



Virginia Department of Behavioral Health
and Developmental Services

Providers are Reminded of Their Responsibility to Maintain Full Compliance with Employee Training and Development Requirements

Providers must ensure all employee training and development activities meet regulatory standards. Proper documentation, timely completion, and adherence to internal policy are required for compliance.

Official templates and resources released in 2025 are available to support processes and may assist providers in meeting regulatory obligations. Additionally, the office encourages you to review the Dos and Do Nots chart on the next page.

Your commitment to compliant training practices strengthens the quality and safety of services across our system.

12VAC35-105-450. Employee training and development.

*The provider shall provide training and development opportunities for employees to enable them to support the individuals receiving services and to carry out their job responsibilities. The provider shall develop a training policy that addresses the frequency of retraining on serious incident reporting, medication administration, behavior intervention, emergency preparedness, and infection control, to include flu epidemics. **Employee participation in training and development opportunities shall be documented and accessible to the department.***

- **Expectations Regarding Provider Training and Development (May 2025)**

Access templates that include policy language here:

- **Employee Orientation, Training and Development Policy Template 12VAC35-105**
- **Orientation Form Template 12VAC35-105-440**
- **Training and Development Form Template 12VAC35-105-450, 460**



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Do and Do Nots for Provider Compliance with 12VAC35-105-450

DO

- Develop and implement a written training policy.
- Include retraining frequencies for serious incident reporting, medication administration, behavior intervention, emergency preparedness, and infection control (including flu epidemics).
- Provide employees with training and development opportunities necessary to support individuals receiving services and perform their job duties.
- Ensure training is relevant to each employee's responsibilities.
- Document employee participation in all required training and development activities.
- Maintain training records in a manner that is readily accessible to the department.
- Monitor and track training completion and retraining due dates.
- Address the frequency of retraining related to cardiopulmonary resuscitation (CPR) and first aid (12VAC35-460)

DON'T

- Don't fail to develop a training policy that addresses all required retraining topics.
- Don't omit retraining frequencies from the training policy.
- Don't allow employees to perform duties without receiving the training necessary for their position.
- Don't neglect required retraining once initial training has been completed.
- Don't rely solely on verbal confirmation that training occurred.
- Don't maintain incomplete, inaccurate, or missing training records.
- Don't delay documenting employee participation in training activities.
- Don't make training records unavailable or difficult to access during an inspection.
- Don't forget that if your agency does not administer medications, your training policy must reflect this.