

Information Memorandum Transmittal Aging and People with Disabilities



Jenny Cokeley

Authorized signature

Number: APD-IM-21-097

Issue date: 10/8/2021

Topic: Long Term Care

Due date:

Subject: Frequently Asked Questions: Required Training for Homecare Workers, Personal Support Workers, Personal Care Attendants and Consumers

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Comagine and CMHP case managers |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

Publications about required training for homecare workers, personal support workers and personal care attendants have been updated and are available through the forms server and online on the "Communications - Fact Sheets and FAQs" section of the [SB 1534 webpage](#). The Oregon Home Care Commission will email these publications to consumers and providers who have email addresses on file.

[Frequently Asked Questions About Worker Training Requirements for Consumers \(DHS 2527A\)](#)

([English large print](#)), ([Arabic](#)), ([Somali](#)), ([Simplified Chinese](#)), ([Russian](#)), ([Vietnamese](#)), ([Spanish](#))

[Frequently Asked Questions About Training Requirements for Homecare Workers \(DHS 2527B\)](#)

([Arabic](#)), ([Somali](#)), ([Simplified Chinese](#)), ([Russian](#)), ([Vietnamese](#)), ([Spanish](#))

[Frequently Asked Questions About Training Requirements for Personal Support Workers \(DHS 2527D\)](#)

([Arabic](#)), ([Somali](#)), ([Simplified Chinese](#)), ([Russian](#)), ([Vietnamese](#)), ([Spanish](#))

[Frequently Asked Questions About Training Requirements for Personal Care Attendants \(DHS 2527C\)](#)

([Arabic](#)), ([Somali](#)), ([Simplified Chinese](#)), ([Russian](#)), ([Vietnamese](#)), ([Spanish](#))

Please see the resources below for additional information about required trainings:

Subscribe to the OHCC Connections Podcast found at

https://blubrry.com/ohcc_podcast/

- [Episode 001: Introduction to New Training Requirements](#)
- [Episode 002: Required Training for New Workers](#)
- [Episode 003: Required Training for Current Workers](#)
- [Episode 004: Continuing Education Requirements](#)
- [Episode 005: Frequently Asked Questions About Training Requirements](#)

Oregon Home Care Commission's website: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx>

Carewell SEIU 503 Training's website: <https://www.carewellseiu503.org/training/>

If you have any questions about this information, contact:

Contact(s): Jenny Cokeley	
Phone: Jenny: 503-871-9782	Fax:
Email: Jenny.e.cokeley@dhsosha.state.or.us	

Frequently Asked Questions About Worker Training Requirements For Consumers



Training requirements

Why does my worker have to take the training?

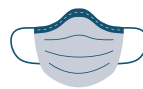
- A law passed in 2018 requires all workers to receive training.
- Training benefits both you and your worker. Your worker has all the information they need through training to provide quality services safely.
- All workers can benefit from learning about current best practices.
- The goal is to create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

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.



Workers must comply with personal protective equipment requirements.

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.

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.

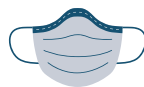
Will my worker get paid to attend training?

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.

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.



Workers must comply with personal protective equipment requirements.

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.

Accessibility

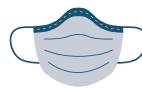
What is the training format?

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.

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.

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.



Frequently Asked Questions About Training Requirements For Homecare Workers



Training requirements

I've been taking care of my family member for years. I only work for them. Why do I have to take the training?

The law requires training for all workers, even if they work for a family member. Family members know the person they support well. Training helps make sure the supported person gets the best care possible, regardless of who supports them.

I have been a worker for years. Why do I have to take the training?

Training benefits both you and your employer. You have all the information you need through training to provide quality services safely and learn current best practices.

The goal is to create a baseline of training for everyone. Thus, there are standards of care for every person in Oregon.

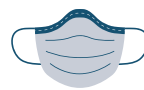
A law passed in 2018, requires all workers to receive training.

I am a homecare worker and personal support worker. Do I have to take all the required training twice?

