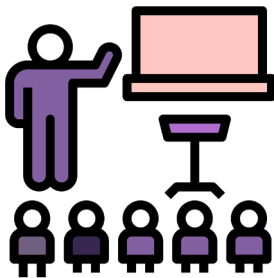


New Worker Training for Care Providers

Homecare Workers, Personal Support Workers, and Personal Care Attendants

New Worker Orientation



- Trainer-led, In-person*
- 6 hours, plus an optional 30 minutes to take the assessment
- Before employment
- *May be held over Zoom depending on community COVID-19 levels

New Worker Core Part 1



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

New Worker Core Part 2



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

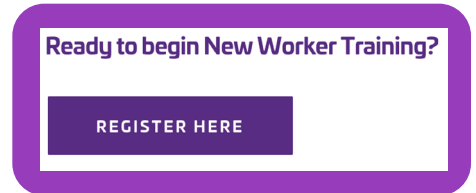
Scan this code to begin:



or go to CarewellSEIU503.org/orientation

New Worker Training: Steps for Success

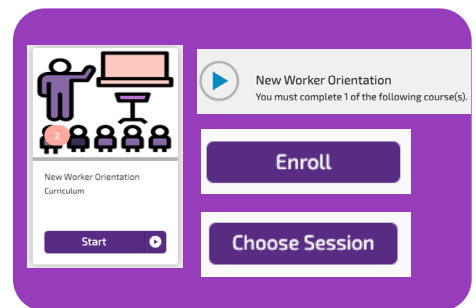
1 Create a profile in the Carewell Learning Portal. You can get there from the Carewell website, CarewellSEIU503.org/orientation.



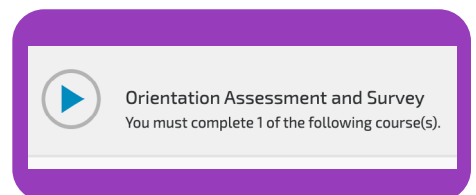
2 When you log in to the learning portal after creating a profile, go to “My Courses.”



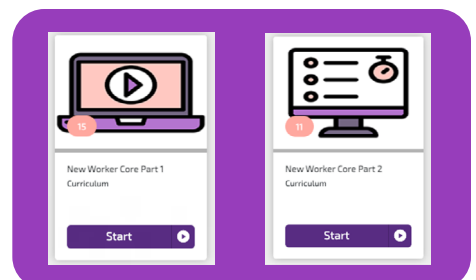
3 Click “Start” under “New Worker Orientation.” Then find “New Worker Orientation” and click “Enroll.” Then click “Choose Session” to find a session. After enrolling in a session, you will receive a confirmation email.



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 and take the required assessments after each section.



Congratulations! You’re all done with New Worker Training!

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 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.

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 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.





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.

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?

You will be provided a stipend after completing New Worker Core Part 1 and a second stipend after completing New Worker Core Part 2. You will not receive a stipend for New Worker Orientation. More information on stipends can be found on our website, CarewellSEIU503.org/stipend-policy.

Do you provide language assistance?

Yes. We have training in Arabic, Russian, Spanish, Vietnamese, Mandarin (voice over) and simplified Chinese (written), and Somali. 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 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.

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.