



SEIU HEALTHCARE NW  
TRAINING PARTNERSHIP

## Home Care Aide Instructor-Led Continuing Education Fiscal Year 2013 Request for Proposals

TECHNICAL ASSISTANCE CALL: September 30, 2011 10:00 AM PST

**PROPOSALS DUE: October 31, 2011 5:00 PM Pacific Standard Time**

### Contact Information

Marianne Maksirisombat,  
Training Specialist

[Marianne.maksirisombat@myseiubenefits.org](mailto:Marianne.maksirisombat@myseiubenefits.org)

NO PHONE CALLS PLEASE

This RFP does not commit the Training Partnership to award a contract, to pay any cost incurred in the preparation of a proposal, or to procure or to contract for services or supplies. The Training Partnership reserves the right to accept or reject any or all proposals received in response to this RFP. The SEIU healthcare NW Training Partnership does not discriminate against any individual or contractor in the United States, on the basis of race, color, religion, gender, sexual orientation, veteran status, national origin, age, disability, political affiliation or belief.



## **GENERAL OVERVIEW**

SEIU Healthcare NW Training Partnership (Training Partnership) is a nonprofit 501(c)3 school and labor-management partnership dedicated to providing the highest quality training to prepare Home Care Aides (HCA) to provide high quality care. The Training Partnership is the primary home care training provider in Washington – training more than 40,000 Home Care Aides annually statewide. This RFP solicits proposals for instructor-led Continuing Education.

## **SPECIFICATIONS OF REQUEST**

### **RFP Purpose**

This RFP seeks organizations to provide vendor-designed Continuing Education to Home Care Aides, plus state-designed Nurse Delegation Core and Diabetes Training and Testing. The Training Partnership strives to provide a Continuing Education program that not only supports HCAs in maintaining competency in the profession, but provides the tools and knowledge to reach the highest standards of practice.

### **Contract Period**

Contracts awarded through this RFP will be for the period July 1, 2012, through June 30, 2013.

### **Eligible Applicants**

Eligibility is limited to nonprofit institutions of higher education and Tribal Governments, as well as public and private nonprofit community-based organizations that conduct educational and training activities in Washington state. Organizations intending to subcontract any services solicited under this RFP are not eligible to apply.

### **Training Delivery Specifications**

#### **Course Length and Topics**

Courses should be offered in 4-hour and 2-hour configurations, with the option for less frequent 5-hour configurations. The exception to this is Nurse Delegation Core and Nurse Delegation Diabetes. Content of the courses should be evidence-based. Below is a list of suggested topics and a general description of each (a more detailed description should be included in the proposal). Respondents are encouraged to submit other topics that may fit into the Training Partnership's competencies which can be found at:

<http://trainingpartnership.pbworks.com/w/page/10300367/FrontPage> by requesting access.

**Adaptive Devices / Adaptive Technology:** Addresses the various adaptive devices and adaptive technology that consumers may have in their homes, and how HCAs can work with a consumer using these devices.

**Alzheimer's disease:** Alzheimer's disease including recognizing signs and symptoms and how to be supportive.



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**Autism Spectrum Disorders:** Autism Spectrum Disorders including signs and symptoms and how to be supportive.

**Bi-polar Disease:** Introduction to bi-polar disease including recognizing signs and symptoms and how to be supportive.

**Basic Computer Skills:** Introduction to basic computer skills, such as how to use a mouse and keyboard (or laptop device), how to use programs such as Microsoft word for writing, and how to access and use the Internet. Course must include how to use computers and the Internet to access resources that apply to HCAs and the clients they serve.

**Challenging Behaviors (broad):** Addresses the challenging behaviors that a HCA may experience from consumers and how to best handle such behaviors for the safety and dignity of both the consumer and the HCA.

**Challenging Behaviors (specific):** Handling challenging behaviors for one or more specific populations, including specific mental illnesses (such as depression, bi-polar, schizophrenia), developmental disabilities (such as autism), physical disabilities (such as paraplegia, quadriplegia), or dementia. The class will describe typical and not so typical behaviors that a Home Care Aide may experience from consumers with this condition and teach how to best handle such behaviors for the safety and dignity of both the consumer and the Home Care Aide.

### **Cooking, including the following different classes:**

**Basic Cooking Skills:** Introduction to basic cooking skills that can be used for cooking traditional meals from various different cultures and countries. This course should teach techniques such as baking, boiling, broiling, sautéing, marinating, making fresh salads, and safe food handling.

**Healthy Cooking on a Budget:** Introduction to healthy cooking including tips on how to modify favorite recipes so they are healthier and can be cooked with ingredients on a low budget.

**Cooking for Diabetes:** Introduction to cooking for people with diabetes, including tips on how to modify favorite recipes for a diabetes diet.

**COPD:** Overview of COPD (chronic obstructive pulmonary disease) and how to provide in home care services to those with the condition.

**Critical Communications:** Communication skills that are critical to providing high quality support of consumers, including: effective listening skills, the use and impact of verbal and non-verbal communications, “reading” and utilizing body language, and different methods of asking questions to engage consumer input.

**CPR:** Prepares Home Care Aide to: Check an unconscious victim; recognize an emergency and overcome the reluctance to act; recognize and care for choking; breathing and cardiac emergencies in victims who are 12-years-old and older-prevent heart disease-use the EMS system / 9-1-1/ Includes laminated CPR skills card used during class.



**Developmental Disabilities and Sexuality:** Introduction to sexuality in persons with developmental disabilities.

**Developmental Disabilities – Deep Dive:** An in-depth course that covers topics such as: support for persons with developmental disabilities, strategies for conflict solving when working with people with developmental disabilities, working with people who have cerebral palsy, Down syndrome, epilepsy (or another nervous system disorder), working with consumers living with both a developmental disability and mental health condition (such as schizophrenia, psychosis, mood disorder, or anxiety disorder), and supporting persons with developmental disabilities who have challenging behaviors.

**Diabetes:** Introduction to diabetes including recognizing signs and symptoms and how to be supportive. Advanced topics in diabetes are also requested.

**Depression:** Introduction to depression including recognizing depression and how to be supportive. Advanced topics in depression are also requested.