No. When you finish the required training you will get training credit as a homecare worker and personal support worker.

I don't regularly provide services. Do I still have to take the training?

Yes. The law requires training for all workers, regardless of how often they work.



Workers must comply with personal protective equipment requirements.

Training history

I take training through OHCC. Do I still have to take training through Carewell?

Yes. Carewell gives the required training. Even if you have taken classes through OHCC, you must take the Refresher Training and complete continuing education through Carewell.

OHCC provides the voluntary training required to earn OHCC certifications.

Does the training I've taken through OHCC count toward the new training requirements?

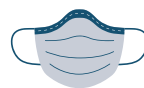
No. Only the training provided by Carewell meets the training requirements. However, if you have and keep an OHCC certification, you will not have to take the training through Carewell, this includes these certifications:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ)

I have a nursing (or CNA) background. Do I have to take the training?

Yes. The required training includes specific topics all workers must take.

You may want to consider getting your Professional Development Certification (PDC). If you have a nursing license or are a CNA, OHCC waives some of the training requirements for the certification. If you have the PDC, you don't have to take the required training through Carewell.



Workers must comply with personal protective equipment requirements.

Is there any exception to taking the training?

Yes. There is one exception. You do not need to take the required training through Carewell if you have and keep an OHCC certification. You just need to take the training required for your certification. Certifications include:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ).

I have CPR and First Aid certification. Do I still need to take the training?

Yes. The required training includes specific topics all workers must take.

Accessibility

Do I have to pay for training?

No. All training is free.

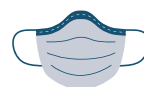
What is the training format?

Training is a mixture of self-paced online modules and scheduled webinars. Once in-person training can start again, the webinars will become classroom training.

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

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

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



Workers must comply with personal protective equipment requirements.

What if I don't have time to take the training because I work full-time or can't get time off to take the training?

- Online modules are available 24 hours per day, seven days per week. You can start and stop the training whenever you want.
- Carewell offers webinars on a variety of times and dates, which includes evenings and weekends.
- You have plenty of time to take the Refresher Training. You can start taking it now and have until March 31, 2022, to finish.

Can I take the training at the same time I'm working for a consumer?

No. You must take the training when you are off duty.

Will ODHS authorize more work hours to do training?

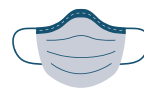
No. Work hours are only for direct services you provide to your employer.

What if I don't finish my required training?

You must finish all your required training so you can keep your provider number and continue to work for employers.

What if I don't have a computer?

- You 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. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.



Workers must comply with personal protective equipment requirements.

What if I don't have internet access?

Carewell offers other ways to take training for those who do not have a computer or internet service. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.

What if I need an ADA accommodation to take the training?

Carewell can help with ADA accommodations. Please contact Carewell at 1-844-503-7348 for more information.

Is there training in other languages?

- Training is available in multiple languages.
- Currently, Carewell offers interpreter services for training.

How will I know when and where to take the training?

- You will get information from Carewell and OHCC.
- You can sign up for training on Carewell's website, CarewellSEIU503.org/training.

Will I see my Carewell training history on the Registry?

No. Carewell uses its learning management system to track the training you take. They will let OHCC know when you meet your training requirements.

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.

Frequently Asked Questions About Training Requirements For Personal Support Workers



Training requirements

I've been taking care of my family member for years. I only work for them. Why do I have to take the training?

The law requires training for all workers, even if they work for a family member. Family members know the person they support well. Training helps make sure the supported person gets the best care possible, regardless of who supports them.

I have been a worker for years. Why do I have to take the training?

Training benefits both you and your employer. You have all the information you need through training to provide quality services safely and learn current best practices.

The goal is to create a baseline of training for everyone. Thus, there are standards of care for every person in Oregon.

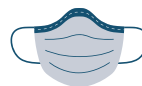
A law passed in 2018 requires all workers to receive training.

I am a homecare worker and personal support worker. Do I have to take all the required training twice?

