

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number: APD-IM-20-042**

**Issue date: 4/27/2020**

**Topic:** Long Term Care

**Due date:**

**Subject:** Online Homecare and Personal Support Worker Orientation During COVID-19 Social-Distancing Requirement

**Applies to (check all that apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> All DHS employees                                | <input checked="" type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services   |
| <input checked="" type="checkbox"/> Aging and People with Disabilities    | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                        | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input checked="" type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                            |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors   | <input type="checkbox"/> Other ( <i>please specify</i> ):                                |
| <input type="checkbox"/> ODDS Children's Residential Services             |  |
| <input type="checkbox"/> Child Welfare Programs                           |  |

**Message:**

In response to physical distancing requirements related to the COVID-19 pandemic, in-person homecare and personal support worker orientations were suspended. Carewell SEIU 503 Training has offered to provide voluntary online orientation for homecare and personal support worker applicants (including personal care attendants) until local APD/AAA offices and the Oregon Home Care Commission can resume in-person orientations.

Carewell SEIU 503 Training works in partnership with the Department of Human Services, The Oregon Health Authority's Health Systems Division, Oregon Home Care Commission, and SEIU, and will provide mandatory trainings related to SB 1534 beginning in 2021. Carewell will begin piloting mandatory orientation and training later this year.

Voluntary online orientation will be available statewide beginning mid-May. Carewell SEIU 503 Training will offer informational webinars for local office staff the prior to the launch of the online orientation. Carewell's stakeholder liaison, Dele Oyemaja

([dele.oyemaja@risepartnership.com](mailto:dele.oyemaja@risepartnership.com)), will contact local offices beginning next week to provide information about online orientation and invite staff to participate in a webinar.

The orientation flyer and FAQs attached to this transmittal are for local office reference and should not be distributed to applicants at this time.

A complete listing of statewide webinars, and orientation flyers and FAQs offices can distribute will soon be available and will be shared in an Information Memorandum.

For more information about Carewell SEIU, 503, please visit their website at <https://seiu503training.org/>.

For information about SB 1534 and mandatory training, please visit the Oregon Home Care Commission's website at <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/HCC/Pages/Senate-Bill-1534-Updates.aspx>.

*If you have any questions about this information, contact:*

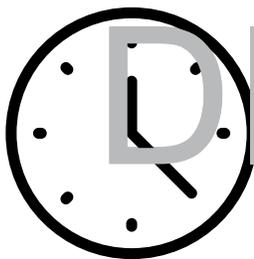
Contact(s): Jenny Cokeley, Special Projects Coordinator	
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# Congratulations on your new career!

**Now more than ever, care providers play an essential role in our community.**

Carewell SEIU 503 Training is temporarily providing care provider orientation online so you can kickstart your career while maintaining social distancing. This training fulfills the orientation requirements for homecare workers, personal support workers, and personal care attendants.

This orientation will give you the tools and confidence you need to provide your consumer with the highest possible level of safety, services, and support. We look forward to seeing you online!



## 4 Hours

of content so you understand your new role.



## Self-Directed

so you can complete it in multiple sittings.



## Learner Support

because you're not in this alone.

**To get started, go to [seiu503training.org](http://seiu503training.org) and click "Register for Online Orientation" at the top of the page or menu bar to create a profile and sign up for orientation. You will need a valid email and a device with internet access to begin.**

**Questions?** Visit us online at [seiu503training.org](http://seiu503training.org), email us at [carewellseiu503training@risepartnership.com](mailto:carewellseiu503training@risepartnership.com), or call us at 1-844-503-7348.

# Online Orientation Q&As

## Can I still attend an in-person orientation?

Not yet. Right now, online orientation is the only orientation available. In light of the "[Stay Home, Stay Healthy](#)" order that is helping flatten the curve in Oregon, Carewell SEIU 503 Training is offering online orientation to allow you to get started without waiting for in-person orientations to be available again. Online orientation is a temporary measure, and we plan to make in-person orientations available after restrictions on gatherings are lifted.

## How do I sign up?

Go to [seiu503training.org](http://seiu503training.org) and click "Register for Online Orientation" at the top of the page or menu bar to create a profile and sign up for orientation. You can log in from a smartphone, tablet, or computer. From there, you will receive instructions on how to complete training. Please note you will need a valid email address to get started.

## How long is the online orientation?

The online orientation should take you between four and five hours to complete. You do not have to complete it in one sitting and your progress will be saved as you go.

## Where can I find help?

We're here to assist you! You can find more information on our website, [seiu503training.org](http://seiu503training.org) or email us at [carewellseiu503training@risepartnership.com](mailto:carewellseiu503training@risepartnership.com). You can call us at 1-844-503-7348 where representatives are available between 8am and 5 pm Monday through Friday.

## How can I fill out an application?

Depending on which agency you're applying through, you will follow their instructions. More information can be found at [ohccworkforce.org/applications](http://ohccworkforce.org/applications)

## When will the orientation become available?

Online orientation will be available in Clackamas County in mid-May. It will be available across the state in June.

## What do I need for the orientation?

You will need a device with internet access to complete the training as well as a valid email address. Smartphones, tablets, and computers all work with our online learning portal. If you are using a smartphone, be sure to connect to WiFi, or you could use up a large amount of data.

## What if I don't have a device with access to the internet?

We're here to help! Give us a call so we can assist you in finding an option that works for you.

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