EQC Essentials and EQC AFH Administration in order to satisfy OAR training requirements.)
- D. The examination for EQC Essentials must be passed with at least an 80% within the 90 calendar days allotted by OARs in order for a licensee, co-licensuree or administrator to be eligible to take EQC AFH Administration.
- E. The examination for EQC AFH Administration must be passed with at least an 80% within the 90 calendar days allotted by OARs.

7. EQC Course and Exam Policies:

- A. Attendance: Students must be present for and participate in all sessions.
- B. Dress: Students are encouraged to be prepared for fluctuations in room temperature in the classroom, as well as participate in required class activities.
- C. Government-Issued ID: Students must be prepared to show the EQC Instructor or EQC Exam Proctor their government-issued picture ID to confirm their identity:

- a. Prior to the start of the first day of class; and
 - b. Prior to taking the EQC exam, including any attempts to retake the exam.
- D. Make-up Classes: The availability of make-up classes may vary, and are at the discretion of the EQC Instructor. All EQC-related Policies in their entirety will apply to any make-up classes.
- E. English Competency: Per OAR, adult foster home providers and administrators, including licensees, resident managers and shift caregivers, must have the ability to communicate in English orally and in writing.
- a. *During the EQC class*: Students are not allowed to use any type of translation device or rely on others to translate course materials. Students are allowed to take notes on class discussions and materials in their native language.
 - b. *During the EQC exam*: Students are not allowed to use any devices or communicate with others to translate the exam. Students are allowed to use class materials and their personal notes during the exam.
- F. Homework and Quizzes: Successful completion of the EQC course includes satisfactory completion of all homework assignments, quizzes and other activities within the time frames provided by the EQC Instructor.
- G. Proof of EQC Course Completion:
- a. Successful course completion means the student attended and participated in all class sessions and discussions, completed all required assignments, complied with all other EQC class policies and passed the EQC exam for the course they are enrolled in (EQC Essentials or EQC AFH Administration).
 - b. Students who successfully complete the EQC course will

have their Workday transcript updated for course they are enrolled in (EQC Essentials or EQC AFH Administration). Students are expected to print their Workday transcript to provide proof of completion as needed.

H. Taking the EQC Exam: Students must successfully complete the EQC exam within 90 calendar days of the last day of the EQC class they are enrolled in, as stated in OAR. During the exam:

- a. Students may not leave the testing site until their exams are turned in to the EQC Instructor or EQC Proctor; once the student leaves the testing site, they may not return to continue the exam.
- b. If the exam is done virtually with an online proctor, the student may not leave the virtual proctor session OR the view of the camera during the virtual proctor session.
- c. Food is not allowed during the exam. If necessary, a student may request an exception to this policy (e.g., medical reasons). To request such an exception, the student must submit a written request that explains the need for an exception to the EQC Instructor or EQC exam Proctor prior to the exam;
- d. Writing implements must provide clearly legible markings;
- e. All personal belongings must be kept out of reach and off the student's work space during the exam;
- f. Students are allowed their EQC class materials and personal notes taken during class to refer to while taking the exam;
- g. Personal electronic devices, including cell phones and smart watches, must be turned off and may not be used during the exam;
- h. Students will have 2 hours to complete the EQC exam.

I. EQC Test Results:

- a. Students must score at least 80% current on the exam to be eligible for a successful completion.
- b. Students who score less than 80% correct will receive written notification they did not successfully complete all requirements.
 - i. Students who do not successfully complete the exam on their first attempt due to a score below 80% may retake the exam once more within 90 calendar days of the final class date.
 - ii. Students who do not successfully complete the exam on their second attempt due to a score below 80%, they must retake the EQC class associated with the exam in order to have two additional opportunities.

J. Submitting an Application to Operate or Work in an AFH:

- a. *Current EQC Curriculum Required:* In order to meet the mandatory basic training requirement, applicants must have completed the EQC course based on the current curriculum, no earlier than the materials revised April 2021, and passed the EQC exam associated with the course.
- b. Exception: If a new Licensee/Co-Licensee completed an EQC class between **April 1, 2019** and **March 31, 2021**, documentation of completing that class and passing the exam will be accepted as meeting the basic training requirement if the complete application packet is submitted to the local licensing office no later than **March 31, 2022**. Existing Licensees that have already fulfilled the EQC requirement and are applying for an additional license are not required to retake the EQC course.
- c. In the event a licensee, administrator, resident manager or shift caregiver discontinues their role as a licensee, administrator, resident manager (including floating resident manager) or shift caregiver for more

than one year, that individual will be required to take the current EQC curriculum and pass the test as a new applicant.

8. Violations of EQC Policies:

A student who violates the EQC Student Policies will not receive credit for successful completion of the EQC course, will receive a failing score on the EQC exam and will not be eligible to take the EQC course or EQC exam for 1 year from the date of violation.