No. When you finish the required training you will get training credit as a homecare worker and personal support worker.

I don't regularly provide services. Do I still have to take the training?

Yes. The law requires training for all workers, regardless of how often they work.



Workers must comply with personal protective equipment requirements.

Training history

I am a PSW job coach. Do I still need to take the training?

Yes. Required trainings cover specific topics to work as a personal support worker. The training you receive as a job coach is specific to being a PSW job coach.

I have Oregon Intervention System (OIS) certification. Do I still need to take the training?

Yes. The required training includes specific topics all workers must take:

I take training through OHCC. Do I still have to take training through Carewell?

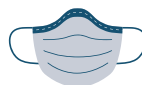
Yes. Carewell gives the required training. Even if you have taken classes through OHCC, you must take the Refresher Training and complete continuing education through Carewell.

OHCC provides the voluntary training required to earn OHCC certifications.

Does the training I've taken through OHCC count toward the new training requirements?

No. Only the training provided by Carewell meets the training requirements. However, if you have and keep an OHCC certification, you will not have to take the training through Carewell, this includes these certifications:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ)



Workers must comply with personal protective equipment requirements.

I have a nursing (or CNA) background. Do I have to take the training?

Yes. The required training includes specific topics all workers must take.

You may want to consider getting your Professional Development Certification (PDC). If you have a nursing license or are a CNA, OHCC waives some of the training requirements for the certification. If you have the PDC, you don't have to take the required training through Carewell.

I took all the training to be a direct support professional (DSP). Do I have to take the training?

Yes. The required training includes specific topics all personal support workers must take.

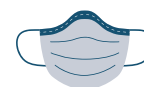
Is there any exception to taking the training?

Yes. There is one exception. You do not need to take the required training through Carewell if you have and keep an OHCC certification. You just need to take the training required for your certification. Certifications include:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ).

I have CPR and First Aid certification. Do I still need to take the training?

Yes. The required training includes specific topics all workers must take.



Workers must comply with personal protective equipment requirements.

Accessibility

Will ODHS authorize more hours in eXPRS for training?

No. The hours ODHS authorizes are only for direct services you provide to your employer.

Do I have to pay for training?

No. All training is free.

What is the training format?

Training is a mixture of self-paced online modules and scheduled webinars. Once in-person training can start again, the webinars will become classroom training.

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

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

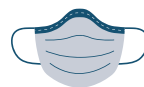
You have plenty of time to take the Refresher Training. You have until March 31, 2022, to take the training. However, we encourage you to take part in the pilot that launched in February 2021. The pilot is available statewide.

What if I don't have time to take the training because I work full-time or can't get time off to take the training?

- Online modules are available 24 hours per day, seven days per week. You can start and stop the training whenever you want.
- Carewell offers webinars on a variety of times and dates, which includes evenings and weekends.
- You have plenty of time to take the Refresher Training. You can start taking it now and have until March 31, 2022 to finish.

Can I take the training at the same time I'm working for a consumer?

No. You must take the training when you are off duty.



Workers must comply with personal protective equipment requirements.

What if I don't finish my required training?

You must finish all your required training so you can keep your provider number and continue to work for employers.

What if I don't have a computer?

- You 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. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.

What if I don't have internet access?

Carewell offers other ways to take training for those who do not have a computer or internet service. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.

What if I need an ADA accommodation to take the training?

Carewell can help with ADA accommodations. Please contact Carewell at 1-844-503-7348 for more information.

Is there training in other languages?

- Training is available in multiple languages.
- Currently, Carewell offers interpreter services for training.

How will I know when and where to take the training?

- You will get information from Carewell and OHCC.
- You can sign up for training on Carewell's website, CarewellSEIU503.org/training.

Will I see my Carewell training history on the Registry?

No. Carewell uses its learning management system to track the training you take. They will let OHCC know when you meet your training requirements.

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.

Frequently Asked Questions About Training Requirements For Personal Care Attendants



Training requirements

I've been taking care of my family member for years. I only work for them. Why do I have to take the training?

