

**COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE  
ADULT RESIDENTIAL LICENSING  
POLICIES AND PROCEDURES**

**APPROVAL OF TRAINING INSTRUCTORS  
(24-HOUR ANNUAL TRAINING)**

Issued January 11, 2011  
Revised March 22, 2011

**I. Legal Authority**

**Regulations – 55 Pa.Code § 2600.64. Administrator Training and Orientation.**

- (c) An administrator shall have at least 24 hours of annual training relating to their job duties.
- (d) Annual training shall be provided by Department-approved training sources listed in the Department's personal care home training resource directory or by an accredited college or university.
- (f) A record of training including the individual trained, date, source, content, length of each course and copies of certificates received shall be kept.

**Regulations – 55 Pa.Code § 2600.68. Instructor approval.**

- (a) Training for personal care home administrators provided by an individual who is not certified as an instructor by the Department will not be considered valid training.
- (b) To receive the Department's certification as an approved instructor for personal care home administrators, an instructor shall successfully complete the Department's train-the-trainer course. The train-the-trainer course is designed to provide and reinforce basic training skills, including the roles and responsibilities of the trainer, training methodology, the use of instructional aids and recordkeeping.
- (c) An instructor shall demonstrate competent instructional skills and knowledge of the applicable topic and meet the Department's qualifications for the topic being taught.
- (d) An instructor is subject to unannounced monitoring by the Department while conducting training.
- (e) The Department will establish approval standards that include the following:
  - (1) The mechanism to measure the quality of the training being offered.
  - (2) The criteria for selecting and evaluating instructors, subject matter and instructional materials.
  - (3) The criteria for evaluating requests to amend a course.
  - (4) The criteria for evaluating the effectiveness of each course.
  - (5) The instructor qualifications for each subject being taught.
- (f) The Department may withdraw approval under the following conditions:
  - (1) Failure to follow the approved curriculum.
  - (2) Lack of trainer competency.
  - (3) A pattern of violations of this chapter by a home conducting the training.

## **II. Policy and Procedures**

### **1. Instructor Approval**

In order for an instructor to be certified as an approved instructor of personal care home administrators for the purposes of offering annual training in accordance with 2600.64(c), an instructor shall complete the Department's Train-the-Trainer course. This course is available at the personal care home website at <http://services.dpw.state.pa.us/pch%5Ftrainer/>. The Department will consider any one of the following criteria as equivalent to completion of the online Train-the-Trainer course:

1. A Bachelor's degree in Adult Education, Communications, or Public Speaking from an accredited college or university.
2. A Master's Degree in any course of study from an accredited college or university.
3. Certification as a Certified Speaking Professional (CSP) through the National Speakers Association.
4. An instructor of a NAB-approved course accepted by the Department (see 2-A-4, below).
5. Acting as an agent of the Department.

Completion of the Department's Train-the-Trainer course or any of the equivalent criteria will be sufficient to demonstrate competent instructional skills and will serve as the criteria for certifying instructors.

### **2. Approved Training Sessions**

A. The following types of training sessions are valid for the purposes of compliance with 55 Pa. Code § 2600.64(c) (relating to administrator training and orientation).

1. Any course offered by an agent of the Department
2. Any for-credit course offered by an accredited college or university
3. Any course that has been approved by the Department following submission and response to the Application for Annual Administrator Training Session Approval packet (see Appendix A)
4. Any course offered through the National Continuing Education Review Service of the National Association of Long-Term Care Administrator Boards (NAB), where:
  - a. The "Domain of Practice" is approved by the Department (see Appendix B)
  - b. The "Sponsor" is not the legal entity that employs the administrator
  - c. The "Program Type" is "in person."

### **3. Documentation of Training**

A. The following documentation will be accepted as proof of attendance at Department-approved training sessions:

1. For courses offered by agents of the Department: a certificate of completion.
2. For courses approved by the Department via the Annual Administrator Training Session Approval process: a certificate of completion. Note: it is recommended that a copy of the

Annual Administrator Training Session Approval packet showing Departmental approval of the session be provided in addition to the certificate of completion.

3. For courses offered through the National Continuing Education Review Service of the NAB that are accepted by the Department: a certificate of completion, plus documentation that the session met the criteria set forth in 2-A-4, above.

4. For for-credit courses offered by an accredited college or university: any official document from the college or university showing successful completion of the course.