**End-of-Life-Support:** Introduction to end of life care and how Home Care Aides can be supportive. Includes how to be sensitive, specific communication skills, supporting family members, self-care, and other topics.

**First Aid:** Prepares Home Care Aide to: Check an unconscious victim; recognize an emergency; minimize the effects of shock; treat sudden illnesses, including poisonings and heat and cold emergencies; perform first aid for cuts, scrapes, bruises, burns, bleeding, and injuries to bones, joints and muscles, such as strains and sprains; use the EMS system and 9-1-1. Includes laminated skills card and First Aid bandage kit. Course meets OSHA and WISHA requirements.

**Green Cleaning:** Introduction to green cleaning (non-toxic/environmentally friendly) including health benefits, cleaning techniques and make-at-home solutions.

**Grief and Loss:** Introduction to grief and loss and how Home Care Aides can be supportive of consumers who are experiencing grief and loss. Grief and loss include: Loss of health or mobility; giving up a dream; loss of a body part; moving from a home or community; loss of status or influence; loss of a pet; loss of financial security; disability -- in oneself or a family member; loss of independence; loss of control and decision making.

**HIV/AIDS medications:** An overview of HIV/AIDS medications, what they do, and possible side effects that a consumer might experience and Home Care Aide would have to deal with. Includes up-to-date information on medications and side effects.

**Mental Health Conditions (Overview):** An overview of the mental health conditions common in the population that a Home Care Aide may serve; recognizing signs and symptoms and an overview of strategies for handling difficult behaviors.

**Pericare:** Best practices of pericare.

**Preventing Skin Breakdown:** Introduction to skin breakdown: causes, factors that increase risk, symptoms, prevention, and knowing an emergency. Course describes the types of skin breakdown that are most common in the Home Care setting, signs of such breakdown, and preventative steps that a Home Care Aide can easily do during tasks such as personal care and transfer to prevent skin breakdown from occurring.

**Problem Solving:** A course that builds skills in general problem solving that can be utilized by the Home Care Aide in working with consumers to prevent and deal with common problems that may occur. By the end of the course, the Home Care Aide will be equipped with a problem solving approach and practical skills to bring to the job. Includes role play and/or other methods to practice real life scenarios of challenges that Home Care Aides may face in working with consumers in areas such as eating, ADLs, safety, maintaining professional boundaries, and managing consumer choice when it differs from specifications of the care plan.

**Safe Transfers and Body Mechanics Refresher:** Teaches the types of transfers that are utilized in the home care setting, equipment used for transferring a consumer from various locations to other locations (such as bed, wheelchair, chair, standing), steps involved in each transfer to assure accuracy and safety of the transfer for both the consumer and the Home Care Aide. The course should include proper body mechanics that must be used to ensure safety and practice of each of the transfer techniques.

**Stress-Management:** Introduction to stress-management techniques that can be used by Home Care Aides for self-care.

**Time Management:** A course that teaches time management skills specifically for the home care setting. HCAs will learn how to manage the tasks they need to do with their client in a time effective manner, for example, starting certain tasks before others. By the end of the course, HCAs will be able to look at a sample care plan and describe how they would manage their time for that given client, and then be able to apply those skills in describing how they will modify the time management for their current clients so that time is most effectively spent.

**Nurse Delegation Core Training/Testing:** This is a hybrid of instructor-led and a self-study course. Students will receive course material in advance of a scheduled meeting with a Registered Nurse (RN). The RN will be available for one hour of Q&A, to be followed by the administration of the 1-hour exam. The RN will be required to report the results of the exam to the Training Partnership via the Training Partnership web portal.

**Nurse Delegation Diabetes Training/Testing:** The prerequisite for this course is Nurse Delegation Core Training. This is a hybrid of instructor-led and a self-study course. Students will receive course material in advance of a scheduled meeting with a Registered Nurse (RN). The RN will be available for one hour of Q&A, to be followed by the administration of the 1-hour exam. The RN will be required to report the results of the exam to the Training Partnership via the Training Partnership policy and reclaim the Diabetes DVD and return to the Training Partnership.

## Minimum Instructor Qualifications

### Education/Experience/Certification

- High School or GED plus at least 3 years direct care experience, long-term care in a home care setting preferred
- Currently meets the requirements to work as a registered or licensed practical nurse, certified nurse assistant, long term care worker or related professional, a plus but not essential
- A minimum of 2 years experience training, teaching or leading adult learners
- Unless certified as Certified Nursing Assistant, Registered or Licensed Practical Nurse or other professional, must be willing to take and successfully pass the new Home Care Aide Certification Exam when made available



### **Knowledge/Abilities**

- Fluent in either Spanish, Russian, Cantonese, Vietnamese, Korean or English; bilingual speakers a plus
- Excellent customer service, organizational and motivational skills.
- Ability to work on a flexible schedule, including mornings, afternoons, evenings and/or weekends.
- Ability to use Microsoft Office applications, the Internet and software provided by the Training Partnership.
- Instructors should be comfortable upholding the training principles in Appendix A.
- Instructors will be required to wear ID provided by Training Partnership.

### **Training Delivery Specifications**

#### **About the Job**

Instructors will share their experience and passion for providing home care. In this role, instructors will conduct training using a new, innovative curriculum designed to develop the professional skills, knowledge and attitudes for long-term care workers to excel in their job as a Home Care Aide. Instructors will lead a series of 3.5 hour in-person classes which are activity-based and highly interactive.

Instructors must be able to handle group dynamics and keep students on track and on schedule. Instructors must be capable of teaching individuals with diverse backgrounds and experience levels and comfortable managing differences in opinion and perspective. Instructors must be confident explaining care-related concepts and procedures as well as modeling the professional and leadership behaviors they are teaching.

#### **Responsibilities**

- Utilize a variety of teaching styles and methods to accommodate diverse learning styles of students.
- Maintain accurate attendance records daily and report attendance.
- Manage materials and room set-up.

#### **Educational Philosophy for the Training Partnership:**

We actively strive to address various learning modalities.

