

HUMAN SERVICES DIVISION

PHLY AND CDS PREFERRED STATUS PROGRAM

How it works

Because training and skill development have proven to be key elements of risk reduction, Philadelphia Insurance Companies has developed a meaningful discount on liability and business insurance premiums. Organizations that enroll in the program will be eligible to obtain a *5% discount for their agency upon half of the employees and key volunteers completing a number of specified courses (see descriptions below). This discount is on the annual package premium and is available at renewal or for a newly issued policy.

In addition to using the CDS training as part of your risk management program, Philadelphia Insurance Companies will provide ongoing information, tools and expertise to help agencies manage agency risk and exposure.

*This one-time discount will not be available to an organization already provided with a premium discount for any other reason (e.g., a CARF accredited organization).

Required to maintain a maximum qualifying overall loss ratio for all package policy lines of 40%. Loss ratios will be calculated based on a full 12 month policy period. If the overall loss ratio still exceeds 40%, after 2 years on the Program, the discount will be removed.

Background

The program was conceived and developed because we know there is a looming crisis in the demand for and supply of committed, compassionate and capable direct support workers. They are the lifeblood of our collective effort to deliver necessary individual and family supports for people with intellectual and developmental disabilities. Research shows that employee training and recognition help retain employees in critical positions, regardless the level of pay. But, we also know that the economics of our industry often limits the ability to better pay the direct support workforce, and thus it becomes imperative that we find additional methods and opportunities to attract, develop and retain direct support workers. Ultimately, we can serve individuals and families better by attracting and retaining Direct Support Professionals committed to person-centered supports.

One of the hallmarks of a satisfied workforce is professional and personal esteem that employees are able to develop through their work. Through this innovative training, staff members will show pride in their work as Direct Support Professionals and be offered the opportunity to earn credentials by the National Alliance for Direct Support Professionals (NADSP).

Upon review of the CDS course offerings, Philadelphia Insurance Companies risk management and underwriting staff determined that agencies participating in the program would significantly address risk management issues by training their staff through the CDS curriculum, specifically 11 online courses identified as "core curriculum." Philadelphia Insurance is so committed to the concept of employee/volunteer training to reduce risk and liability that it has agreed to offer a 5% discount on the annual premium for lines of business coverage. This discount could translate into thousands of dollars in premium savings, thus paying in part, or whole, for participation in the CDS program.



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The Collaborators

The College of Direct Support (CDS) has established itself as the most effective resource for web-based high-quality training for people working in direct support roles. CDS has partnered with organizations that bring world class resources to the delivery of its online curriculum, developed and reviewed by leaders in the disability field.

Philadelphia Insurance Companies (PHLY) provides comprehensive business insurance coverage to human service agencies. Philadelphia has established itself as a leading provider of insurance for human service agencies with insurance products uniquely designed to fulfill a wide range of special insurance needs for the Non-Profit Sector.

www.collegeofdirectsupport.com

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CURRICULUM TO ACHIEVE CREDENTIALING

The College of Direct Support (CDS) Preferred Status Required CDS Course List:

The following list of College of Direct Support courses is required for ALL paid employees in order to receive the 5% discount. Completion of this list of courses is estimated to take an employee approximately 61 hours. Agency Board Members must complete Course 10, Introduction to Developmental Disabilities. (5 hours)

1. Safety at Home and in the Community (8 hours)

This course provides an overview of methods for preventing and responding to safety issues at home and in the community away from home. Lessons include information on safety while driving, creating safe home environments, and safe handling of blood borne pathogens (universal precautions and OSHA requirements). Information for preventing and responding to specific situations such as fires, natural disasters, acts of terrorism, and other emergencies is covered. Throughout the lessons, the learner is asked to think about balancing safety concerns with personal choice and opportunity for people with disabilities by reflecting on examples that represent the types of challenges DSPs face today. Because safety risks have a lot to do with individual circumstances, the learner is asked to apply learning to the policies and procedures of the specific support setting in which they work, as well as to the unique needs of each person supported.

2. Maltreatment of Vulnerable Adults and Children (5 hours)

This course helps the learner understand what abuse, neglect, and exploitation are; how to identify suspected cases of abuse, neglect or exploitation; how to protect the person who may have been harmed from further exploitation; and how to effectively document these situations. This course teaches learners about specific reasons people with disabilities may be more vulnerable to abuse, neglect, or exploitation and what strategies they can use to reduce peoples' vulnerabilities. Protection and advocacy, state ombudsman, and other Providers that deal with abuse and neglect situations are described and explained to the learner.

3. Supporting Healthy Lives (6 hours)

This course provides an overview of information needed to understand what it takes to lead a healthy life and how to support people with disabilities in making good choices related to their health. It covers the importance of making healthy choices such as eating right and getting the right amount of exercise. It reviews health-related issues across the life span and gives advice on working with health care providers. A lesson on recognizing the signs and symptoms of illness is included along with information on how to take care of someone who is ill.