#### **4. Department Approval Standards for Annual Training**

A. Instructors will be selected via the process described in II-1-A, above.

B. Subject matter will be selected based on the following standards:

1. The subject matter must relate to the operation of a personal care home, including but not limited to:
  - a. Fire prevention and emergency preparedness.
  - b. Medication procedures, medication effects and side effects, universal precautions and personal hygiene.
  - c. Certification in CPR obstructed airway techniques.
  - d. Personal care services.
  - e. Local, state and federal laws pertaining to the operation of the home.
  - f. Nutrition, food handling and sanitation.
  - g. Recreation.
  - h. Care of residents with mental illness, intellectual disabilities, dementia or other disabilities or conditions.
  - i. Community resources, social services and community activities.
  - j. Staff supervision and staff training including developing orientation and training guidelines for staff.
  - k. Budgeting, financial recordkeeping, personnel and materials management, resident recordkeeping, and other general management issues.
  - l. Resident health care.
  - m. Gerontology.
  - n. Abuse and neglect prevention, investigation and reporting.
  - o. Cultural competency.
  - p. The requirements of Chapter 2600 (limited to agents of the Department)
  - q. The differences between Chapter 2600 and 55 Pa. Code Ch. 2800 (relating to Assisted Living Residences) (limited to agents of the Department)
  - r. Aspects of personal care home administration, such as stress management, hiring practices, therapies, etc.

2. The subject matter may not advertise or sell a product or service

3. The subject matter may not be related to improving the home's financial status, such as marketing, sales, increasing census, etc.

C. The Department will determine an instructor qualified to teach a particular subject if the instructor possesses one or more of the following:

1. 12 credit hours from an accredited college or university in the subject.

2. One (1) year's work experience in a position directly related to the subject.

D. The Department will evaluate the training quality, the instructors, the subject matter, the instructional materials, and the effectiveness of each course by conducting unannounced monitoring of training sessions at frequencies and locations determined by the Department.

## **5. Responding to Denial of Training Approval**

A. Training sessions that do not receive Department approval may:

1. Resubmit the Annual Administrator Training Session Approval packet with supplementary information responding to the reasons for denial listed in Part 6 of the packet.
2. Contact the Operator Support Hotline at 1-866-503-3926 to provide oral clarification relating to why the existing submission should be approved.

**6. Exceptions to this policy may be made at the discretion of the Department.**

Appendix A

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE  
ADULT RESIDENTIAL LICENSING

Application for Annual Administrator Training Session Approval

**Important Disclaimer:** Please note that this application pertains to approval to teach Department-approved administrator training sessions for the purposes of compliance with 55 Pa. Code § 2600.64(c). This application will **NOT** allow you to teach or provide the 100-hour course required by 55 Pa. Code § 2600.64(a)(2).

**PART 1: Contact Information**

Instructor Information

Name:	
Address:	
Telephone Number:	
E-mail Address:	

Training Institution Information\*

Name:	
Address:	
Telephone Number:	
E-mail Address:	

\* This section need only be completed if the instructor is affiliated with a training institution. For example, ABC University may be the training institution, but the training will be provided by Professor X.

Location of Training:	
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**PART 2: Verification of Certification as an Approved Instructor**

I am a Department-approved instructor as evidenced by the following (check one or more of the following. Only one criterion is sufficient for verification):

✓	Criterion	Required Documentation
	Successful completion of the Department's Train-the-Trainer course	Train-The-Trainer Certificate
	Possession of a Bachelor's degree in Adult Education, Communications, or Public Speaking from an accredited college or university	Copy of Diploma OR certified transcript
	Possession of Master's Degree in any course of study from an accredited college or university	Copy of Diploma OR certified transcript

**PART 3: Training Topic**

Title of Training:	
Number of Clock Hours for Training:	
Attendee's Cost to attend Training course:	

**Description of Training:**

## Subject Matter

Please circle all of the areas addressed by the proposed training:

Fire prevention and emergency preparedness.	Recreation.	Staff supervision and staff training including developing orientation and training guidelines for staff.	Aspects of personal care home administration
Medication procedures, medication effects and side effects, universal precautions and personal hygiene.	Care of residents with mental illness, intellectual disabilities, dementia or other disabilities or conditions.	Budgeting, financial recordkeeping, personnel and materials management, resident recordkeeping, and other general management issues.	Other (describe):
Certification in CPR obstructed airway techniques.	Community resources, social services and community activities.	Resident health care.	
Personal care services.	Recreation.	Gerontology.	
Local, state and federal laws pertaining to the operation of the home.	Care of residents with mental illness, intellectual disabilities, dementia or other disabilities or conditions.	Abuse and neglect prevention, investigation and reporting.	
Nutrition, food handling and sanitation.	Community resources, social services and community activities.	Cultural competency.	

