

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL RETARDATION
Human Resources
ADVISORIES

Advisory No. **II-D-Ad-5**

Issue Date: March 15, 2001

Subject: **Supervision of New Employees**

Effective Date: July 1, 2001

Designated Area of Responsibility: **Human Resources**

Signatory: _____, Commissioner
Peter O'Meara

A. Purpose

The purpose of this advisory is to establish standards for the Department of Mental Retardation and all of its licensed and contracted agents that assure new direct care employees are provided with an appropriate period of direct supervision prior to working independently.

The department recognizes that employees benefit from consistent supervision and performance feedback. This is especially critical during the initial stages of employment. The impact of new employee training is enhanced as supervisors and experienced personnel support the concepts learned by assisting employees as they apply new skills and interact in a positive and dignified fashion with consumers.

The Department of Mental Retardation recommends that each DMR Region, Southbury Training School and all private sector provider agencies under contract with or licensed by DMR to provide residential, day and/or support services to department clients or their families establish policies and procedures that require direct supervision by an experienced staff member for all new employees who will work directly with consumers. Such policies and procedures should indicate that:

1. Direct supervision will be provided until the new employee is oriented to the roles and responsibilities of their position. The specific amount of time for initial supervision should be based upon the experience of the employee, complexity of the job and presence of other more experienced personnel within the work site. In most instances this minimum period should be no less than one week, or, documentation that the supervisor has reviewed and the employee has demonstrated basic competencies.
2. Supervision should be provided by an identified supervisor or other knowledgeable and experienced employee who is formally assigned this important responsibility.
3. Agencies should establish procedures to document this supervision and evaluate performance and need for any further direct supervision prior to permitting the new employee to work independently.

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B. Applicability

This advisory shall apply to all public DMR-operated programs and private sector programs licensed or funded by the Department of Mental Retardation to provide residential, day program, and family and individual support services to clients of the department.

This practice standard is **not** applicable to individual consumers (clients of DMR) who may utilize departmental resources to directly hire or contract for personal services. The department does, however, strongly recommend that consumers using self-directed supports (self determination) adhere to all of the required and recommended employment practice standards issued by the department in order to better assure that individuals providing personal services are qualified and meet accepted standards.

C. Definitions

None.

D. References

1. CGS 17a-210(a)
2. DMR Employment Practice Standards Employer Handbook