

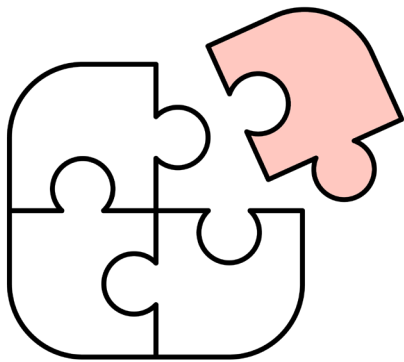
# New Worker Training

## Congratulations on your new career!

Carewell SEIU 503 Training provides you with the tools you need to give your consumer the most impactful — and safest — support and care possible. Through a three-part training, you will learn about your role as a care provider and get an introduction to providing high-quality services to consumers.

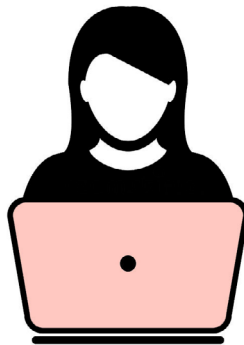
Your safety and the safety of those you support is important to us. That's why Carewell is offering this training completely online during the COVID-19 pandemic. Carewell SEIU 503 Training is here to help you kickstart your career while maintaining social distancing.

### Orientation



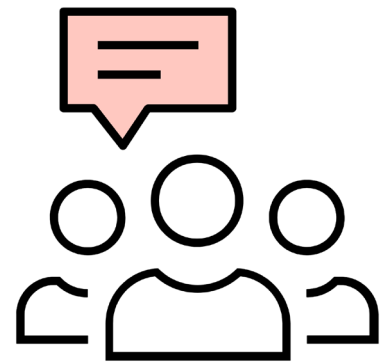
- Online, Self-Paced
- 4 Hours
- Before Employment

### Online Core



- Online, Self-Paced
- 4 Hours
- Within 120 days of receiving provider number

### Core Workshop



- Online, Live Webinar
- 4.5 Hours
- Within 120 days of receiving provider number

**To get started\*, go to [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training) and register for New Worker Orientation.**

\*Be sure to complete an application before you begin training. Applications can be found at [OHCCworkforce.org/applications](https://OHCCworkforce.org/applications).


### Questions?

Visit [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training), email [CarewellSEIU503training@RISEpartnership.com](mailto:CarewellSEIU503training@RISEpartnership.com) or call 1-844-503-7348.



Carewell  
SEIU503

# New Worker Training: Steps for Success

- 1.** Submit an application to the local agency you want to work with. Applications can be found at [OHCCworkforce.org/applications](https://OHCCworkforce.org/applications).
  - 2.** Create a profile in the Carewell Learning Portal. You can get there from the Carewell website, [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training).
  - 3.** When you log in to the learning portal after creating a profile, go to “My Courses” and click “Start” to begin Orientation. From there, complete the Orientation modules.
  - 4.** After you’ve finished Orientation, wait for your provider number to arrive from the Department of Human Services (DHS) or Oregon Health Authority (OHA). When you have it, enter your provider number into the Carewell Learning Portal.
  - 5.** After you enter your provider number, you can begin self-paced Online Core when it is available to you.
  - 6.** Once you finish Online Core, you can select a Core Workshop webinar session. Core Workshop is the last segment of training.
-  Congratulations! You’re all done with New Worker Training!



**DHS**  
Oregon Department of Human Services  
Seniors and People with Disabilities  
Oregon Home Care Commission  
Please print (use blue or black ink), sign and date application.

**Homecare Worker Application**

Office Use Only  
Provider #:   
 Career  Restricted



**New Worker Orientation**

Are you ready to get started? Visit the Carewell Learning Portal to register today!

