

# Equipping Staff to Provide Support to Students with ID/DD

## Training Program at Wayfinders at Fresno State

### Flowchart of Modes



### Foundational Training

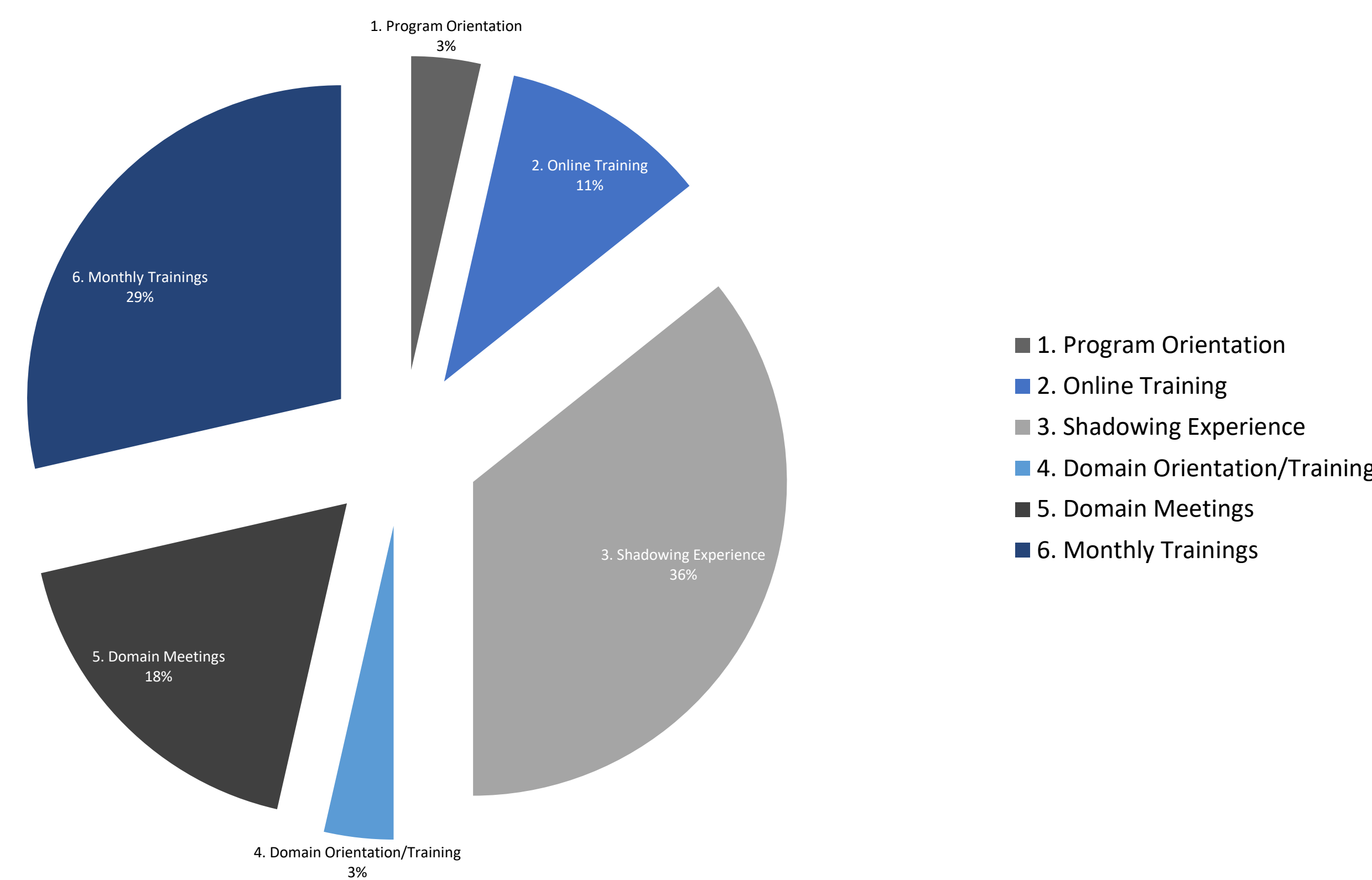
**1. Onboarding/Program Orientation:** All incoming members of the Wayfinders team receives an in-person program orientation during the onboarding process. They are first: 1) given access to our online communication and documentation system 2) added as a participant in Canvas LMS where all of our training modules and other resources are found, and 3) given a digital calendar for scheduling purposes and trained on its use. Members are then given an overview of the online training and complete Module 2 of the 8 module online training. They are given some other bits of important information and lastly, are asked to communicate to their supervisor that they have completed the orientation.

