Virginia Department of Health
Emergency Response Plan

Annex J
Workforce Development Plan

December 2023-
December 2024

VDH | VIRGINIA DEPARTMENT OF HEALTH

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RECORD OF CHANGES

Date	Description of Update	Updated by
April 2012	Updated course links; streamlined document for ease of use; added links to PHEP capabilities; removed references to Targeted Capabilities	Patrick Bridge
April 2013	Updated course links; re-ordered contents; expanded Exercise section; added tables of Training Needs Assessment results for 2009, 2011 and 2013	Emily O. Smith
February 2014	Removed HAN training from the Basic Level Public Health Preparedness Certificate	Betsy Marchant
June 2014	Updated course links; removed links to InVAtrak courses	Betsy Marchant
October 2014	Renamed plan name from Training and Exercise Plan to Annex J: Workforce Development Plan	Betsy Marchant
April 2015	Removed VERT and VDH Leadership Blended learning series courses/certificates;	Betsy Marchant
December 2015	Document streamlined for consistency with Emergency Response Plan	Betsy Marchant
December 2021	Updated course links; updated core competencies; added link to PHEP capabilities; added Training Needs Assessment results for 2021	Donald E. Moore
April 2022	Updated a course link and Just-In-Time Training resources links in Section 3; Added exercise listing for FY 2021-2022 in Section 5.3	Donald E. Moore
January 2023	Updated course links in Section 6.5; Cross walked PPHR Recognition Criteria Version 10.0; Cross walked PPHR Re-Recognition Criteria Version 5.0	Donald E. Moore
February 2023	Added Training Needs Assessment results for 2023	Donald E. Moore
May 2023	Updated IS/ICS requirement graphic in Section 2.2	Donald E. Moore
November 2023	Added course duration for all JITT training in Section 3.2; Updated MCM JITT training offerings in Section 3.2; Updated JITT training resources hyperlinks in Section 3.2 to be accessible to	Donald E. Moore

	anyone without a TRAINVirginia account; Added full 2023 TNA survey results in Section 4.3; Added explanation statement regarding response rates in Section 4.2; Added statement regarding running reports in TRAINVirginia for verification of training completion in Section 6.4; Added the FY 2023-2024, VDH: Exercise/Event Participation course in Section 5.3; Added detailed 2023 TNA survey results to Section 4.3; Hyperlinked training to courses and resources in Section 4.4	

Section 1: Introduction

Purpose

This Workforce Development Plan Annex is a portion of the Virginia Department of Health's Emergency Response Plan (ERP).

This plan is based on public health emergency preparedness core competencies and preparedness capabilities. It includes required National Incident Management System (NIMS) training as set forth by Homeland Security Presidential Directive (HSPD)–5, training required by a Governor's Executive Order, and training required by VDH. The training program is also largely based on the results of the statewide VDH training needs assessment that is conducted every other year. Results from the most recent assessment are included in Section 4 of this document. Gaps identified in this assessment, exercise after action reports, and other emergency preparedness priorities form the basis of subsequent training initiatives. (3b4)

Scope and Applicability

All employees are required to take specific training courses in order to respond effectively in an emergency. As such, each health district is required to maintain their own training and exercise plan based on needs and priorities in their district. This annex outlines a basic level of training required for all VDH employees. It also includes training for staff with leadership or specialist roles to receive advanced or targeted training to respond in emergencies. The level of training required depends on the incident and the response role. Staff members are informed of their response role or roles by their supervisor or local health director or emergency coordinator. Necessary or recommended training is then incorporated into each staff person's annual Employee Development Plan. Exercises are conducted to provide VDH staff the opportunity to practice their responsibilities so they will not have to learn their role in an actual event.

Assumptions

A well-trained work force will enable VDH to respond more readily and quickly to emergencies. Based on risks identified in particular areas of Virginia, some districts may need more advanced training in certain topic areas.

Policies

- Homeland Security Presidential Directive (HSPD) 5 was established in 2003 to enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system (NIMS). Use of NIMS is one of the conditions for receiving Federal preparedness assistance through grants, contracts, and other activities. As such, VDH trains to and follows NIMS to allow us to integrate with other emergency response agencies during a time of emergency.

- The VDH Department of Human Resource Management (DHRM) Policy # 5.05, Employee Training and Development, requires all new and existing employees to complete the Statewide Employee Orientation Program (SEOP). A core set of emergency preparedness training courses are included within SEOP to ensure that all VDH employees are trained to respond effectively in an emergency.

Structure and Responsibility

VDH plays a critical role in Virginia's ability to respond to emergencies that affect the health and safety of the citizens of the Commonwealth. VDH has set forth the following training requirements that all VDH employees must complete.

Health district/work unit directors, supervisors or the emergency coordinator will determine what level (beyond the minimum VDH requirements) of training is appropriate for their staffs' role in district or work unit's emergency response plan. As such, each health district will maintain a district specific training and exercise plan based on the appropriate training needs in their district.

