

# Frequently Asked Questions: Learning, Certification

## Questions from caregivers

| Question                            | Answer  |
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| Do I need to go to training?        | Yes, caregivers need to attend training.  |
| What's happening with my deadlines? | <p>All caregivers need to complete their required training by their deadline.</p> <p>Please note that two exemptions to training requirements are currently in effect:</p> <ul style="list-style-type: none"><li>• <u>All Training Types Exemption</u><br/>*Training requirements have been waived for caregivers for all training types through Sept. 1, 2020.</li><li>• <u>DOH License Renewal Exemption</u><br/>*Renewal requirements have been waived for caregivers who are required to complete Continuing Education and renew their HCA credential through Sept. 30, 2020.</li></ul> <p><b>It is critical to ensure that your caregivers complete Continuing Education to stay compliant prior to Sept. 30. Please access <u>My Benefits</u> to help your caregivers complete their training online.</b></p> |

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|                               | <p>Our partners at DSHS and DOH are continuing to keep us updated on the training and deadline waivers/rule updates that apply to home care aides. We will keep you informed of changes as soon as we know them.</p> <p>Please note: Caregivers' deadlines are calculated by date of hire and mandated in state law, and training deadlines have not been changed. The suspension means that the requirement for training in order for a caregiver to work at this time is simply waived. It is important to remember that currently, caregivers are exempt from taking training, and nothing has changed with their deadline for training or testing.</p>   |
| <p>Is the classroom safe?</p> | <p>Yes. The class experience has been designed to keep caregivers safe and comfortable, using guidelines established by state and local health officials.</p> <p>The following protocols have been taken to keep everyone safe in the classroom environment:</p> <ul style="list-style-type: none"> <li>• In-person class sizes reduced from 30 to 15.</li> <li>• Wearing face coverings is required at all times in the classroom.</li> <li>• Face shields are available by request for caregivers.</li> <li>• Social distancing mandated.</li> <li>• Mannequins for the use of skills practice.</li> <li>• Temperature and symptom checks upon entry.</li> <li>• Markings on the floor to ensure social distancing and spacing.</li> <li>• Handwashing is required.</li> <li>• Regular use of sanitizer and cleaning wipes.</li> </ul> <p>Please note: Caregivers are required to be wearing a face covering when they first show up for class, and must wear a face covering the entire time they are at training.</p> <p>Also, the type of mask worn cannot be the style that has a valve (the valve-style mask protects only the wearer, not those around them).</p> <p><u><a href="#">You can learn more by looking at our classroom policies page on our website.</a></u></p> <p>*If a caregiver is unable to wear a mask due to a health condition, please have them request an ADA accommodation by submitting a request to the MRC. This will also need to be accompanied by a note from a medical professional.</p> |



