



QUICK REFERENCE

24-Hour Respite Site Standards Training Topics and Professional Competencies Matrix

The following matrix is for quick reference only and must be read in conjunction with the requirements of sections: 9.2.3 (b), 9.2.3 (b)(i), 10.3.1 (d), 10.4.2 (b), 10.4.3 (b), 9.1 (a)(i), 9.1 (c), 9.1 (i) (i)-(iv), 9.2 (h), 11.4 (a)(iv), 11.4 (b)(iv), 11.4 (c)(x), 11.4 (e)(vii) and 12.4.2 Training and Professional Competencies.

Training topics listed in the following matrix do not necessarily represent individual courses. A given course may cover one or more of the topics listed in the Training Topic and Professional Competencies Matrix.

PROFESSIONALISM AND CUSTOMER SERVICE

M = mandatory training
R = recommended training
* = from start date of employment / board member election at AGM

	Mandatory Training Timeframe*	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Board Governance	3 months					M
Conflict of Interest, Ethics and Professional Boundaries	3 months	M	M	M	M	M
Fiduciary Responsibilities	3 months					M



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Legal Responsibilities (Board members)	3 months					M
Customer Service	3 months	M	M	M	M	
Self-Care/Compassion Fatigue		R			R	
Workplace Orientation	5 days	M	M	M	M	
24-Hour Respite Site Standards	3 months	M	M	M	M	M
Managing in a Unionized Environment	-				R	
Partnership Development	6 months	R			M	
Program Development and Evaluation	-	R	R		R	
Supervisory Skills	6 months				M	



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HEALTH AND SAFETY

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	Mandatory Training Timeframe*	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Bed Bug Control	3 months	M	R	M	R	
Conflict Resolution	3 months	M	M	M	M	
Crisis Prevention/ Verbal De-escalation	3 months	M	M	M	M	
Emergency Plan/Evacuation Plan	3 months	M	M	M	M	
Standard First Aid and CPR Certification	6 months	Refer to requirements found in section 11 Health and Safety				
Food Handler's Certification	3 months	M	M	M	M	
Food Premises Regulations	3 months		M		M	
Health and Safety	3 months	M	M	M	M	R
Infection Prevention and Control	3 months	M	M	M	M	
Injury Prevention	6 months	M	M	M	M	
Mental Health in the Workplace	–	R	R	R	R	R



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Overdose Prevention and Response	3 months	M	R	M	M
Naloxone Administration	5 days	M	M	M	M
Use of Personal Protective Equipment	6 months	M	M	M	M
Psychological First Aid	-	R	R	R	R
WHMIS	6 months	M	M	M	M

EQUITY, DIVERSITY AND HUMAN RIGHTS

M = mandatory training
R = recommended training
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	Mandatory Training Timeframe*	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Accessibility for Ontarians with Disability (AODA)	6 months	M	M	M	M	M
Anti-Racism/Anti-Oppression	6 months	M	M	M	M	M
Confronting Anti-Black Racism	6 months	M	M	M	M	M
Indigenous Cultural Safety Training	6 months	M	M	M	M	R



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2SLGBTQ+ Cultural Competency or 2SLGBTQ+ Youth Inclusion	6 months	M					M
Trans Awareness	6 months	M	M	M	M	M	M

WORKING WITH CLIENTS

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R = recommended training
 * = from start date of employment / board member election at AGM

	Mandatory Training Timeframe*	Client Support Staff	Dietary Staff	Cleaning / Maintenance Staff	Supervisory / Management Staff	Board Members
Service Planning	3 months	M			R	
Counselling Skills or Motivational Interviewing	3 months	R			R	
Criminal Justice System	-	R			R	
Documentation	3 months	M	R	R	M	
Drop-in Best Practices		R				
Harm Reduction (Substance Use)	3 months	M	R	R	M	M
Mental Health	12 months	M	M	M	M	R
Nutrition Standards (Nutrition through Life Cycle, Nutrition	6 months	-	M	-	R	-



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for Diverse Dietary Needs						
Pet First Aid	-	R	-	-	-	-
Shelter Management Information System (SMIS)	3 months	M	-	-	M	-
Suicide Intervention	-	R	-	-	R	-
Trauma-informed Care	3 months	M	M	M	M	-
Working with Victims of Gender-Based Violence	-	R			R	
Working with Victims of Intimate Partner Violence	-	R	-	-	R	-
Working with Older/Aging Clients	-	R	-	-	R	-
Working with People with Disabilities	3 months	M	M	M	M	-
Working with Racialized Youth	6 months	R			R	
Understanding and Managing Aggressive Behaviour	-	R	-	-	R	-