Section 2: Required Training

2.1 Basic Level Public Health Preparedness Certificate

The Basic Level Public Health Preparedness Certificate (TRAIN Course ID: 1017973) consists of *a core set of training courses that are mandated by the Governor of Virginia or VDH for all classified employees.*(3c1) This certificate is designed in cooperation with the Statewide Employee Orientation Program (SEOP) – a set of courses that all new and existing employees are required to complete. All employees completing SEOP will earn a basic level certificate.

The table below illustrates the recommended versions of the public health preparedness elements of the SEOP. Please note that there are different versions of some of these courses and **completion of any version is acceptable**. All variants of the following courses can be found and tracked by using the single **course ID number above.** Employees that completed a course that has since been updated (e.g. IS 700.a versus IS 700.b) are not expected to complete the updated version of the course.

Basic Level Public Health Preparedness Certificate Courses (3b1)	
Course Information (3c2)	**Course Objectives** (3b2)
Commonwealth of Virginia Terrorism Awareness Web-based Training * Required Within 90 Days Of Hire Date Course Provider: Commonwealth of Virginia TRAIN Course ID: 1035398	The objectives of this course are to orient state employees on terrorism, provide basic prevention and self-protection techniques, and familiarize employees with their role and their agency's role in emergency response.

VDH: VDH's Role in Emergency Response Web-based Training Course Provider: VDH TRAIN Course ID: 1018305	The objective of this course is to help health department employees understand the agency's role and how they can be prepared to work during public health emergencies.
IS-700.b Web-based Training Course Provider: FEMA TRAIN Course ID: 1078831	The objective of this course is to introduce and overview the National Incident Management System (NIMS).
IS-100.c Web-based Training Course Provider: FEMA TRAIN Course ID: 1078825	The objective of this course is to introduce the principles, common terminology and position responsibilities when responding to an event using the Incident Command System.

2.2 NIMS and ICS Training (3a2i)

Please consult with your supervisor to determine which NIMS courses (beyond those listed for "all employees") are required for you to fill your role in an emergency. See Section 2.3 for descriptions of additional position-specific NIMS courses that may be required based on your role in an emergency response.

VDH NIMS and ICS Training Core Courses At-a-glance

** Access the VDEM training catalogue available at https://covlc.virginia.gov/ (NOTE: You MUST be logged in to the Commonwealth of Virginia Learning Center first to access the catalogue.)
***TRAIN Virginia https://va.train.org

Core NIMS and ICS Courses for VDH Personnel (3a2i) (3a2ii)

IS-700.b An Introduction to the National Incident Management System
***Who*:** All Classified Employees
***How*:** Online through TRAIN [Course ID: 1078831](#)

Course Objectives
- Describe and identify the key concepts, principles, scope, and applicability underlying NIMS.
- Describe activities and methods for managing resources.
- Describe the NIMS Management Characteristics.
- Identify and describe Incident Command System (ICS) organizational structures.
- Explain Emergency Operations Center (EOC) functions, common models for staff organization, and activation levels.
- Explain the interconnectivity within the NIMS Management and Coordination structures: ICS, EOC, Joint Information System (JIS), and Multiagency Coordination Groups (MAC Groups).
- Identify and describe the characteristics of communications and information systems, effective communication, incident information, and communication standards and formats.

IS-100.c: Introduction to the Incident Command System
***Who*:** All Classified Employees
***How*:** Online through TRAIN [Course ID: 1078825](#)

Course Objectives
- Explain the principles and basic structure of the Incident Command System (ICS).
- Describe the NIMS management characteristics that are the foundation of the ICS.
- Describe the ICS functional areas and the roles of the Incident Commander and Command Staff.
- Describe the General Staff roles within ICS.
- Identify how NIMS management characteristics apply to ICS for a variety of roles and discipline areas.

IS-200.c: Basic Incident Command System for Initial Response
***Who*:** All employees with leadership or management duties during an emergency
Examples include (but are not limited to): Directors, nurse managers, environmental health managers, business managers, emergency coordinators, epidemiologists, program managers
***How*:** Online through TRAIN [Course ID: 1084004](#)

Course Objectives
- Describe how the NIMS Management Characteristics relate to Incident Command and Unified Command.

- Describe the delegation of authority process, implementing authorities, management by objectives, and preparedness plans and objectives.
- Identify ICS organizational components, the Command Staff, the General Staff, and ICS tools.
- Describe different types of briefings and meetings.
- Explain flexibility within the standard ICS organizational structure.
- Explain transfer of command briefings and procedures.
- Use ICS to manage an incident or event.

ICS-300: Intermediate ICS

Who: All employees with leadership or management duties during an emergency. Examples include (but not limited to): Directors, nurse managers, environmental health managers, business managers, emergency coordinators, epidemiologists, program managers

How: This is an 18-hour discussion-based classroom course. It is available through VDH, VDEM and other local agencies at different times throughout the year. Consult the Office of Emergency Preparedness for assistance locating a session of this course or consult the VDEM Training Catalogue located at the Commonwealth of Virginia Learning Center. (NOTE: You MUST be logged in to the Commonwealth of Virginia Learning Center first to access the catalogue.)