In practice this means:

- Learning activities are intentionally varied and will include guided discussions, games, role plays, etc., as well as multiple choice, drag and drop and free response in e-learning
- Skill demonstrations where student actually try the skill (not just watch an instructor) are prioritized in instructor led training
- Include use of PPT to enhance experience for visual learners in instructor led training
- We strive for the use of media assets (video) whenever possible
- We create and provide job aids when appropriate/possible
- Use of peer partner simulations to gain practical adaptation and problem solving experience are a part of instructor led learning experiences

Delivery of training is as important as the writing of curriculum.

- Instructors receive training about facilitation and classroom management skills as well as training on skills specific to the curriculum they will be teaching



We adhere to adult learning principles in the creation of curriculum.

- Adult learning is self-directed, so we...
  - Build in choice and options
  - Ask students for input
- Adult learning integrates new knowledge into existing knowledge, so we...
  - Help them recall what they already know from prior experience that relates to the topic of learning
  - Provide opportunities for self assessment before and after a class
  - Allow for peer teaching opportunities to address multiple experience levels
  - Listen to and collect information about student needs before, during and after the course
  - Give instructors appropriate strategies for confronting inaccurate beliefs/habits
- Adult learners need relevant, practical and problem-centered learning, so we...
  - Use stories and examples to link theory to practice
  - Explicitly explain relevance of concepts
  - Help students plan for direct application of the new information
  - Use collaborative, problem solving activities
  - Anticipate problems applying new ideas in practice, and proactively offer suggestions
- Adult learners are given utmost respect in the classroom, so we...
  - Provide quality, well organized and professional training experiences that use their time effectively and efficiently
  - Address students as partners in learning, not recipients of knowledge, by carefully choosing words that do not patronize or talk down to students
  - Honor previous experience
  - Validate and affirm student contributions and successes
  - Ask for feedback/provide valid input opportunities

Curriculum is designed to be immediately relevant to the life and work of HCAs.

- Poll students and other constituents to inform future course development choices
- We include interviews of HCAs and Consumers

We intentionally reinforce several themes into our entire curriculum.

- Consumer dignity
- Cultural inclusivity
- Professionalism of the HCA
- Respect (for self and consumer)
- Self care
- Personalization of care as care plan allows
- Positive and professional communication with other care team members, such as the Consumer's family
- Ethics and mandatory reporting duties

We acknowledge our diverse student body by:

- Writing at a 6<sup>th</sup> grade level
- Writing culturally inclusive curriculum which does not assume cultural standards and which actively addresses cultural adaptations that may be needed
- Providing several opportunities to practice in class, but also provide job aids for quick reference while at work
- Provide scenario based training which is diverse and includes ranges in age, ethnicities, genders, and conditions to demonstrate the myriad of pairings that can happen in this field, as well as illustrating that



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each person is an individual with different health considerations, cultural considerations as well as personal preferences

Our driving belief is that by following these standards we will deliver learning experiences that are relevant, engaging and fun.

## Training Partnership Policies and Procedures

### CLASS CANCELLATION POLICIES:

- **General Class Cancellation:** If the Training Partnership chooses to cancel a class, the training provider will notify the Instructor of the cancellation. Instructors may also log-on to [www.myseiubenefits.org](http://www.myseiubenefits.org) for the most up-to-date changes in class schedule, location and rosters.
- **Instructor Illness:** If an Instructor is ill and cannot teach a scheduled course, the Instructor must contact his/her employer immediately. The Instructor's employer will then notify the Training Partnership.
- **Inclement Weather:** If inclement weather occurs and the Instructor is not able to make it to class, the Instructor must contact his/her employer immediately. The Training Partnership will notify students of class cancellations, and the Training Partnership will work in good faith to reschedule the class in a timely manner.

### CLASSROOM POLICIES:

- **Breaks:** Regular breaks should be taken at appropriate times agreed upon by the Instructor and students.
- **Disruptive Behavior:** Instructors reserve the right to expel anyone from class for disruptive or in appropriate behavior. If a student is disruptive and/or excused from class, the Instructor must provide the student's name to the Instructor's employer immediately. The Instructor's employer will then notify the Training Partnership of the situation.
- The Training Partnership has a Community Interpreter program allowing for up to three community interpreters per class. You can find more information here:  
<http://www.myseiubenefits.org/training/interpretation>.
- **No visitors:** Students may not bring Consumers, children, or any other visitors to class. The only people allowed in class are students and interpreters.
- **Late Arrivals:** Classes are closed for attendance 10 minutes after the scheduled start. A student who arrives late to class should be excused from class and directed to the Member Resource Center, 1-866-371-3200, to reschedule.
- **Non-Registered Students:** Students not on the class registration list are not permitted to attend a class,



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will be communicated to the training provider who will inform the instructor. A student not on the class registration list should be excused from class and directed to the Member Resource Center, 1-866-371-3200.

- **No-Shows:** When a student registered for a course does not attend a class, no action is required on the part of the Instructor.
- **Students without a Training ID Card:** If a registered student fails to bring his/her training ID card to class, Instructors must manually check off the student in Attendance Sync and request a photo-ID.

### INSTRUCTOR POLICIES AND PROCEDURES:

- **Attendance Reporting:** Instructors must log into the web portal within 24 hours of teaching a class to enter class attendance into Attendance Sync. Failure to do so may result in a late fee charged to the training provider.
- **Class Scanners:** Instructors should use class scanners as indicated by the Training Partnership.
- **Contracts and Payment:** Instructors should not comment on any questions from students regarding contracts or payment for training.
- **Defamation:** At no time are Instructors permitted to badmouth, ridicule, or generally denigrate the Training Partnership, employers, SEIU 775 Healthcare NW or any union.
- **Home Care Aide Credentialing Exam:** Basic Training Instructors are strictly prohibited from proctoring, administering and/or evaluating the Department of Health Home Care Aide Credentialing Exam. Instructors who violate this policy will be terminated immediately.
- **Promotion of Personal Business or Opinions:** Instructors are prohibited from promoting personal business, opinions or any third party in or during instructional hours and breaks.
- **Materials & Flyers:** Instructors are prohibited from distributing any brochures, advertisements or other written materials without the Training Partnership's prior written consent.
- **Gifts & Payment:** Instructors are not permitted to accept gifts from students or take payment for any classes or late fees. Students with late fees should contact the Membership Resource Center, 1-866-371-3200.
- **ID Card & Lanyard:** Instructors are required to wear the provided Training Partnership ID card and lanyard.
- **Website:** Instructors who encounter any problems with the web portal should contact the Training Partnership.

