
General Guidance for Frequently Asked Training Questions (FATQ):
March 25, 2020

- 1. Question:** Will training be allowed through Skype/Zoom/Facetime etc.?
Answer: Yes; if you would like to include live streaming to your training certification, contact your regional trainer coordinator. If you are discussing individual specific information, use the new guidance US DHHS has issued for COVID -19 for video and audio communication.
<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.
- 2. Q:** Will this apply to all trainings, or just AWMD and Individual Specific Training? What trainings will be allowed?
A: All trainings may be facilitated remotely if the trainer *and* participants possess the technology.
- 3. Q:** Can we train DDSD core trainings over the phone (will just audio work)?
A: No, people would need to have access to internet and a computer for remote learning materials.
- 4. Q:** How will competency verification occur (especially written competencies)?
A: Temporary acceptable forms of verification include verbal verification, as well as verification through scan, email, or taking a photo of the competency and sending this to the trainer.
- 5. Q:** Will any mandatory training elements be omitted to deliver training via video communication?
A: No omissions are permitted. Activities, role plays, exercises etc. need to be adapted or discussed in accordance with the module intro and trainer guide. Trainers: please remind participants that competencies are to be closed book.
- 6. Q:** What are acceptable alternatives/facilitation methods for activities, especially those that are competency related?
A: Verbal facilitation, text, or email are acceptable.
- 7. Q:** Will the trainer be required to facilitate the training again after the crisis (will people be required to retake the trainings again)?
A: No, given the extraordinary emergency circumstances we face and trainer's required adherence to the Trainer Code of Ethics (trainers will ethically deliver each course with integrity to the module and competencies), participants will not be required to retake DDSD courses again. *The ANE online course is only acceptable during this time. After the Crisis ANE face to face will need to be taken.*

8. **Q:** Can trainings be provided face to face?

A: Training staff who do not otherwise already work in an individual's home must use distance technologies. If distance technology is not possible, staff already working in an individual's home can provide face to face training.

9. **Q:** If our main concern is safety, what do we do about the need for CPR training?

A: People may temporarily take an online CPR course until an in-person training can be taken, which would meet OSHA requirements.

10. **Q:** If safety is our main concern, what is the guidance about crisis supports training (MANDT, CPI, Handle with Care)?

A: Trainers need to follow the guidance from the company they are certified under to provide the specific training.

11. **Q:** Is DDS willing to waive certain Train-the-Trainer requirements temporarily for an established trainer (trainer who is already certified in other DDS trainings)?

A: No, not at this time.

12. **Q:** Will there be a grace period (after we return to status quo) for agencies to get back into compliance, especially the 30-day courses and AWMD?

A: Yes. This will be clarified when we return to "status quo".

13. **Q:** How will Assistance with Medication Delivery (AWMD) and AWMD annual refresher (recertification) be completed?

Answers:

- If the trainer and participants have the capability to conduct AWMD via Skype, Zoom FaceTime, etc. and adhere to the Trainer Code of Ethics (*ethically deliver AWMD course with integrity to the module and competencies*), it will be permitted during this crisis.
- **Agencies will still need to train on the agency specific policies & procedures and complete the skills demonstration / on the job training. To adhere with the module introduction and trainer guide. If you would like to include live streaming to your training certification, contact your regional trainer coordinator. There is a new tab on the New Mexico Waiver Training Hub that states "AWMD Part 2: P&P and OJT".**
- During this crisis we are extending the recertification from one year and 30 days to one year and 90 days past their annual recertification.
- If a staff has worked for another provider and has been certified in AWMD they may do crossover training remotely with the new agency.

- **If your agency / participants do not have the technology to complete AWMD training and staff are required to assist with medication delivery, contact your regional trainer.**

14. Q: What do we do since our agency is not equipped to provide remote training?

A: Due to this crisis, DDSD is working with ARCA to provide remote trainings for all core DDSD direct support professional classes, including the first part of AWMD. We will start entering live streaming courses next week.

- Go to <https://ddsdttrain.cdd.unm.edu/Calendar.aspx> to register.
 - Open to all providers - free of charge
- Name of course – Live stream
- <http://www.cdd.unm.edu/other-disability-programs/disability-health-policy/ddsdcourses/index.html>
Name of course – Recorded (next month)

15. Q: Are skill demonstrations still needed since we are limiting contact (for those who were in the process of getting them from a course already performed)?

A: Yes, Agencies still need to train agency specific information and observe skill demonstrations (see #1).

16. Q: What about training to skill level for individual specific training over the phone?

A: Yes, agencies, plan authors or designates will still need to train to skill level (e.g demonstrates ability to follow procedures). This can be accomplished using HIPAA compliant video communication (see #1).

If you have questions or need additional clarification or guidance on specific issues to maintain fidelity to the trainings, you may contact your regional trainer:

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We understand these are difficult times and that directions are changing frequently. Please keep in mind our main goal is to have competent, skilled direct support professionals to ensure the health and safety of everyone involved. Thanks for your understanding.