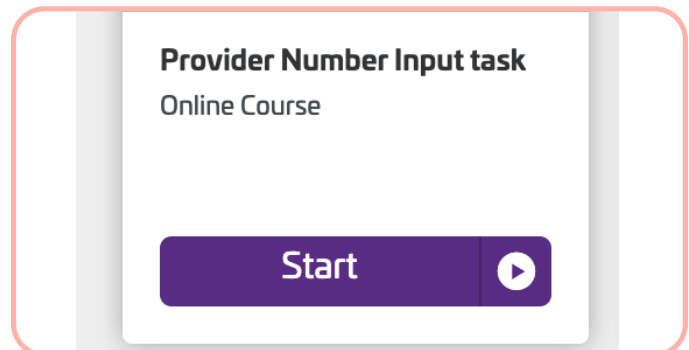
**REGISTER HERE**





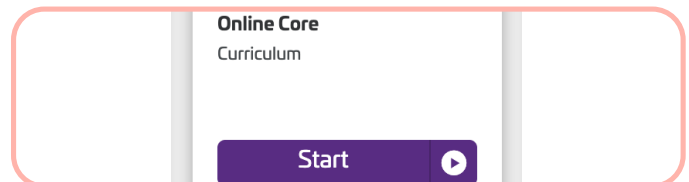
**My Courses**

See courses you are enrolled in



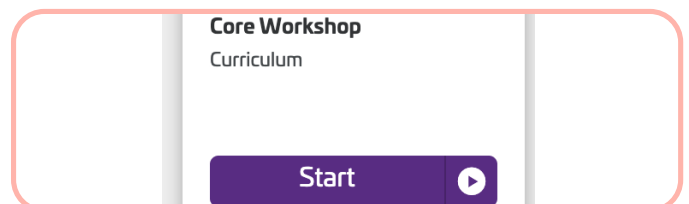
**Provider Number Input task**  
Online Course

**Start**



**Online Core Curriculum**

**Start**



**Core Workshop Curriculum**

**Start**

## New Worker Training: Frequently Asked Questions

### How do I sign up?

Go to [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training), go to the New Worker Training page and click "Register Here." From there, you will create a profile and sign up for Orientation. You can log in from a smartphone, tablet or computer. You will then receive instructions on how to complete training. Please note that you will need a valid email address to get started.

### How can I fill out an application?

Before attending training, you should submit an application to become a new homecare or personal support worker. To apply you will follow the instructions of the agency through which you're applying. More information can be found at [OHCCworkforce.org/applications](https://OHCCworkforce.org/applications).

### When can I begin the training?

You can begin Orientation right away. You can start Online Core and Core Workshop after you have completed Orientation, passed a background check and have received your provider number from the Department of Human Services (DHS) or the Oregon Health Authority (OHA). Orientation and Online Core are self-paced so you do not have to complete them in one sitting and your progress will be saved as you go. The last segment, Core Workshop, is a live webinar with a trainer. For Core Workshop you can choose from a selection of days and times that works best for you.

### How long is the training?

The total length of the New Worker Training is about 12 hours. There are three segments and each segment lasts about four hours.

### Can I go to a training in person?

Not yet. Currently all of the Carewell SEIU 503 Training courses are offered online. We are keeping training online to help meet your training needs while maintaining social distancing during the COVID-19 pandemic. When it is safe again, we look forward to offering in-person trainings. For now, we look forward to seeing you online.

### What do I need for the training?

You will need a device with internet access and a valid email address to begin the training. Smartphones, tablets and computers all work with our online learning portal. If you are using a smartphone or tablet, 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 internet access?

We're here to help! Give us a call at 1-844-503-7348 so we can assist you in finding an option that works for you.



Carewell SEIU 503 is the family of training and benefits hardwon by SEIU 503 homecare and personal support providers to enhance their lives. Delivered clearly, easily and reliably, these benefits offer the stability, health, skills and training workers deserve.

All benefits are delivered by RISE Partnership, a worker-centered benefit support service.





## Do you provide language assistance?

Yes. We will soon have trainings in Arabic, Russian, Spanish, Vietnamese, Mandarin (voice over) and simplified Chinese (written). You can adjust your language preferences in the upper right corner of the Carewell website and the Carewell Learning Portal. If your preferred language is not available, please reach out to us to let us know. We can help you find an option that works for you. Please call 1-844-503-7348 or email [CarewellSEIU503training@RISEpartnership.com](mailto:CarewellSEIU503training@RISEpartnership.com) to let us know which training you are taking and the language you prefer.

## Will I receive a stipend for training?

You will be provided a stipend after completing Online Core and a second stipend after completing the Core Workshop. You will not receive a stipend for Orientation. More information on stipends can be found on our website, [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training).

## Where can I find help?

We're here to assist you! You can find more information on our website, [CarewellSEIU503.org/training](https://CarewellSEIU503.org/training) 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 6pm Monday through Friday.