### **Instructor Policies and Procedures**

Instructors should be comfortable upholding the training principles in Appendix A. Instructors must agree to the Training Partnership's Policies and Procedures in Appendix A. Instructors will be required to their ID provided by the Training Partnership. Instructors must be permitted to post Training Partnership signage at all course sites. Instructors must agree to have his/her bio and photo posting on the Training Partnership's website and attend a Training Partnership orientation.

### **Administration of Program**

- Respondents must be able to meet Training Partnership schedule and frequency requirements including offering classes during the evening, morning, afternoon and/or weekend to provide optimal convenience for students with challenging schedules. Respondents must have the flexibility to increase or decrease the number of proposed persons served based on demand and to maintain adequate staffing resources to facilitate the same.
- Preference will be given to Respondents that have capacity to deliver courses in English, Spanish, Russian, Mandarin, Somali, Vietnamese and/or Cambodian depending on demand. The Training Partnership has a community interpreter program allowing up to two interpreters per class. Please see: <http://www.myseiubenefits.org/training/interpretation> for more information.
- Respondent contract administrators in addition to instructors must directly communicate with Training Partnership Training Specialists for dissemination of Training Partnership training standards, evaluation reporting and any other communication the Training Partnership wishes to have.
- Students schedule training through the Training Partnership. Instruction under this contract is for Training Partnership students only. Instructors must use Training Partnership issued ID scanner and software to upload attendance data into Training Partnership's website.



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- Respondents will maintain insurance of the type and at a level commensurate with the risks associated with the contemplated types of instruction. Respondents must agree to operate programs in compliance with all federal, state and local laws, regulations and guidelines.
- All Program Administrators must attend a Training Partnership Orientation that may be held in person and/or webinar.
- Instructors must attend a Training Partnership Continuing Education Orientation that may be held in person and/or via webinar.
- Respondents must agree to accept full responsibility for payment of all salary, unemployment compensation, contributions or reimbursements, insurance premiums, all income tax deductions, social security deductions and any and all other employee taxes and payroll accounting required for all employees, including instructional staff.
- Respondents must agree to indemnify and hold the Training Partnership, its officers, agents and staff harmless from any and all liabilities or claims caused or resulting from the Respondents' obligations or activities described in their Proposal.
- Respondents must agree to execute the Training Partnership's standard contract documenting the terms of the award. The standard instructional contract for FY 2013 can be found in Appendix A. It is representative of the contract that will be used for FY 2013; however, the final contract is subject to change at the discretion of the Training Partnership.
- Respondents must allow for class audits with or without notice by Training Partnership Training Specialists. This entails a Training Specialist observation of any class, where they will observe for the following: presentation, teaching methods, classroom management, and curriculum applicability to student population, Training Partnership prohibited behaviors, all of which will be outlined in the Training Partnership orientation.

### **Equipment and Supplies**

- Except where noted all curricula, printed materials, presentations and equipment needed to conduct course instruction must be provided by the Respondent organization.
- Must have daily access to the internet, including the most recent version of internet explorer.

### **Resources Provided by the Training Partnership**

- The Training Partnership will provide the space, tables and chairs for the classes.
- Curricula and Tests for Nurse Delegation Core Training and Nurse Delegation Diabetes.
- Software and id scanners to track and report student attendance and progress.
- All scheduling, tracking, reporting, and other administrative functions are centrally administered by the Training Partnership.
- The Training Partnership will schedule students for classes through our Call Center and website.



### **Proposal Review**

Proposal evaluation criteria are established by the Training Partnership. The criteria for awarding contracts include, but are not limited to, an organization's:

- Instructor qualifications including both training experience and on-the-job experience in the home care field.
- Past experience and outcomes in delivering the related training programs.
- Capacity to meet demand for instruction in English and non-English languages as needed.
- Capacity to deliver and schedule instruction to meet demand including evenings and weekends.
- Geographic location served.

*The Training Partnership reserves the right to reject any and all proposals that are incomplete and/or lack responses to requested information.*

*The SEIU Healthcare NW Training Partnership does not discriminate against any individual or contractor in the United States, on the basis of race, color, religion, gender, sexual orientation, veteran status, national origin, age, disability, political affiliation or belief.*



## ***TIMELINE AND CONTACT INFORMATION***

### **Timeline**

September 30, 2011: 10:00 AM PST – 12:00 PM Technical Assistance Session via Conference Call

October 31, 2011: Proposals due by 5:00 pm Pacific Standard Time

November 1 – November 30, 2011: Review Period

December 2011: Contracts awarded and decisions sent to respondent organizations

### **Contact Information**

Marianne Maksirisombat,  
Training Specialist

[Marianne.maksirisombat@myseiubenefits.org](mailto:Marianne.maksirisombat@myseiubenefits.org)

Any questions outside of the TA Session must be in written format and directed to Marianne Maksirisombat, Training Specialist, by email at [Marianne.maksirisombat@myseiubenefits.org](mailto:Marianne.maksirisombat@myseiubenefits.org) by October 14, 2011. Questions will not be accepted by phone.

### **Technical Assistance Call**

A Technical Assistance (TA) Conference Call to answer questions pertaining to this RFP is scheduled for Friday, September 30, 2011 at 10:00 AM. You must RSVP by e-mailing Marianne Maksirisombat for the TA Session to receive TA conference information, as well as to receive notice of any change in date or time.

To RSVP, send an email to [Marianne.maksirisombat@myseiubenefits.org](mailto:Marianne.maksirisombat@myseiubenefits.org). Include "Technical Assistance for RFP" in the email subject in line.



*Instructions on Submitting Proposal*

1. **Review this RFP in its entirety.**
2. Visit [www.myseiubenefits.org/ce\\_rfp](http://www.myseiubenefits.org/ce_rfp) Make sure you have all your materials together before you begin the submission process, there is a checklist on the beginning page of the online form for your convenience.
3. **Complete a proposal online using the proposal template. The online form will be available by September 30, 2011.**
4. Sign the signature sheet and fax it in to: **206.254.7121 Attn: CE RFP**

Upon receipt of proposal, an acknowledgement email will be sent to the respondent. Please note that this acknowledgement or subsequent communications may contain requests for additional information. Such requests may come at any time during the review process.



