



Provider Orientation

FAQ

- **Is there a certificate for this training?**

Yes – a certificate for this orientation will be provided in the TRAIN Learning Management System for those that successfully pass the post-training assessment with a score of 80% or better.

- **Is this training required?**

No, this orientation is not required. It is highly recommended for new and existing providers because it reviews the Office of Human Rights processes and compliance expectations.

- **Is this training provided live?**

No – Provider Orientation is not presented live at this time.

- **Where can I get a copy of the slides?**

Copies of the slides can be found on the [Office of Human Rights - Trainings web page](#)

- **Can I come to this training more than once?**

Yes - an initial applicant, new provider, or existing provider; or any person interested in the operations or expectations of the Office of Human Rights may attend this orientation and attend as many times as they wish.

- **How can I find out who my Regional Manager is?**

The *Regional Advocate Manager and State Operated Facilities Manager Map* identifies the Regional Manager by region. Please visit the [Office of Human Rights webpage](#).

- **How do I know what Region I am in?**

You may verify the region you are in by utilizing the *Regional Advocate Manager and State Operated Facilities Manager Map* found on the [Office of Human Rights webpage](#).



- **Where can I find the current Human Rights Regulations?**

The current version of the Human Rights Regulations (12VAC35-115) can be located by visiting the [Virginia Legislative Information System \(LIS\)](#).

- **How can I get templates for the policies and process described in this training?**

There are guidance documents for:

- [Responding to CAPs](#) (along with a [webinar recording](#) and [PowerPoint](#))
- [Abuse and Neglect Investigation Summary](#)

OHR does not provide templates for policies, however, does provide technical assistance about what should be included in provider policies and processes. OHR will review draft or revised policies. Providers can request a policy review or technical assistance by contacting the [Regional Manager](#) where the service is being provided.

- **Where can I find templates or examples of questions for the competency assessments for staff training?**

OHR does not provide templates for competency assessments. Competency tests are created internally by the Provider, covering how the regulations apply to their service. A great resource for aiding in creating questions for competency assessments is having provider leadership or trainers attend Overview of the Human Rights Regulations training. The content from this training can aid in developing questions you want to ensure your staff understand regarding human rights policies and procedures; however - sending staff to this training *does NOT* meet the requirement of the Provider staff having human rights training at hire and annually.

- **Where can I find the Human Rights Poster?**

The Human Rights “It’s Your Right...” can be found by scrolling to the bottom of the [Office of Human Rights webpage](#), under the *Rights Poster* section. There are multiple languages that may be selected.

- **Where can I find the dLVC poster?**

dLVC posters and brochures may be obtained from the “*Publications*” section of [dLVC website](#).



- **How do I sign-up to receive Notification from the Office of Human Rights?**

To receive important emails/memos from the Office of Human Rights, please sign-up for Constant Contact here: [CONSTANT CONTACT](#) *(select the Licensing check box also).

There may be other questions you may have which may be addressed in other training offered by the Office of Human Rights. Please see the [Office of Human Rights - Trainings web page](#) to review additional educational opportunities!

Training offered include:

- Overview of the Human Rights Regulations
- Restriction, Behavioral Treatment Plans (BTPs), & Restraints
- Reporting in CHRIS
- Investigating Abuse and Neglect
- Dignity of Risk
- Overview for Professionals