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| Where can I get my class schedule, and when?                                     | <p>If a caregiver has been rescheduled for class, they will get an email with their rescheduled class date from SEIU 775 Benefits Group. Please ask that your caregivers check their email regularly for these updates and ensure that their email address is up to date in <i>My Benefits</i>, as scheduling is done on a rolling basis. Our goal is to give caregivers at least 2 weeks notice before their scheduled class. They may also receive a phone call and/or a text.</p> <p>Once enrolled, caregivers can view their schedules by <a href="#">logging into My Benefits</a>.</p> <p>Home care agency staff can now view a report of all newly scheduled students within their agency. While logged into My Benefits, go to Reports and choose “Scheduled Students.” For DSHS staff, this report will be included in the Daily Reports email sent each weekday; please email <a href="mailto:cxp@myseiubenefits.org">cxp@myseiubenefits.org</a> if you are not on this distribution list and we will add you. This report details the Student ID number, class location, start date and student city/county. All students that the Benefits Group schedules or reschedules will appear in this report until they have completed their registered classes.</p>  |
| Can I get help if I want to learn how to take classes online for the first time? | <p>Yes. Detailed text and video instructions are available for computers, Chromebooks, Androids and iPhones at <a href="#">this webpage</a>.</p>   |
| What happens if I miss a class/module?   | <p>If a caregiver needs to miss class, please ensure the following steps take place:</p> <ul style="list-style-type: none"><li>• Contact the MRC and let them know that this class does not work for the caregiver’s schedule. You can contact the MRC by emailing: <a href="mailto:studentsupport@myseiubenefits.org">studentsupport@myseiubenefits.org</a></li><li>• Please request a reschedule for the dates that do not work. The MRC will work hard to find caregivers a new class as soon as possible. This may include over enrollment in one of our classes to account for no shows.</li><li>• You will not be able to reschedule immediately at the time of the phone call or the email. Because SEIU 775 Benefits Group is doing the reschedule, this caregiver’s request will be added to our enrollment list. <b>We will do our best to prioritize their reschedule before their deadline, but if a reschedule needs to occur, we cannot guarantee that their new class will be before their deadline.</b></li><li>• Please do not have caregivers that are presenting any COVID-like symptoms attend class. We will work to reschedule people who are missing class because of sickness.</li><li>• Requesting a reschedule could result in the class being in a different location and a delay in getting rescheduled by 1 or more months.</li></ul> |

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|  | <ul style="list-style-type: none"> <li>Please ensure that the caregiver has up-to-date information in <i>My Benefits</i>, so that they receive the communication when we contact them about their new class.</li> </ul>  |
| What if I need a Nurse Delegation or BT70 Refresher course?                        | <p>Refresher classes are being scheduled to help caregivers practice their skills. Caregivers can contact the MRC to request to attend a refresher class. Additional refresher classes that are not currently scheduled may be considered upon request.</p> <p>Nurse Delegation can be scheduled by request. Please contact <a href="mailto:studentsupport@myse iubenefits.org">studentsupport@myse iubenefits.org</a> to request these courses.</p> <p>*Please note we are trying to limit Nurse Delegation to being only client-driven at this time. This means that if the client requires nurse-delegated activities, we will schedule a class for them. If the caregiver is looking to take a nurse-delegation class to expand their learning and take this in lieu of CE classes, we ask that you please refer them to online learning so that we can continue to prioritize in-person training for those in need.</p>   |
| I know training has started, but what is going on with the DOH certification exam? | <p>The Department of Health and Prometric (DOH's contracted testing vendor) have resumed testing in a limited capacity as of July 15.</p> <p>Prioritization of testing is being done by deadline.</p> <p>If caregivers have been scheduled for an exam, they will get notice sent to the email used on their application about their scheduled exam date.</p> <p>On the day of your exam, Prometric is requiring caregivers to:</p> <ul style="list-style-type: none"> <li>Bring a mask. They must be wearing one to take the exam. Face masks with a valve will NOT be allowed. Caregivers without a mask or those wearing a mask with an exhalation valve will be turned away and counted as a no-show.</li> <li>Have their "Admission to Test" (ATT) letter and 2 valid forms of identification.</li> <li>Arrive at least 30 minutes before the scheduled exam. Late arrivals will not be allowed to take the exam and will need to pay the exam fee for the rescheduled date.</li> </ul> <p><u><a href="#">Visit Prometric's site for more information.</a></u></p> <p>Please note that each test site will follow safety protocols. While these protocols will vary, these will always include safety precautions required by the state to ensure a safe environment.</p> |