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**Appendix A**

**MASTER SERVICE AGREEMENT**

This Master Services Agreement (“Agreement”) is effective as of January 1, 2011 (“Effective Date”) by and between SEIU Healthcare NW Training Partnership, located at 635 Andover Park West, Tukwila, WA 98188 (“Training Partnership”) and Contractor, located at Contractor Address (“Contractor”). The parties hereby agree as follows:

**1. SERVICES.** Contractor will provide services to Training Partnership in accordance with the terms and conditions of this Agreement (“Services”) as the parties may from time to time agree and specify in Statements of Work (each, an “SOW”) executed by both parties. Contractor will provide all equipment, software and supplies required to perform the Services except as otherwise expressly stated in an SOW. Training Partnership makes no promises or representations as to the amount of business Contractor can expect at any time under this Agreement.

**2. PAYMENT.**

**2.1 Payment; Invoices.** Training Partnership will pay Contractor as provided in each SOW. Contractor is entitled to no other compensation or reimbursement for the Services. Contractor will invoice Training Partnership as set forth in each SOW. Each invoice will be in a form and content reasonably acceptable to Training Partnership, and will contain sufficient information to allow Training Partnership to determine the accuracy of the amounts billed. Unless expressly itemized in an SOW or otherwise pre-approved by Training Partnership in writing, Training Partnership will not reimburse Contractor for any expenses related to or arising out of the provision of any Services hereunder.

**2.2 Reviews.** Upon 15 business days’ prior written or email notice, Training Partnership will have the right during normal business hours and at Training Partnership’s expense to review Contractor’s records relating to its performance under this Agreement. If any review establishes that there has been any non-compliance by Contractor or overpayment by Training Partnership, Contractor will promptly cure the non-compliance and/or refund the overpayment respectively and will bear all expenses in connection with the review, all without limiting any other rights or remedies that may be available to Training Partnership. Also, Training Partnership will have the right, with or without notice, during normal business hours and at Training Partnership’s expense to inspect any Facilities and the Services under to this Agreement.

**2.3 Taxes.** Each party will be responsible for and pay all taxes, duties or charges of any kind (including withholding or value added taxes) imposed by any federal, state, or local governmental entity for any payments made to it under this Agreement, excluding only taxes based solely on Training Partnership’s income.

**3. TERM AND TERMINATION**

**3.1. Term.** The term of this Agreement will begin on the Effective Date and will continue for one (1) year (the “Term”); provided that the terms of this Agreement will survive and apply to any SOW(s) outstanding as of the effective date of termination. Upon expiration of the initial term, this Agreement will automatically renew on a month-to-month basis until either party gives at least thirty (30) days prior written notice of termination.

**3.2 Termination.** This Agreement may be terminated upon written notice by either of the parties hereto, at its sole option, if the other party:

- a. is subject to insolvency or bankruptcy proceedings or if a judicial decree or order is entered against a party under any bankruptcy law, or if a receiver, liquidator, trustee or other similar official is appointed by either party, or if either party makes an arrangement with its creditors or an assignment for the benefit of its creditors, or generally fails to pay its debts as they become due; or

b. commits any material breach of any of its obligations hereunder and, having been given written notice of that breach by the nonbreaching party, fails to remedy same to the reasonable satisfaction of the nonbreaching party within fifteen (15) days following receipt of such notice.

**3.3.** In addition, Training Partnership may terminate any SOW or any portion thereof (including canceling individual Courses, as defined in the SOW), without cause and without the occurrence of a default, upon written notice to Contractor. Upon any such termination, Training Partnership will only be liable to pay for Services performed and liabilities incurred as set forth in the SOW prior to expiration or termination; provided that if the fee set forth in the SOW is a fixed amount, Training Partnership will pay the fee to the extent the SOW is complete.

**3.4.** Sections 2 (as to any amounts due and owing by either party); 3.4, 4, 5, 6, 7, 8 and 9 will survive any expiration or termination of this Agreement.

#### **4. PROPRIETARY RIGHTS**

**4.1 Ownership.** Subject to the limited license granted in Section 4.2 and as between the parties, Training Partnership or its licensors will own all right, title and interest in and to all training and instruction materials, texts, documentation, graphics, images and other documentation of any kind or nature provided by Training Partnership to Contractor under this Agreement (collectively, the “Curricula”), including all physical embodiments thereof and all intellectual property rights therein, and all other intellectual property and proprietary rights. In addition, Training Partnership will at all times own all right, title and interest in and to the Scanner and any other hardware or software provided hereunder, either as identified in an SOW or otherwise provided by Training Partnership to Contractor hereunder.

**4.2 License Grant.** Training Partnership grants to Contractor a nontransferable, nonassignable, limited license during the Term to use and distribute the Curricula (including any Training Partnership trademarks and logos contained therein) and to use the Scanner solely for the purposes of performing Contractor’s obligations under this Agreement. Contractor is expressly prohibited from making any copies (physical or electronic) of the Curricula or any portion thereof for any purpose without Training Partnership’s prior written permission. Contractor expressly acknowledges and agrees that it will not obtain any Curricula, and will not be authorized to use any Curricula obtained, from any third party unless expressly authorized in writing by Training Partnership.

**4.3 Restrictions on Use of Curricula and Scanner.** Contractor will not transfer, assign, sell, provide, or otherwise directly or indirectly allow any third party (including any Contractor affiliate) to gain access to the Curricula or Scanner except as expressly authorized hereunder for purposes of carrying out its obligations in this Agreement, without first obtaining Training Partnership’s prior written consent.

**4.4 Reservation of Rights.** All rights not expressly granted to Contractor herein are reserved to Training Partnership and its licensors.