## Part 4: Instructor Qualifications

I am qualified to provide training on this topic as evidenced by the following (check one or more of the following. Only one criterion is sufficient for verification):

✓	Criterion	Required Documentation
	Possession of 12 credit hours from an accredited college or university in the subject	Any official document from the college or university showing successful accumulation of credit hours
	One (1) year's work experience in a position directly related to the subject	Resume or Curriculum Vitae clearly showing years of experience

## PART 5: Declaration

I hereby declare that the information given in this application is true to the best of my knowledge. I understand that the Department may withdraw approval for failure to follow the approved curriculum or for lack of trainer competency.

\_\_\_\_\_  
Instructor's Signature

\_\_\_\_\_  
Date

**PLEASE ALLOW 30 BUSINESS DAYS FOR A RESPONSE**

**PART 6: Approval Determination (to be completed by the Department and returned to applicant)**

This training session is  APPROVED until the approved curriculum changes OR approval is withdrawn pursuant to 55 Pa.Code § 2600.68(f).

This training session is  NOT APPROVED for the following reasons:

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Department Representative:	
Signature:	
Date:	
Instructor Name:	
Training Topic:	
Approved Number of Training Hours:	

## Submission Instructions

1. To submit this packet by traditional mail, please send the application and accompanying documentation to:

Department of Public Welfare  
Adult Residential Licensing  
Room 631 Health and Welfare Building  
625 Forster Street  
Harrisburg, Pennsylvania 17120  
ATTENTION: Training Approval Department

2. To submit this packet via facsimile, please send the application and accompanying documentation to 717-783-5662. A fax cover sheet reading "ATTENTION: Training Approval Department" and "Certification as an Approved Instructor Request" must be included

3. To submit this packet via electronic mail, send the packet as an attachment to [rapwarlheadquarters@state.pa.us](mailto:rapwarlheadquarters@state.pa.us). The subject line must read "Certification as an Approved Instructor Request"

**APPENDIX B**  
**Domains of Practice within NAB Accepted by Adult Residential Licensing**

10.01 – Service Policy Compliance (RCAL)
10.02 -- Client/Resident Rights (RCAL)
10.03 – Protection of Rights and Confidentiality (RCAL)
10.04 – Service Plan Development (RCAL)
10.05 – Service Plan Evaluation and Updates (RCAL)
10.06 – Medication Policy (RCAL)
10.07 – Transportation Assistance (RCAL)
10.08 – Social/Recreational Services (RCAL)
10.09 – Move-in/Move-out Criteria (RCAL)
10.10 – Document Maintenance (RCAL)
10.11 – Service Oversight Systems (RCAL)
10.12 – Incident Response (RCAL)
10.13 – Dining Service (RCAL)
10.14 – Housekeeping Services (RCAL)
10.15 – Laundry Services (RCAL)
10.16 – Hospitality Principles (RCAL)
20.01 – Policy Compliance (RCAL)
20.02 – Staff Acceptance (RCAL)
20.03 – Recruitment Programs (RCAL)
20.04 – Proper Staffing (RCAL)
20.05 – Retention and Development (RCAL)
20.06 – Work Environment (RCAL)
20.07 – Staff Training (RCAL)
20.08 – Employee Records (RCAL)
20.09 – Disciplinary Policies (RCAL)
30.01 – Regulatory Compliance (RCAL)
30.02 – Ensure Client/Resident Support (RCAL)
30.03 – Client Communication (RCAL)
30.04 – Ethics (RCAL)
30.05 – Community Decision Making (RCAL)
30.06 – Strategic Planning (RCAL)
30.07 – Public Relations (RCAL)
30.09 – Stakeholder Relationships (RCAL)
30.10 – Risk Management (RCAL)
30.11 – Client/Resident Agreements (RCAL)
30.12 – Contracts and Agreements (RCAL)
30.13 – Quality Improvement (RCAL)
40.01 – Environmental Compliance (RCAL)
40.02 – Environmental Appropriateness (RCAL)
40.03 – Emergency Plans (RCAL)
40.04 – Daily Maintenance Plans (RCAL)
50.01 – Legal and Regulatory Compliance (RCAL)