

RESIDENT CARE COORDINATOR (RCC) TRAINING COURSE VIRTUAL PROGRAM EXPECTATIONS

This course is a 15-hour training program and features a combination of live webinar training, online resources, and online learning modules. You may begin your online learning modules at any time. Even though this program is being held virtually, **please plan to spend 15 hours completing this program**, just as you would if you attended this program in person.

To get the best experience from this virtual training, we recommend that you find a quiet place free from disruption. If possible, inform co-workers of your participating in this class and ask that they minimize interruptions, so that you may fully focus on your coursework.

COURSE COMPLETION REQUIREMENTS

Once you complete the course requirements, a certificate of completion will be available to download in the [OHCA Member Portal](#). In order to complete this course, each attendee must complete the following:

1. Attend all live virtual instruction days. Tuesday - Thursday, 1:00pm – 4:00pm
2. Approx. live (6) hours online learning through Oregon Care Partners
3. Registration fee paid in full

You may begin your self-study at any time. Once you complete the course requirements, a certificate of completion/continuing education unit form (CEU) will be posted in your profile on the [OHCA Member Portal](#). [Click here for more](#) information about accessing the OHCA Member Portal.

INDEPENDENT STUDY REQUIREMENTS

Students must complete the following online learning modules **within 7 days of the course ending**.

ACTION	ITEM	LOCATION
COMPLETE	Let's Get Real: Being Person-Centered in a Task Oriented World (1 hour)	Oregon Care Partners (OCP) Page 2 for instructions
COMPLETE	Elder Abuse Prevention, Investigation and Reporting (2 hours)	Oregon Care Partners (OCP) Page 2 for instructions
COMPLETE	Psychosocial Issues (1 hour)	Oregon Care Partners (OCP) Page 2 for instructions
COMPLETE	Pre-service infection prevention and control for CBC (2 hours)	Oregon Care Partners (OCP) Page 6 for instructions

ACCESSING ONLINE LEARNING: OREGON CARE PARTNERS (OCP)/RELIAS

Please **READ AND FOLLOW** the instructions below carefully to access the online learning modules (approximately 4 hours). Once modules are complete email a copy of your completion certificate or completion transcript to cvan@ohca.com to verify completion.

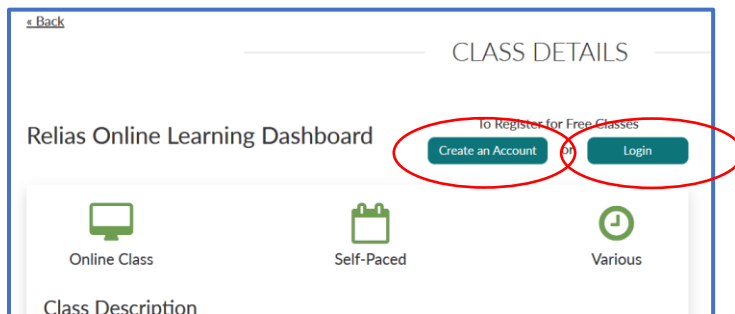
BEFORE YOU BEGIN, here are a few helpful tips to give you the best experience.

- **TIP #1:** *You MUST use a desktop or laptop. Courses DO NOT work well on mobile devices*
- **TIP #2:** *You MUST use Chrome as your browser. Other search engines will not work with the program.*
- **TIP #3:** *DO NOT ACCESS THE MODULES USING YOUR COMPANY SPECIFIC RELIAS LOG-IN. The modules are different and will not count towards this course.*
- **TIP #4:** *Close all browser windows, programs and documents on your computer that could interfere with online classes.*
- **TIP #5:** *Some individuals have mentioned challenges with saving progress some modules. We recommend adjusting your viewing behavior by clicking “exit” every 5-7 slides to allow the system to save your progress more frequently.*