#### **5. PUBLICITY; CONFIDENTIAL INFORMATION**

**5.1** Except as expressly authorized in this Agreement, Contractor will not use any trade name, trademark, service mark, or logo of Training Partnership (or any name, mark, or logo confusingly similar thereto), in any advertising, promotions, or otherwise, without Training Partnership’s prior written consent or as described herein. Contractor will not issue press releases or publicity relating to Training Partnership or this Agreement or reference Training Partnership or its affiliates in any brochures, advertisements, client lists or other promotional materials without Training Partnership’s prior written consent. In addition, unless otherwise expressly permitted in an SOW, Contractor and its Personnel will not, and are expressly prohibited from, using its company name (and its Personnel will not identify themselves as employees of Contractor) in connection with the performance of the



**5.2** Contractor and its representatives: (a) will protect and keep confidential the existence of the terms and conditions of this Agreement and any other information obtained from Training Partnership in connection with this Agreement that is identified as confidential or proprietary or that, given the nature of such information or the manner of its disclosure, reasonably should be considered confidential or proprietary, (b) will use such information only for the purpose(s) for which it was originally disclosed and in any case only for the purpose of fulfilling its obligations under this Agreement, and (c) will return all such information to Training Partnership promptly upon the termination of this Agreement. All such information will remain Training Partnership's exclusive property, and Contractor will have no rights to use such information except as expressly provided herein. The parties acknowledge that this Agreement, and any materials, correspondence or documents provided to Contractor by Training Partnership are subject to the State of Washington Public Records Act ("Act") (RCW 42.56) and may be released to third parties in compliance with that Act or any other law.; provided, however, that Contractor agrees that in the event of a request under the Act for a copy of this Agreement, information about its terms, or any other information provided by Training Partnership, Contractor will: (1) immediately notify Training Partnership in writing of such request (including the requesting party and the details of the specific request); (2) provide Training Partnership with the opportunity to seek a court order enjoining disclosure under the Act ; and (3) provide Training Partnership with a copy of any and all materials actually released pursuant to such a request.

**6. INSURANCE.** Contractor will obtain and maintain the following: (a) Commercial General Liability insurance with limits of not less than \$1,000,000 per occurrence and \$5,000,000 general aggregate, (b) Workers' Compensation insurance, including but not limited to coverage for all costs, benefits and liabilities under workers' compensation and similar laws that may accrue in favor of any person employed by Contractor in all states where Contractor performs Services, and Employer's Liability insurance with limits of liability of not less than \$1,000,000, with a waiver of subrogation in each case in favor of Training Partnership (where permitted by law), (c) a "Fidelity Bond" or similar policy covering employee dishonesty with limits of not less than \$500,000 per loss; and (d) Professional Liability or Errors and Omissions insurance with limits of not less than \$1,000,000 per claim. Contractor may satisfy the foregoing minimum limits by any combination of primary liability and umbrella excess liability coverage that result in the same protection to Contractor and the Training Partnership insured parties. All of the foregoing insurance policies must have a retroactive date no later than the date that Services commenced and coverage to continue for a period of not less than 2 years after all Services are completed. Contractor will name Training Partnership its officers, directors, employees, successors, assigns and agents as additional insureds for the Commercial General Liability policy. Contractor will cause each insurance policy to provide that it will not be canceled or allowed to expire without at least 30 days prior written notice from the insurance carrier to Training Partnership. Prior to commencement of any Services, Contractor will provide certificates of all insurance coverage to Training Partnership at the notice address in Section 9.2 below.

## **7. REPRESENTATIONS; INDEMNIFICATION**

**7.1** Contractor represents and warrants that: (a) it and its personnel will perform the Services in a competent and workmanlike manner in accordance with the level of professional care customarily observed by highly skilled professionals rendering similar services; (b) the Services and/or other materials and information provided by or on behalf of Contractor will not violate or infringe any third party's patents, trade secrets, trademarks or other proprietary rights; (c) it and its personnel will comply, at Contractor's sole cost, with all applicable ordinances, codes, standards, laws, rules, regulations and orders of any governmental authority having jurisdiction over Contractor's performance of the Services ("Laws"), and will hold and fully comply with all required licenses, permits and approvals; (d) it has all rights necessary for (and is not subject to any restriction, penalty, agreement, commitment, law, rule, regulation or order which is violated by) its execution and delivery of this Agreement and performance of its obligations under this Agreement; and (e) all personnel are authorized to lawfully perform the Services pursuant to applicable immigration, work status and other applicable Laws.

**7.2** Contractor will indemnify, defend, and hold Training Partnership and/or its subsidiaries, affiliates

Indemnified Parties”) harmless from and against any allegation or claim based on, or any damage, loss, and expense and any other liability (including reasonable attorneys’ fees incurred on such claims and in proving the right to indemnification) (collectively “Claims”) arising from any claim: (a) that Contractor has failed to comply with any applicable Laws; (b) arising out of Contractor’s negligence, gross negligence or willful misconduct; (c) for any personal injury (including death) or property damage; or (d) arising out of any breach or alleged breach by Contractor of any obligation under this Agreement. The foregoing indemnification obligation does not apply solely to the extent such Claim results from (a) the Curricula or any other written materials or information provided by Training Partnership to Contractor for use in performing the services under an applicable SOW or (b) Training Partnership’s gross negligence or willful misconduct. Contractor’s duty to defend is independent of its duty to indemnify. Contractor’s obligations under this section are independent of all its other obligations under this Agreement. Contractor will use counsel reasonably satisfactory to Training Partnership to defend each Claim, and Training Partnership will reasonably cooperate (at Contractor’s expense) with Contractor in the defense. Training Partnership will have the right to participate in the defense and settlement of the Claim using counsel of its own choosing at its own cost and expense. Neither Training Partnership nor Contractor will consent to the entry of any judgment or enter into any settlement without the prior written consent of both parties, not to be unreasonably withheld.

**7.3 Waiver of Certain Immunities and Defenses Relating to Employee Injuries.** In connection with any action to enforce Contractor’s obligations under Section 7.1 with respect to any Claim arising out of any bodily injury (including death) to an employee of Contractor, Contractor waives any immunity, defense or protection under any workers' compensation, industrial insurance or similar laws (including, but not limited to, the Washington Industrial Insurance Act, Title 51 of the Revised Code of Washington). This Section 7.3 will not be interpreted or construed as a waiver of Contractor’s right to assert any such immunity, defense or protection directly against any of its own employees or such employee's estate or other representatives.