4. Positive Behavior Support (7 hours)

This course is an introduction to methods of supporting people who engage in challenging behaviors. Strategies that are safe, fair, compassionate, and effective in preventing and reducing problem behaviors are included. The learner is provided with definitions of challenging behavior and basic behavioral terms and principles. The learner will understand more about the history of treatment of people with disabilities and why the person-centered practices at the heart of positive behavior supports are being embraced. The course teaches learners about regulations in the use of behavioral interventions and provides practical information on how to effectively support people who present behavioral challenges.

5. Documentation (4 hours)

This course provides the learner with a thorough understanding of why it is important to record specific activities or events, different types of documentation, ways of effectively completing documentation, and the importance of maintaining confidentiality in documentation. Learners are given general guidelines for documentation and are urged to review the policies and procedures of their employers and states. Providers and states are encouraged to take advantage of the easy-to-use tailoring features of the CDS to present learners with specific information about their Provider or state.

6. Direct Support Professionalism (5 hours)

This course introduces the learner to the importance and benefits of a professional orientation to the DSP role and to the history and status of the professionalism movement. The national movement to professionalize direct support is described. The reasons why professionalism is important, progress that has been made in creating a profession and how DSPs can become part of the professionalism movement are included. An ethical code for DSPs is reviewed along with ways of applying these ethical guidelines in daily practice.

7. Introduction to Medication Support (7 hours)

This course helps learners understand how to support people in effectively and safely managing their medications. Information on how to work with medical professionals and safely store, administer, and handle medications is included. Not all DSPs have the same responsibilities in medication support due to different regulations and the varied needs of the persons being supported. To address this, the course provides concepts and tools that help learners understand and address their unique situations.

8. Individual Rights and Choice (4 hours)

In this course, the learner gains knowledge of the rights of individuals with disabilities, including a brief overview of relevant laws and their historical roots. It teaches how to balance the right to take risks with the right to be protected from harm, and provides valuable skills in facilitating choice-making by the individuals to whom DSPs provide support. It is recommended that the learner complete the course on Maltreatment of Vulnerable Adults and Children along with this course to better understand rights. While this course discusses many federal laws that concern the rights of individuals with disabilities, state and local communities also have laws that pertain to rights. Learners are encouraged to contact their state or local government representatives and their supervisor to find out about local laws. Providers are encouraged to use the tailoring options of the CDS to identify state and local laws and information that DSPs should know.

9. Personal Care (5 hours)

Grooming and hygiene are important parts of daily life. Grooming and hygiene can reflect a person's well-being and self-esteem. Poor hygiene can lead to poor health. Many Direct Support Professionals help people with grooming and hygiene activities. These include tasks such as helping with dressing, bathing, shaving, or using the toilet. It may also include teaching these skills to children or adults with special needs. Direct support professionals may feel uncomfortable assisting people with grooming and hygiene. Learning to support people with personal care in a sensitive and respectful manner is discussed. It is also important to respect a person's own grooming habits. These are personal and unique, and can be culturally based. Direct support professionals will learn how to find out about people's personal style and preferences. Learners will review methods for completing many grooming and hygiene tasks. This course will also help learners understand health concerns and risks related to personal care.

10. Introduction to Developmental Disabilities (5 hours)

This course provides the learner with a background in the history, language, and basic concepts of services for persons with developmental disabilities. In this course the learner reviews the ideas and learns the vocabulary that is important to working within the field of developmental disabilities. This information makes the learner more effective in communicating with others and in understanding the system in which developmental disabilities services are provided. *Required for All Active Volunteer Board Members

11. Teaching People with Developmental Disabilities (4 hours)

This course is an overview of the important role that DSPs have in teaching people with developmental disabilities. It provides the learner with a basic understanding of teaching and learning, an important part of the direct support role. It helps the learner move beyond a "care giving" role to one of being a true supporter and professional. This course helps the learner understand why it is important for all people to learn new things, what motivates people to learn, what teaching strategies help people with developmental disabilities learn, and how teaching and learning can be effectively organized.

12. PHLY's Online Interactive Defensive Driver Training Program (1 hour)



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This interactive online defensive driver training course is designed to teach the driver how to minimize the risks involved with driving any type of vehicle, and instruct the driver how to avoid dangerous driving situations and improper driving techniques.

Program curriculum includes:

- The five characteristics of defensive drivers.
- The "Accident Cause Triangle" and how to remove these causes.
- Protecting you against the aggressive driver.
- Components of conducting a proper pre-trip inspection.
- The eight most common driving errors and how to prevent them.
- The collision prevention formula.
- Maintaining a cushion of safety.
- The 3 second & 3 second plus rule.
- The action to take in the event of a collision or traffic incident.



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