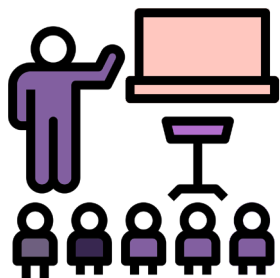




New Worker Training for Care Providers

Homecare Workers, Personal Support Workers, and Personal Care Attendants

1. New Worker Orientation



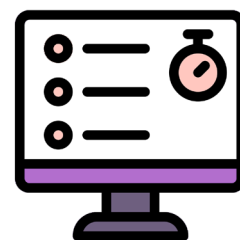
- Trainer-led, In-person
- 6 hours, plus an optional 30 minutes to take the assessment
- Finish before employment

2. New Worker Core Part 1



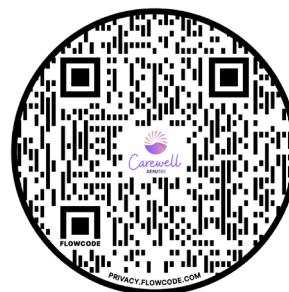
- Self-paced, Online
- 4 hours
- Finish within 120 days of receiving provider number

3. New Worker Core Part 2



- Self-paced, Online
- 4 hours
- Finish within 120 days of receiving provider number

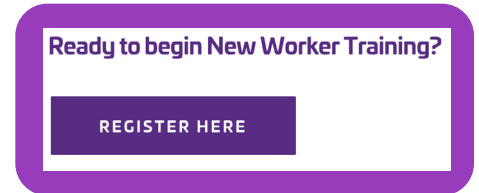
Scan this code to begin:



or go to CarewellSEIU503.org/orientation

New Worker Training: Steps for Success

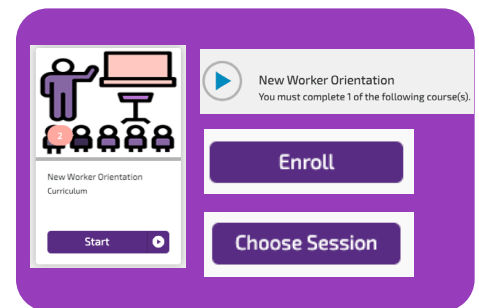
- 1 Create a profile in the Carewell Learning Portal. You can get there from the Carewell website, CarewellSEIU503.org/orientation.
Make a note of your username and password as you will need them to log back in.



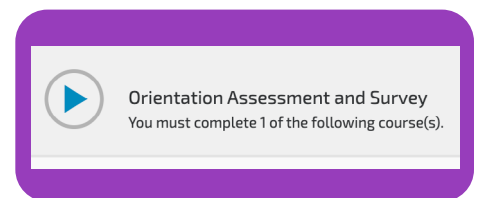
- 2 When you log in to the learning portal after creating a profile, go to "My Courses."



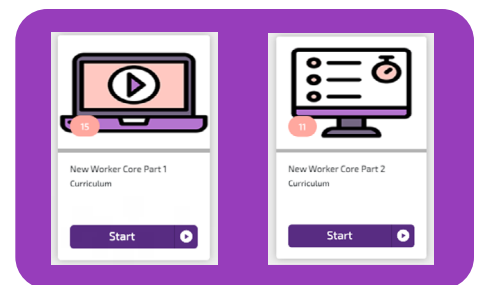
- 3 Click "Start" under "New Worker Orientation." Then find "New Worker Orientation" and click "Enroll." Then click "Choose Session" to find a session. After enrolling in a session, you will receive a confirmation email.



- 4 After attending your New Worker Orientation session, you will need to pass an assessment and take a short survey.



- 5 After you receive your provider number from the state, log back in to the learning portal to complete New Worker Core Part 1 and New Worker Core Part 2. You need to take the required assessments after each section to get credit for completing the sections.



Congratulations! You're all done with New Worker Training! You can download a copy of your certificate of completion from the learning portal.

New Worker Training: Frequently Asked Questions

How do I sign up?

Go to CarewellSEIU503.org/orientation, and click "Register Here." From there, you will create a profile and sign up for New Worker 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 worker, personal support worker, or personal care attendant. To apply you will follow the instructions of the agency you're applying through. More information can be found at OHCCworkforce.org/applications.

When can I begin the training?

You can begin New Worker Orientation after you've submitted an application. You can start New Worker Core Part 1 and New Worker Core Part 2 after you have completed New Worker Orientation, passed a background check, and received your provider number from the Department of Human Services (DHS) or the Oregon Health Authority (OHA).

New Worker Core Parts 1 and 2 must be completed within 120 days of receiving your provider number.

How does the training work?

New Worker Orientation takes place in person with a trainer.

New Worker Core is self-paced so you do not have to complete it in one sitting and your progress will be saved as you go.

You will need to pass an assessment after each of the 3 sections of training with a score of 75% or higher. If you do not pass the assessment after 3 tries, you will need to retake that section of the training.

How long is the training?

The total length of the New Worker Training is about 14 hours.

New Worker Orientation is in-person and takes about 6 hours including breaks. There is also an optional 30-minute session after New Worker Orientation to take the required assessment.

New Worker Core Part 1 and New Worker Core Part 2 are each about 4 hours long for a total of 8 hours of self-paced modules.

Do I have to stay to take the assessment after New Worker Orientation?

No. You can take the required assessment any time after attending New Worker Orientation by logging in to the learning portal. You must pass the assessment to complete New Worker Orientation.



Carewell SEIU 503 is the family of training and benefits hard-won by SEIU 503 homecare and personal support workers.

Delivered by RISE Partnership, a nonprofit supporting Oregon's care providers and public sector workers with outstanding training, education, and benefit navigation.



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 Wi-Fi, or you could use up a large amount of data.

You should also plan to bring your learning portal username (email address) and password so you can log in to take the assessment.

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.

Will I receive a stipend for training?

Yes. You will be provided a stipend after you complete all of new worker training. More information on stipends can be found on our website, CarewellSEIU503.org/stipend-policy.

Do you provide language assistance?

Yes. You can register for training in the following languages:

- Spanish
- Russian
- Vietnamese
- Chinese (simplified written, Mandarin voice-overs)
- Arabic
- Somali

When you take New Worker Orientation, you will meet with a trainer who speaks one of these languages or take the course with an interpreter. New Worker Orientation takes place in a virtual, Zoom classroom. We can also schedule an interpreter for you to join an in-person class if you reach out to us.

New Worker Core Parts 1 and 2 are online and self-paced. They are available in:

- Spanish
- Russian
- Vietnamese
- Chinese (simplified written, Mandarin voice-overs)
- Arabic
- Somali

Once you are registered for training in one of these languages, you should automatically see training in your preferred language.

If your preferred language is not available, please reach out to us for support. We can help you find an option that works for you. Please call 1-844-503-7348 or email CarewellSEIU503training@RISEpartnership.com to let us know which training you are taking and the language you prefer.

How is Carewell Training addressing COVID-19?

We are monitoring community levels of COVID-19. If community levels are high, we will hold New Worker Orientation as a live, trainer-led webinar over Zoom instead of in the classroom. We will notify you if your in-person class is switched to a virtual class. We recommend checking your email and the learning portal close to the day of your scheduled training to check for any changes.

Where can I find help?

We're here to assist you! You can find more information on our website, CarewellSEIU503.org/orientation or email us at CarewellSEIU503training@RISEpartnership.com. You can call us at 1-844-503-7348 where representatives are available between 8am and 6pm Monday through Friday.