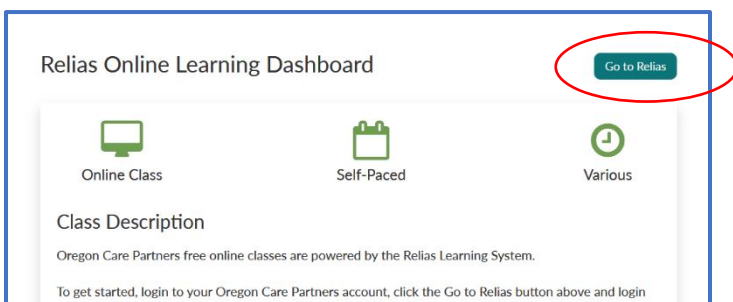
Step 1: Visit the OCP website: <https://oregoncarepartners.com/app/#/class-details/1492?type=ONLINE>

Step 2: Log in

- If you have an existing OCP profile, click “Login”
- If you are new to OCP, click “Create an Account” and follow the prompts to set up your free account. *Once you have created your account and verified your email address, go back to step 1.*



Step 3: Once Logged in, click “Go to Relias”



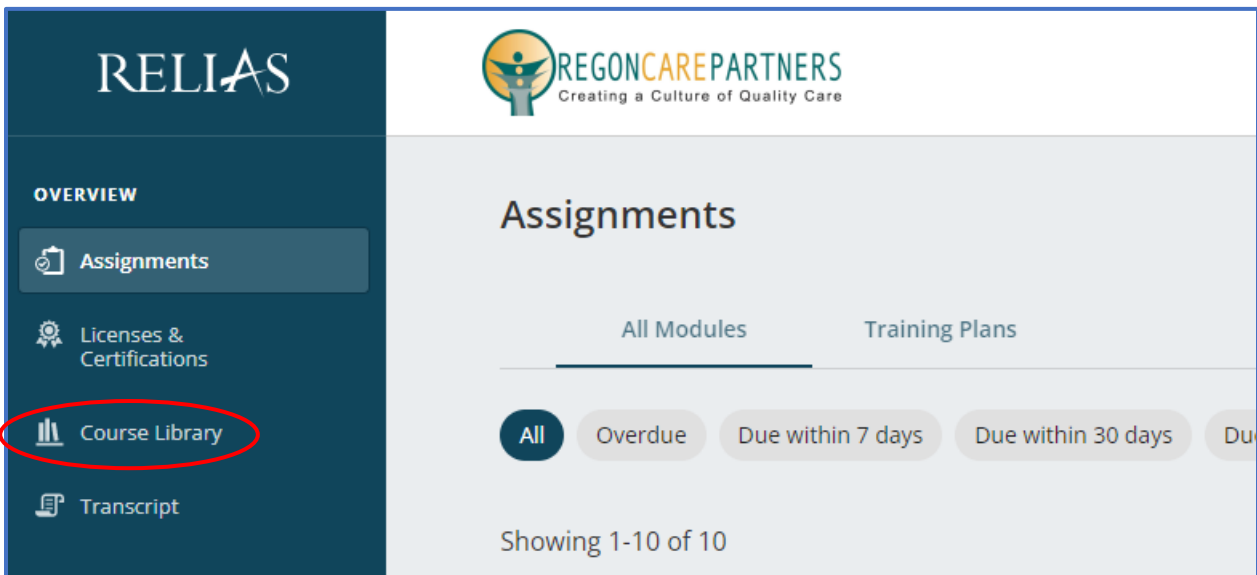
Step 4: A second log-in with the same username and password used in step 2



The image shows the login page for REGONCAREPARTNERS. At the top left is the logo, which consists of a stylized human figure with arms raised inside a circle, followed by the text "REGONCAREPARTNERS" and "Creating a Culture of Quality Care" below it. Below the logo, there is a message: "Please login with your Oregon Care Partners username and password to access your Relias Online Dashboard". There are two input fields: "Username" and "Password". Below the "Password" field is a link that says "> Forgot your password?". At the bottom is a red "Login" button.

Step 5: On the left-hand menu, click “Course Library”

- **TIP:** *Online courses are NOT automatically assigned to you. You must follow steps 5-8 to access the correct modules*



The image is a screenshot of the Relias dashboard. On the left is a dark blue sidebar with the "RELIAS" logo at the top. Below the logo is an "OVERVIEW" section with several menu items: "Assignments", "Licenses & Certifications", "Course Library" (which is circled in red), and "Transcript". The main content area is white and features the REGONCAREPARTNERS logo at the top right. Below the logo, the word "Assignments" is displayed in a large font. Underneath "Assignments" are two tabs: "All Modules" (which is selected) and "Training Plans". Below the tabs is a row of filter buttons: "All", "Overdue", "Due within 7 days", "Due within 30 days", and "Due". At the bottom of the main content area, it says "Showing 1-10 of 10".