The law requires training for all workers, even if they work for a family member. Family members know the person they support well. Training helps make sure the supported person gets the best care possible, regardless of who supports them.

I have been a worker for years. Why do I have to take the training?

Training benefits both you and your employer. You have all the information you need through training to provide quality services safely and learn current best practices.

The goal is to create a baseline of training for everyone. Thus, there are standards of care for every person in Oregon.

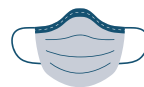
A law passed in 2018, requires all workers to receive training.

I am a homecare worker and personal care attendant. Do I have to take all the required training twice?

No. When you finish the required training you will get training credit as a homecare worker and personal care attendant.

I don't regularly provide services. Do I still have to take the training?

Yes. The law requires training for all workers, regardless of how often they work.



Workers must comply with personal protective equipment requirements.

Training history

I take training through OHCC. Do I still have to take training through Carewell?

Yes. Carewell gives the required training. Even if you have taken classes through OHCC, you must take the Refresher Training and complete continuing education through Carewell.

OHCC provides the voluntary training required to earn OHCC certifications.

Does the training I've taken through OHCC count toward the new training requirements?

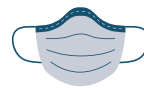
No. Only the training provided by Carewell meets the training requirements. However, if you have and keep an OHCC certification, you will not have to take the training through Carewell, this includes these certifications:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ)

I have a nursing (or CNA) background. Do I have to take the training?

Yes. The required training includes specific topics all workers must take.

You may want to consider getting your Professional Development Certification (PDC). If you have a nursing license or are a CNA, OHCC waives some of the training requirements for the certification. If you have the PDC, you don't have to take the required training through Carewell.



Workers must comply with personal protective equipment requirements.

Is there any exception to taking the training?

Yes. There is one exception. You do not need to take the required training through Carewell if you have and keep an OHCC certification. You just need to take the training required for your certification. Certifications include:

- Professional Development Certification (PDC)
- Enhanced
- Exceptional
- Traditional Health Worker
- Ventilator-Dependency Quadriplegia (VDQ).

I have CPR and First Aid certification. Do I still need to take the training?

Yes. The required training includes specific topics all workers must take.

Accessibility

Do I have to pay for training?

No. All training is free.

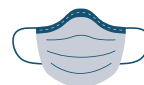
What is the training format?

Training is a mixture of self-paced online modules and scheduled webinars. Once in-person training can start again, the webinars will become classroom training.

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

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

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



Workers must comply with personal protective equipment requirements.

What if I don't have time to take the training because I work full-time or can't get time off to take the training?

- Online modules are available 24 hours per day, seven days per week. You can start and stop the training whenever you want.
- Carewell offers webinars on a variety of times and dates, which includes evenings and weekends.
- You have plenty of time to take the Refresher Training. You can start taking it now and have until March 31, 2022, to finish.

Can I take the training at the same time I'm working for a consumer?

No. You must take the training when you are off duty.

Will OHA authorize more work hours for me to do training?

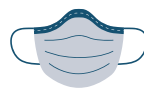
No. Work hours are only for direct services you provide to your employer.

What if I don't finish my required training?

You must finish all your required training so you can keep your provider number and continue to work for employers.

What if I don't have a computer?

- You 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. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.



Workers must comply with personal protective equipment requirements.

What if I don't have internet access?

Carewell offers other ways to take training for those who do not have a computer or internet service. You can contact Carewell at 1-844-503-7348 to find out more about those other ways.

What if I need an ADA accommodation to take the training?

Carewell can help with ADA accommodations. Please contact Carewell at 1-844-503-7348 for more information.

Is there training in other languages?

- Training is available in multiple languages.
- Currently, Carewell offers interpreter services for training.

How will I know when and where to take the training?

- You will get information from Carewell and OHCC.
- You can sign up for training on Carewell's website, CarewellSEIU503.org/training.

Will I see my Carewell training history on the Registry?

No. Carewell uses its learning management system to track the training you take. They will let OHCC know when you meet your training requirements.

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.