

WAC 388-71-05675

What content must be included in an orientation?

Orientation may include the use of videotapes, audiotapes, and other media if the person overseeing the orientation is available to answer questions or concerns for the person(s) receiving the orientation. Orientation must include introductory information in the following areas:

- (1) The care setting;
- (2) The characteristics and special needs of the population served;
- (3) Fire and life safety, including:
 - (a) Emergency communication (including phone system if one exists);
 - (b) Evacuation planning (including fire alarms and fire extinguishers where they exist);
 - (c) Ways to handle client injuries and falls or other accidents;
 - (d) Potential risks to clients or providers (for instance, aggressive client behaviors and how to handle them); and
 - (e) The location of agency policies and procedures, when orientation takes place in a home care agency.
- (4) Communication skills and information, including:
 - (a) Methods for supporting effective communication among the client/guardian, the provider, and family members;
 - (b) Use of verbal and nonverbal communication;
 - (c) Review of written communications and/or documentation required for the job, including the client's service plan; and
 - (d) Whom to contact about problems and concerns.
- (5) Universal precautions and infection control, including:
 - (a) Proper hand washing techniques;
 - (b) Protection from exposure to blood and other body fluids;
 - (c) Appropriate disposal of contaminated/hazardous articles;
 - (d) Reporting exposure to contaminated articles, blood, or other body fluids; and
 - (e) What a provider should do if they are ill.
- (6) Client rights, including:
 - (a) The client's right to confidentiality of information about the client;
 - (b) The client's right to participate in decisions about the client's care, and to refuse care;
 - (c) The provider's duty to protect and promote the rights of each client, and assist the client to exercise his or her rights;
 - (d) How and to whom providers should report any concerns they may have about a client's decision concerning the client's care, including the client's case manager;
 - (e) Providers' duty to report any suspected abuse, abandonment, neglect, or exploitation of a client;
 - (f) Advocates that are available to help clients (LTC ombudsmen, organizations); and
 - (g) Complaint lines, hot lines, and client grievance procedures.

WAC 388-112-0020

What content must be included in an orientation?

Orientation may include the use of videotapes, audiotapes, and other media if the person overseeing the orientation is available to answer questions or concerns for the person(s) receiving the orientation. Orientation must include introductory information in the following areas:

- (1) The care setting;
- (2) The characteristics and special needs of the population served;
- (3) Fire and life safety, including:
 - (a) Emergency communication (including phone system if one exists);
 - (b) Evacuation planning (including fire alarms and fire extinguishers where they exist);
 - (c) Ways to handle resident injuries and falls or other accidents;
 - (d) Potential risks to residents or staff (for instance, aggressive resident behaviors and how to handle them); and
 - (e) The location of home policies and procedures.
- (4) Communication skills and information, including:
 - (a) Methods for supporting effective communication among the resident/guardian, staff, and family members;
 - (b) Use of verbal and nonverbal communication;
 - (c) Review of written communications and/or documentation required for the job, including the resident's service plan;
 - (d) Expectations about communication with other home staff; and
 - (e) Whom to contact about problems and concerns.
- (5) Universal precautions and infection control, including:
 - (a) Proper hand washing techniques;
 - (b) Protection from exposure to blood and other body fluids;
 - (c) Appropriate disposal of contaminated/hazardous articles;
 - (d) Reporting exposure to contaminated articles, blood, or other body fluids; and
 - (e) What staff should do if they are ill.
- (6) Resident rights, including:
 - (a) The resident's right to confidentiality of information about the resident;
 - (b) The resident's right to participate in making decisions about the resident's care, and to refuse care;
 - (c) Staff's duty to protect and promote the rights of each resident, and assist the resident to exercise his or her rights;
 - (d) How and to whom staff should report any concerns they may have about a resident's decision concerning the resident's care;
 - (e) Staff's duty to report any suspected abuse, abandonment, neglect, or exploitation of a resident;
 - (f) Advocates that are available to help residents (LTC ombudsmen, organizations); and
 - (g) Complaint lines, hot lines, and resident grievance procedures.

(7) In adult family homes, safe food handling information must be provided to all staff, prior to handling food for residents.

[Statutory Authority: RCW [18.20.090](#), [70.128.040](#), [70.128.230](#), and 2005 c 505. 06-01-046, § 388-112-0020, filed 12/15/05, effective 1/15/06.
Statutory Authority: RCW [18.20.090](#), [70.128.040](#), [74.39A.050](#), [34.05.020](#), 2000 c 121, and 2002 c 233. 02-15-065, § 388-112-0020, filed 7/11/02, effective 8/11/02.]