## 8. LIMITATION OF LIABILITIES

EXCEPT TO THE EXTENT THE SAME ARISE OUT OF A BREACH OF SECTION 5 AND INDEMNIFICATION OBLIGATIONS ARISING UNDER SECTION 7, NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY UNDER ANY CIRCUMSTANCES FOR INDIRECT, SPECIAL, CONSEQUENTIAL, (INCLUDING BUT NOT LIMITED TO LOST OPPORTUNITIES OR PROFITS), OR PUNITIVE DAMAGES.

## 9. GENERAL PROVISIONS

**9.1** Contractor will not directly or indirectly solicit any employee of Training Partnership during the term hereof and for a period of twelve (12) months after its completion, except with the prior written consent of Training Partnership.

**9.2** Any notice or information required or permitted to be given hereunder will be in writing and may be given by personal delivery or overnight courier addressed to the party to whom it is to be given as follows:

**In the case of Contractor:**

Contractor Name  
Contractor Address  
Contractor City, State Zip  
Attention: Executive Director

**In the case of Training Partnership:**

SEIU Healthcare NW Training Partnership  
181 S 333<sup>rd</sup>, Suite 130  
Federal Way, WA 98003  
Attention: Executive Director

If no address is listed for a party, notice to such party will be effective if given to the last known address. Notice is effective: (a) when delivered personally, or (b) on the business day after sending by a nationally recognized courier service. A party may change its notice address by giving notice in accordance with this section.



**9.3 Assignment.** Contractor will not assign any part or all of this Agreement without Training Partnership's prior written consent. Any attempt to assign in violation of this section is void in each instance.

**9.4 Governing Law/Venue.** This Agreement is governed by Washington law, excluding its conflicts of law rules. Contractor hereby irrevocably submit to exclusive personal jurisdiction and venue in the federal and state courts in King County, Washington, for any dispute arising out of this Agreement, waives all objections to jurisdiction and venue of such courts, and agrees not to commence or prosecute any such dispute other than in such courts.

**9.5 Severability; No Waiver.** If any provision of this Agreement is determined by any court or governmental authority to be unenforceable, the parties intend that this Agreement be enforced as if the unenforceable provisions were not present and that any partially valid and enforceable provisions be enforced to the extent that they are enforceable. A party does not waive any right under this Agreement by failing to insist on compliance with any of the terms of this Agreement or by failing to exercise any right hereunder. Any waivers granted hereunder are effective only if recorded in a writing signed by the party granting such waiver.

**9.6 Cumulative Rights/Construction/ Entire Agreement.** The rights and remedies of the parties under this Agreement are cumulative, and either party may enforce any of its rights or remedies under this Agreement or other rights and remedies available to it at law or in equity. The section headings of this Agreement are for convenience only and have no interpretive value. This Agreement and the NDA constitute the complete and final agreement of the parties pertaining to the Services and supersede the parties' prior agreements, understandings and discussions relating to the Services. No modification of this Agreement is binding unless it is in writing and signed by Training Partnership and Contractor. This Agreement may be executed by facsimile or electronic scan and in counterparts, each of which (including signature pages) will be deemed an original, but all of which together will constitute one and the same instrument.

[The signature page is the next page.]



**SEIU HEALTHCARE NW  
TRAINING PARTNERSHIP**

**MASTER SERVICE AGREEMENT SIGNATURE PAGE**

**CONTRACTOR**

**SEIU HEALTHCARE NW TRAINING  
PARTNERSHIP**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Statement of Work No. 1 effective July 1, 2012 (“SOW Effective Date”)**

This Statement of Work No. 1 is entered into and made a part of the Master Services Agreement between Contractor Name (“Contractor”) and the SEIU Healthcare NW Training Partnership (“Training Partnership”), with an effective date of January 1, 2010 (the “Agreement”) for the Services described below. All capitalized terms not defined in this SOW have the respective meanings set forth in the Agreement. To the extent that the terms of this SOW conflict with any of the terms of the Agreement, and the SOW explicitly states that it intends to modify the conflicting terms, this SOW supersedes the Agreement.

**1. Description of Services:** Contractor will provide the following services under this SOW (“Services”):

**1.1 Classroom Instruction; Staffing. .**

**(a) Instruction.** During the Term, Contractor will provide classroom instruction to students identified by Training Partnership (singly, a “Student” and collectively, “Students”) for the Courses (as defined below) identified in Exhibit 1 (“Classroom Instruction”). Training Partnership will determine the schedule for all Courses and may update Exhibit 1 from time to time upon thirty (30) days’ prior written (email is sufficient) notice to Contractor. Contractor will use and follow the Curricula provided by Training Partnership pursuant to Section 1.4 below and will conduct all Classroom Instruction in the Facility (as identified in Section 1.3 below) and in no other location unless pre-approved by Training Partnership in writing. Each course session will include the number hours of training time and other requirements as set forth in Exhibit 1 and will comply with all other requirements of this SOW (each, a “Course”). During the Term, Contractor will maintain capacity to handle at least the minimum and maximum number of Students and Courses as identified in Exhibit 1.

**(b) Staffing.** Contractor will be solely responsible for: (a) hiring of all classroom instructors (“Instructors”); (b) ensuring that at all times it has sufficient qualified Instructors available to meet forecasted demand for Classroom Instruction (including any updates thereto as provided in Section 1.1(a) above; (c) providing substitutes to cover any Instructor absences; (d) ensuring that each Instructor holds all necessary teaching credentials and professional licenses (including meeting WAC requirements to teach Fundamentals of Caregiving) as are required under this SOW or reasonably requested by Training Partnership for instructors performing Classroom Instruction (“Licenses”); (e) ensuring that each instructor’s Licenses are current; and (f) ensuring that each Instructor wears the Training Partnership-provided instructional uniform and complies with the requirements of the dress code as such is provided by Training Partnership to Contractor from time to time. Contractor will maintain copies of all Licenses for each instructor during the Term of this SOW and for a minimum of four (4) years thereafter, and will furnish a copy of the same to Training Partnership upon request.