**2. Online Training/Core Competencies:** There are 7 modules associated with 7 core competencies. Module 2, which is completed in-person was specifically about navigation of the communication and documentation system and where our program uses it. Module 1 is about our program and how it works. Module 3 is about the population of students that we serve. Module 4 is about providing support and documenting that support. Module 5 is about building rapport and confidentiality. Module 6 is about responding to and reporting emergency procedures, including behavioral occurrences and special incidents. Module 7. Every module has an online quiz that must be completed with a 100%. This is asked to be completed in 3 days.

**3. Shadowing Experience:** The 8<sup>th</sup> module of the online training is different from the rest of the modules in that the quiz at the end requires the member to have completed their shadowing experience first. Members are required to complete a total of 10 hours of shadowing experience. There are four areas or "domains" of our program that hire new members regularly. In order for members to get a feel for how the other areas of the program link together to form a whole, they are required to shadow in not just their own area in which they are hired, but all 4 areas. They will serve 4 hours of shadowing in their primary (hired) domain and 2 in the other 3 areas or domains. This is asked to be completed in 2 weeks.

**4. Domain Orientation/Training:** An orientation/training will be scheduled with the new member of that area/domain with their direct supervisor, which is also the coordinator of that area/domain. This will be completed sometime during the shadowing experience after the program orientation.

28 Total Hours of Training Program  
By Mode (in Joining Semester)



*10 Hours of Shadowing Experience =  
4 Hours in Primary Domain  
2 + 2 + 2 Hours in All 3 Other Domains*

### Shadowing Experience Expectations

- A. Observing Support:** New members are scheduled to shadow other members of the area/domain that they were hired in along with other members in the other areas/domains of the program. New members are instructed to make observations and share those observations during the debriefing at the end of a shadowing experience.
- B. Providing Support:** New members will assist with delivering support to students during appointments. New members are instructed to review methods of delivering/delivered support during the debriefing at the end of a shadowing experience.
- C. Writing Documentation:** New members will collaborate in writing the documentation and communications required after delivering support. New members are instructed to review quality, accuracy, and efficiency of note-taking and documentation during the debriefing at the end of a shadowing experience.
- D. Submitting Documentation:** New members may use their own accounts and hardware to input documentation for the other member that they are shadowing. New members are instructed to double-check with other member that the documentation is being submitted in the correct area and manner in the system during the debriefing at the end of a shadowing experience.

### Ongoing Training

**5. Domain Meetings:** In order to keep members updated with information, have an opportunity to discuss new and upcoming things, and get feedback, each area/domain has a monthly meeting with their team.

**6. Monthly Trainings:** Every month, 2 monthly trainings are held, one in the morning and one in the later afternoon. Every member must choose one to attend every month. During these trainings, ideas from the online training/core competencies are revisited and/or expanded on. We may also have guest speakers on certain topics. Our goal during monthly trainings is to have more interactive and involved activities for members to participate in.

**7. Other Individual Trainings:** Members may receive individualized trainings one-to-one with a supervisor in the program. This may be related to protocols or practices in the program, area/domain, and/or the case/student that the member is working with.

### Feedback from Staff

#### About: Online Training/Core Competencies

**Structure:** "Overall I like the organization of the modules and they were prioritized well."

**Format:** "I really like the different scenarios and examples provided. This helps me understand the concepts presented as a coach and related to my experience."

**Real-World Application:** "The training modules gave me a overall understanding of how to perform task correctly and how the different domains help the students in Wayfinders."

#### About: Shadowing Experience

**Student Success:** "I felt like the most valuable thing learned was that there are multiple areas that overlap when it comes to the progress of the students. Skills transfer over into all of the domains. It is very helpful to see how the students perform in the other domains."

**Staff Success:** "In general, the part of shadowing that I believe was most valuable was getting an opportunity to get to know other members of the team. I think it was the closest I felt to intentionally building community and family within the Wayfinders program staff."

**Program Success:** "It was valuable to learn how each domain contributes to the overall goal of the program. I actually really have enjoyed shadowing and getting to know the different roles."