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|   | <p>While many test sites are up and running, many are not. Please note that testing has not resumed at the following locations:</p> <ul style="list-style-type: none"><li>• Omak</li><li>• Mount Vernon</li><li>• Lynnwood</li><li>• Longview</li><li>• Bellevue</li></ul> <p>For more questions about DOH’s response, please contact <a href="mailto:hmc creview@doh.wa.gov">hmc creview@doh.wa.gov</a></p>   |
| I am nervous about my DOH exam. What can I do to prepare? | <p>There are a variety of free resources for caregivers to prepare for the exam. Caregivers will be emailed with details if they have an exam scheduled.</p> <ul style="list-style-type: none"><li>• Refresher Courses: Practice skills with a free* in-person, 2-hour refresher class. Availability varies depending on location and date.</li><li>• Skills Demo Webinars: Review the skills needed for the exam with this Peer Mentor-led online webinar.</li><li>• Peer Mentor Support and Tutoring: Peer mentors are certified Home Care Aides who help new caregivers become certified.</li></ul>   |
| What if the class does not work for my client’s schedule? | <p>Flexibility is being asked for right now to ensure that all caregivers can complete their training before their deadline.</p> <p>We ask that you be flexible with scheduling your caregivers for client shifts that overlap with their scheduled training.</p> <p>If it is not possible to change the client schedule, please:</p> <ul style="list-style-type: none"><li>• Contact the MRC and let them know that this class does not work for the caregiver’s schedule. You can contact the MRC by emailing <a href="mailto:studentsupport@myseiubenefits.org">studentsupport@myseiubenefits.org</a></li><li>• We will do our best to put them into an empty seat in the next class available.</li><li>• Please request a reschedule for the dates that do not work.</li><li>• You will not be able to reschedule immediately at the time of the phone call or the email. Because SEIU 775 Benefits Group is doing the reschedule, this caregiver’s request will be added to our enrollment list. <b>We will do our best to prioritize their reschedule before their deadline, but if a reschedule needs to occur, we cannot guarantee that their new class will be before their deadline.</b></li></ul> |



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|   | <ul style="list-style-type: none"> <li>• Requesting a reschedule could result in the class being in a different location and a delay in getting rescheduled by 1 or more months.</li> <li>• Please ensure that the caregiver has up-to-date information in <i>My Benefits</i>, so when we contact them about their new class, they receive the communication.</li> </ul>   |
| What happens if a COVID-19 exposure occurs in the classroom?                          | <p>SEIU 775 Benefits Group has a plan in the event of a COVID-19 exposure in the classroom. Our protocol is as follows:</p> <ul style="list-style-type: none"> <li>• Students, interpreters and other participants in the class will be notified as soon as we have a confirmed exposure. This notification will be no greater than 7 days after a confirmed classroom exposure.</li> <li>• Classroom location will be closed for proper cleaning and disinfecting</li> <li>• Employers and caregivers will be notified of future cancellations associated with the series of classes</li> <li>• We will advise on how to reschedule and get into a future class if the site is shut down</li> </ul> <p>Please remember that everyone in the classroom will have a face covering on at all times and maintain social distancing. These requirements were made to make classroom exposures rare and the risk of transmission low in the event of an exposure.</p> |
| What happens if my class gets canceled?   | <p>If your class gets canceled (for any reason), we will work to ensure the following:</p> <ol style="list-style-type: none"> <li>1. Caregivers and employers will be notified of the cancellation right away.</li> <li>2. We will work to reschedule the class as soon as possible while cross-referencing deadlines.</li> <li>3. Caregivers and agencies will be notified of the newly scheduled class.</li> </ol> <p>*Note: If the class cannot be rescheduled, these caregivers will go onto our list of caregivers missing modules and will be reprioritized to be rescheduled for class.</p>   |
| Will I be notified as I become enrolled for additional classes (after the first one)? | <p>Learners will be notified a minimum of 2 weeks before the start of their first class. Please encourage them to check <i>My Benefits</i> to see their entire class series and any appropriate Zoom links needed for online webinars.</p> <p>Home care agency staff can now view a report of all newly scheduled students within their agency. While logged into <i>My Benefits</i>, go to Reports and choose “Scheduled Students.” For DSHS staff, this report will be included in the Daily Reports email sent each weekday; please email <a href="mailto:cxp@myseiubenefits.org">cxp@myseiubenefits.org</a> if you are not on this distribution list and we will add you. This report details the Student ID number, class location, start date and student city/county. All students that the Benefits Group schedules or reschedules will appear in this report until they have completed their registered classes.</p>                                    |