Step 6: In the “Search Course Library” box, type in the name of the course you would like to attend. Click “Enroll”

- **TIP:** type in the first few words of the course. You may need to scroll down on the webpage to find the correct course.
 - Pre-Service Dementia Care Training for Direct Care Staff (6 hours)
 - Monitoring Changes of Condition (1 hour)
 - Service Plans for Assisted Living Facilities (1 hour)
 - Identifying Fall Risk in Assisted Living (1 hour)
 - Elder Abuse Prevention, Investigation and Reporting (2 hours)

The screenshot shows the RELIAS interface with the 'REGONCAREPARTNERS' logo. The user is logged in as 'Melodie King'. The 'Course Library' section is active, and a search for 'Pre-service' has been performed. The search bar and the 'Enroll' button for the 'Pre-Service Dementia Care Training for Direct Care Staff' course are circled in red. The course details show it is a 6-hour text-based course approved by Oregon DHS/SOQ.

Step 7: Click “Assignments”

The screenshot shows the RELIAS interface with the 'REGONCAREPARTNERS' logo. The 'Assignments' button in the left sidebar is circled in red. The main content area shows the 'Course Library' section with search results for 'Pre-service'.

Step 8: Click “Start” to begin the module

The screenshot shows the RELIAS Assignments page. The left sidebar contains navigation options: OVERVIEW, Assignments, Licenses & Certifications, Course Library, Transcript, and RESOURCES (Help). The main content area is titled 'Assignments' and includes filters for 'All Modules' and 'Training Plans'. Below the filters are tabs for 'All', 'Overdue', 'Due within 7 days', 'Due within 30 days', and 'Due within 90 days'. The page shows 'Showing 1-3 of 3' items. The first item is 'Monitoring Changes of Condition' (1h, Audio/Video) with a green 'Start' button and a 'VIEW MORE' link. The second item is 'Pre-Service Dementia Care Training for Direct Care Staff' (6h, Text) with a green 'Start' button circled in red and a 'VIEW MORE' link. The top right of the page shows 'Expected Downtime' and 'Melod'.

Additional Support:

- Frequently Asked Questions: <https://oregoncarepartners.com/about/faq/>
- Additional Support: info@oregoncarepartners.com or 800-930-6851

Certificates of Completion for Online Modules:

For each module, email a PDF copy of your certificate of completion to cvan@ohca.com.

- To access your transcript or certificates, visit the [Oregon Care Partners website](#)
- In the top right navigation bar under your name, select “My Dashboard” from the drop-down menu options.
- Find the section titled, “My completed classes”, select “Download Certificate” to the right of the class details to download, view, save and print your certificate.

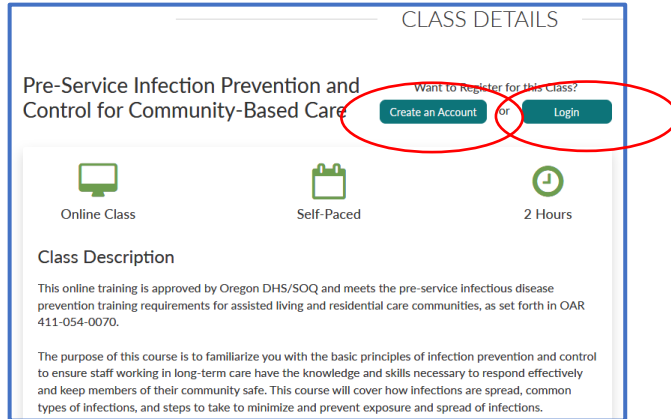
Please note: Information transfer between Relias Online Learning and your Oregon Care Partners account may not be immediate. We ask for your patience.

