# Cornerstone Behavioral Healthcare
## PM.11 Orientation & Training

It is the policy of Cornerstone Behavioral Healthcare (CBH) to provide orientation and ongoing training to all employees to ensure that quality services are delivered to clients and their families, and to enable each employee to perform the duties of their job to the best of their capabilities.

**ORIENTATION:**

During the 90-day orientation period, the employee will receive general information listed below. **Topics in *italics* must be completed before employee can be assigned duties requiring direct involvement with clients.**

1. General office procedures
2. Explanation of employee benefits
3. *Employee-specific job responsibilities*
4. All items on employee orientation checklist -- this checklist will be completed for each employee and placed in the employee's training file
5. *Mission, Vision, Values, Goals, and Programs*
6. *Rights of Recipients of Mental Health Services (Adult and Children's editions)*
7. *Identification, Response, and Mandatory Reporting of Abuse, Neglect, and Exploitation*
8. CBH's *services and therapeutic modalities designed to facilitate health, growth, and recovery*
9. *Confidentiality*
10. Safety and emergency procedures
11. Infection control and prevention
12. Criteria for SPMI/SMI
13. Perspectives and values of clients of mental health services
14. Individual community support planning process
15. The mental health service system
16. Family support services
17. Role of state and private psychiatric hospitals in relation to CBH
18. *Common life experiences of clients of behavioral health services, conducted by a client of behavioral health services **
19. *Adverse reaction to psychoactive medications (where applicable) **
20. *Child Development and Children's Educational Needs (for those who work with children or adolescents) **
21. *Psychogeriatric and communications techniques with elderly persons (for those who work with 60+ year-old clients) **
22. *Mandated reporting requirements as stated in 22 MRS 22 MRS §3477 and 22 MRS §4011-A **
23. The inter-relationship of co-occurring conditions and referral and treatment process (for those who work with clients with co-occurring conditions)
24. Trauma-Informed Care Training *
25. SAMHSA's System of Care Principles Training *
26. Wraparound Planning Principles Training (where applicable)

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The following materials will be made available to all employees:

1. Orientation Manual
    a. On internal website > Policies and Employee Manuals > Internal Policies
    b. One printed copy available from Human Resources
2. Job Description
3. Personnel Manual
    a. On internal website > Policies and Employee Manuals > Administrative Policies- listed individually by topic with names starting with "PM"
    b. One printed copy available from Human Resources
4. Rights of Recipients of Mental Health Services (Adult and Children's editions)

Staff receiving orientation will document the orientation topics by signing acknowledgement form.

**TRAINING:**

Ongoing job-specific training will be provided to all employees. Cross-training will occur as needed.

Mental health staff must receive annual training in the following areas, at minimum: sexual harassment, ergonomics, client's rights, HIPAA, blood borne pathogens, cybersecurity, emergency management, and DEI (diversity, equity, and inclusion). Depending on position, additional training(s) may be required, to be determined by supervisor.

On an as-needed basis, an employee, with their supervisor, may develop a written training/staff development plan using SMART goals principle: Specific, Measurable, Attainable, Relevant, and Time-bound. The results of these individual training plans will be used to implement specifically identified education and/or training for individuals.

Supervisors or designees will train staff on any new CBH procedures pertinent to staff's role.

All employees will have the opportunity for review and discussion of their training through the employee evaluation process. Training needs must be identified and documented within six (6) months of hire or job change, and at least annually thereafter. If the supervisor feels training is complete, and the employee is not comfortable with the level of training received, it is the employee's responsibility to make the supervisor aware of the need for further training.

All training necessary for agency licensing requirements must be part of the training plan.

An employee who has attended an in-service, workshop, conference, or other training shall submit documentation of completion, which will be maintained in their employee personnel file.

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**INTERNAL:**

CBH is committed to the principle that it is only through ongoing training and technical assistance that a program remains viable and that the staff of that program grows both personally and professionally.

The training and technical assistance offered must be consistent with, and relevant to, the mission and vision of the organization, as well as meeting the identified needs of the staff. To that end, CBH will assess the training needs of the staff annually and develop a comprehensive training program to meet the identified needs. That training program may be supplemented by other conferences and training, as appropriate, to meet the more specific needs of the employees. The training will be documented on the employee evaluation form.

Frank Willard
_____ 10/05/2026
CEO Date

*As specified in 10-144 CMR Ch. 123.13.I