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| Will interpreters be provided if I need language support?              | <p>Yes.</p> <p>If the learners were previously enrolled in a language class and we are unable to register them in another language class we will enroll them in an English class with an interpreter.</p> <p>For all classes that were not yet started, we are working on requesting interpreters for all students who have a non-English language indicated in their preferred language if there is not a language class available for them</p> <p>Please make sure that all of your caregivers have updated their preferred language in <i>My Benefits</i> so that we can support their language needs.</p> |
| Will interpreters be provided for the webinar portion of BT70 classes? | <p>Yes.</p> <p>Please follow the same process outlined above for requesting interpreters.</p>   |
| When will there be class in my area?                                   | <p>We are following the guidelines of the counties as they reopen into phases that allow us to train. We are focused on ensuring safety in each location that we reopen. It is important to note that some places are closed due to that facility's requirements rather than SEIU 775 Benefits Group staff availability. We will keep communication open as we open more training locations. We want to have as many classes as possible. Our priority is on ensuring that it is safe to hold class in a location before we do so.</p>  |

## Questions from employer staff

| Question  | Answer  |
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| What if I see open seats in some of the classes in <i>My Benefits</i> ? | As we work to ensure that all caregivers get their required training completed, not every class we schedule will be at maximum capacity. If you see open seats in a training class that you would like to enroll a caregiver into, please feel free to register in that course! |



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| Some of my caregivers have only a couple more modules to finish. When will they get rescheduled?                                      | <p>Scheduling for missing modules was the very first priority when we resumed classes in mid-June. Unfortunately, many students did not show up for these classes.</p> <p>Some students shared not feeling comfortable being in the class, and some said they didn't know they were scheduled. These caregivers are continuing to be scheduled into their missing modules as the appropriate training is being scheduled in their area.</p> <p>We encourage caregivers to make sure their contact information is correct in <i>My Benefits</i>, and to check their emails regularly.</p>         |
| How are caregivers being prioritized for rescheduled classes?   | <p><u><a href="#">Please see this document for prioritization details.</a></u></p>   |
| Why are new caregivers with a September deadline being scheduled for training before those who missed their deadline due to COVID-19? | <p>We are doing our best to prioritize caregivers by their deadline. However, we have a limited amount of locations where we are able to hold classes due to the governor's guidelines for safety. Unfortunately, this means that some caregivers will be scheduled out of order due to lack of available safe locations in their county.</p>  |
| Is it possible to add the student name and modules they have been scheduled for on the M/W/F report?                                  | <p>No.</p> <p>We use student ID numbers as the unique identifier for each caregiver. This is done to protect their personal identifiable information and ensure safety of that information.</p>  |
| What if the caregivers who work for me are asked to drive to another county or a long distance for training?                          | <p>If caregivers are asked to drive more than 60 minutes away, we may be able to offer some travel assistance. Funds are limited, but please email <a href="mailto:student.support@myseiubenefits">student.support@myseiubenefits</a> if you are requesting on behalf of a caregiver. If the caregiver would like to make the request themselves, they can do so by calling the MRC at 1-800-371-3200.</p> <p>Please note that many, many training sites have been lost. Our team is working to register caregivers in a site closest to them but there are fewer sites available right now.</p> |



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| Will caregivers get paid for training after their original deadline, but during the COVID-19 extension period? | Decisions about payment for training taken after a caregiver’s original deadline have not been made. SEIU 775 Benefits Group is not the decision maker on how payment is granted. Please direct all pay-related questions to your employer. |
| What if my question is still not answered in this FAQ?   | Contact <a href="mailto:CXP@myseibenefits.org">CXP@myseibenefits.org</a> to reach our Customer Experience Team who can help get you an answer to your question.   |