**(c) Policy; Procedures.** All Classroom Instruction will be performed in strict compliance with Training Partnership’s policies and procedures as such are provided by Training Partnership from time to time. Without limitation of the generality of the foregoing, Contractor expressly acknowledges and agrees that it and its Instructors will not use any Course or any portion of any Course for any purpose other than Classroom Instruction in accordance with this SOW and expressly will not, directly or indirectly, use any Course as a forum to: (i) advance personal opinions, (ii) advocate for or against public policies of any kind, (iii) advocate for or against labor unions or organized labor; (iv)

conduct, provoke or otherwise support political discussion or debate; or (v) otherwise promote or further the personal or public agenda of any Instructor, Contractor or any third party. In addition, neither Contractor nor its Instructors will permit any person other than Students expressly registered through or authorized by Training Partnership to participate in any Course without written permission from the Training Partnership.

(d) **Cancellation Policy; Weather.** The Training Partnership may cancel a class by providing Contractor with written notice at least 2 weeks prior to the scheduled start date of the Course without penalty or liability of any kind. At any time following the date that is 2 weeks prior to the scheduled start date of the Course, the Training Partnership may cancel the Course upon written notice to Contractor; provided that Training Partnership will pay Contractor \$200 for such cancellations. If the Training Partnership deems it prudent for safety or other reasons to cancel a Course due to inclement weather, the Training Partnership and Contractor will work in good faith to reschedule the Course within a reasonable timeframe. The Contractor may at its sole discretion cancel classes for low-enrollment without any penalty or fee, if the Contractor gives to Training Partnership a notice 2 weeks prior to the first date the class is to begin.

**1.2 Administrative Duties.** During the Term, Contractor will provide the following administrative Services:

(a) **Program Manager.** Contractor will assign an individual who will be primarily responsible for coordinating with Training Partnership regarding any issues, questions or concerns related to this SOW.

(b) **Scheduling, etc.** Contractor will regularly check the Training Partnership online registration system for updates on Course times, scheduling, number of Students, and other notices, information and requirements as may be posted by Training Partnership from time to time.

(c) **Student Data.** Following completion of a Course by a Student, Contractor will scan each Student's identification card ("ID") and related data into Training Partnership's online system using the Scanner. Scanning of a Student ID will indicate to Training Partnership that a Student has completed all Course requirements.

(d) **Other.** Contractor will provide such other reasonable administrative services as may be requested by Training Partnership from time to time.

**1.3 Facilities.** During the Term, Contractor will provide the following Services related to the Facility.

(a) **Facility.** Contractor will provide a facility that meets the requirements set forth in Exhibit 2 attached hereto ("Facility"). Contractor will post Training Partnership signage as provided by Training Partnership and in a location within the Facility as reasonably determined by Training Partnership.

(b) **Maintenance.** Contractor will maintain the Facility in a clean and orderly manner. Contractor will be solely responsible for all janitorial and related cleaning costs required to maintain the Facility in a clean and orderly fashion.



**(c) Access.** During Contractor's normal business hours, Contractor will facilitate access by Training Partnership for onsite visits to the Facility and to observe Classroom Instruction at Training Partnership's request.

**1.4 Curricula and Scanner.** During the Term, Training Partnership will provide Contractor with Curricula and a Scanner for purposes of conducting Classroom Instruction as further set forth below and, as Training Partnership deems reasonably necessary. Contractor will not use the Curricula or Scanner for any purpose other than to conduct Classroom Instruction as authorized herein.

**(a) Curricula.** Training Partnership will provide Contractor with necessary Curricula, including instruction guides, teacher's manuals and Student course guides, and related materials for each Course. Training Partnership will provide sufficient copies of the Curricula to Contractor for the applicable number of Instructors and Students enrolled for each Course.

**(b) Scanner.** Training Partnership will provide Contractor with an electronic scanner to be used for purposes of tracking Students in each Course ("Scanner"). Contractor will safeguard and maintain the Scanner while in Contractor's possession and control, and Contractor will comply with all maintenance and cleaning instructions for the Scanner provided by Training Partnership. In the event of a maintenance issue, or lost or broken Scanner, Contractor will immediately notify Training Partnership, identifying the issue in reasonable detail to enable Training Partnership to send appropriate resources to repair the Scanner or, at Training Partnership's discretion, send a replacement Scanner. If Training Partnership elects to deliver a replacement Scanner, Contractor will be responsible for packing and shipping the nonfunctioning Scanner to Training Partnership, and will pack the Scanner in a manner reasonably designed to protect it in transit and commensurate with the type and nature of the Scanner. Training Partnership will reimburse Contractor for the actual and reasonable costs of shipping the broken Scanner to Training Partnership. If Contractor fails to return any Scanner or for any lost Scanner, Training Partnership will be entitled to withhold the replacement cost of the Scanner from any amounts due to Contractor under this Agreement.

**1.5 Equipment and Supplies.** Other than as expressly provided herein, Contractor will provide all other equipment and supplies required for each Course and will be solely responsible for and will take reasonable measure to protect against theft, loss or damage to any equipment and supplies located at the Facility or otherwise.

**2. Term of Services Engagement under this SOW:** January 1, 2010 through December 31, 2010 unless earlier terminated as provided in the Agreement ("Term").

### **3. Fees:**

Following completion Training Partnership will pay Contractor for Services completed during the Term based on the fee schedule set forth in Exhibit 3. Contractor will be paid on a monthly basis for all fees earned during the immediately preceding month. Training Partnership will issue payment within thirty (30) days following the last day of the month in which such Fees were earned. Contractor will not be entitled to any compensation for the Services except as expressly provided herein.

This SOW is effective as of the Effective Date set forth above.



SEIU HEALTHCARE NW  
**TRAINING PARTNERSHIP**

**SEIU Healthcare NW Training Partnership**

By: Printed Name: Title: Date

Signed: \_\_\_\_\_

**Contractor Name (“Contractor”)**

By: Printed Name: Title: Date

Signed: \_\_\_\_\_



SEIU HEALTHCARE NW  
**TRAINING PARTNERSHIP**



SEIU HEALTHCARE NW  
**TRAINING PARTNERSHIP**