ACCESSING PRE-SERVICE INFECTION CONTROL IN CBC

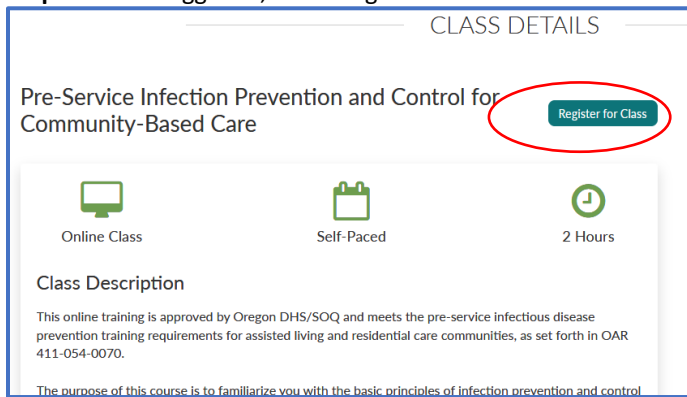
Step 1: Visit the course website: <https://oregoncarepartners.com/app/#/class-details/2378?search=infection&type=-1>

Step 2: Log in

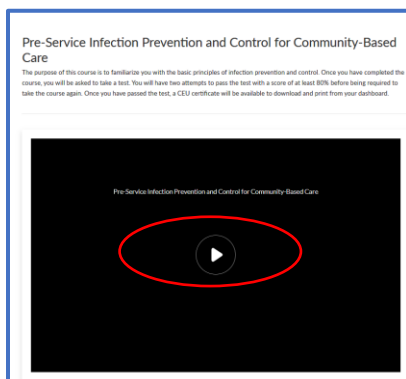
- If you have an existing OCP profile, click “Login”
- If you are new to OCP, click “Create an Account” and follow the prompts to set up your free account. *Once you have created your account and verified your email address, go back to step 1.*



Step 3: Once Logged in, click “Register for class”



Step 4: Click the “Play” button on the screen to begin the course



ZOOM MEETING ACCESS INFORMATION

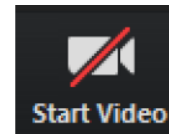
System Requirements: https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux#h_66cb65e7-a02d-47d5-a067-a85f3d184c6b

Step 1: Visit <https://zoom.us/join>

Step 2: Enter the Meeting ID number OHCA provided you.

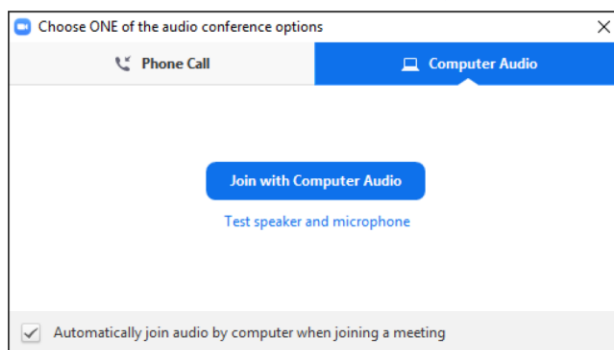
Step 3: Follow the additional prompts to complete your log-in process

Step 4: Your video should start automatically. If it doesn't, hover your mouse near the bottom of the Zoom window, the control bar will become visible. Select "Start Video." [Click here for troubleshooting tips](#)



Step 5: Select, "Join with Computer Audio."

- If you prefer to join by conference call, click "Phone Call" to receive the dial-in information.
- [Click here for troubleshooting tips](#)



Step 6: Test your speaker and microphone. From the control bar to the right of the microphone icon, select "^", then select "Test Speaker and Microphone..." and follow the prompts.

Additional Zoom Meeting tips:

- **Control Bar:** Attendees may need to locate the control bar that is sometimes hidden from view to be able to access the chat and Q&A
- **Chat:** Attendees can send chats directly to the host and panelist or to the host, panelists and attendees. Be aware that chat messages that are sent directly to the host/panelists are not visible to all attendees. We encourage using the chat feature for added interaction with your fellow attendees!
- **Q&A:** Some attendees are not able to use the chat, for this reason, we have enabled both chat and Q&A options for attendees to communicate through during the presentation. Only "answered" questions are visible to attendees
- **Polls:** Once the host has launched a poll, attendees will complete all the questions within that poll and then select submit. Attendees may see an option to "Skip Poll" in their Zoom window.

- Mute Your Audio: To minimize background noise and interruptions, we recommend you mute your audio until you need to speak to the group.