Course Objectives
- Describe how the NIMS Command and Management component supports the management of expanding incidents.
- Describe the incident/event management process for expanding incidents and supervisors as prescribed by the Incident Command System (ICS).
- Implement the incident management process on a simulated Type 3 incident.
- Develop an Incident Action Plan for a simulated incident.

ICS-400: Advanced ICS

Who: All employees who may serve as an Incident Commander or Operations Section Chief in an Incident Command System

NOTE: This course is appropriate for only a very small number of VDH employees, to include health directors, senior leadership, and office directors who might serve as an Incident Commander or Operations Section Chief. The information in the ICS 400 course only addresses large scale/multi-jurisdictional events that are very rare occurrences where overall incident management is handled by only a few of the most senior command personnel with jurisdiction-wide responsibilities. In most cases VDH staff has little need for taking the ICS 400 level unless specific command assignments mandate it for NIMS compliance. We do, however, advocate that personnel are well served by taking every opportunity to apply the ICS skills for their functional level through participation in drills, workshops and other exercise activities. Rather than attending ICS 400 when not required, we recommend that appropriate personnel complete other ICS-related Independent Study courses such as those found in Section 2.4 of this document.

How: This is a two-day discussion-based classroom course. It is available through VDH, VDEM, and other local agencies at different times throughout the year. Consult the Office of Emergency Preparedness for assistance locating a session of this course or consult the VDEM Training Catalogue located at the Commonwealth of Virginia Learning Center.

Course Objectives
- Explain how major incidents pose special management challenges.
- Describe the circumstances in which an Area Command is established.
- Describe the circumstances in which multiagency coordination systems are established.

IS-800.d: National Response Framework (NRF), an Introduction
Who: All employees who may serve as an Incident Commander or represent VDH leadership in a statewide emergency response
How: Online through TRAIN Course ID: 1091330

Course Objectives
- Describe the roles and responsibilities of response partners.
- Describe core capabilities for response and actions required to deliver those capabilities.
- Describe coordinating structures and operational planning used to support emergency response.
- Describe how the stabilization of the seven Community Lifelines reduces threats to public health and safety, or economic security.

2.4 Role-Specific NIMS Courses

Additional NIMS courses are required for staff with specific response roles. The following course list includes an overview of role-specific courses and which staff is expected to complete them.

IS-702.a: NIMS Public Information Systems
Who: VDH Public Information Officers and Communications Specialists
How: Online through TRAIN Course ID: 1022919

Course Objectives
- Define NIMS public information systems to include onsite operations, the Joint Information System (JIS), and the Joint Information Center (JIC), and how they relate to each other.
- Describe the JIS/JIC process of gathering, verifying, coordinating, and disseminating information by public information and incident management personnel.
- Identify each agency involved in given emergency situations and the role of each in the JIS to ensure appropriate situational awareness information is communicated to the public.

- Define key terms related to public information systems to include the relationship with multiagency coordination systems and the field. Identify typical resource requirements for public information systems.

IS-29a: Public Information Officer Awareness
Who: VDH Public Information Officers and Communications Specialists
How: Online through TRAIN Course ID: 1087762

Course Objectives
- Describe the role and functions of the PIO. (Unit 2)
- Describe the types of written products used in public information activities. (Unit 3)
- Recall preparation techniques that contribute to a successful media interview. (Unit 3)
- List the steps of the 8-Step Model for Strategic Communications. (Unit 4)
- Given a scenario, apply the 8-Step Model to a public awareness campaign. (Unit 4)
- Apply public information techniques to a 5% scenario. (Unit 5)

IS-706: Intrastate Mutual Aid - An Introduction
Who: Health directors, emergency coordinators
How: Online through TRAIN Course ID: 1010056

Course Objectives
- Describe the purpose, benefits, and uses of mutual aid and assistance.
- Explain how mutual aid and assistance agreements relate to NIMS.
- Identify what information should be included in a mutual aid and assistance agreement.
- Explain the process for developing mutual aid and assistance agreements.
- Identify the elements of a mutual aid and assistance operational plan.

IS-1300: Introduction to Continuity of Operations
Who: Recommended for emergency coordinators, business managers, and leadership involved in business continuity planning
How: Online through TRAIN Course ID: 1088969

Course Objectives
- Define continuity of operations.
- Identify the legal basis for continuity of operations.
- Explain the Continuity Program Management Cycle.
- Describe the elements of a viable continuity program.

2.5 Virginia Emergency Support Team

The Virginia Emergency Operations Center (VEOC), when augmented for 24-hour operations is staffed by the Virginia Emergency Support Team (VEST). The VEST centralizes and coordinates state government emergency operations.

Some VDH employees are VEST members and are required to take courses designed to enhance the performance of the VEOC during an emergency. The Virginia Department of Emergency Management (VDEM) has developed the curriculum in the following table for all VEST members.

VEST Basic Training Program Courses	
Course Information	**Course Objectives**
IS-700.b Web-based Training Course Provider: FEMA TRAIN Course ID: 1078831	The objective of this course is to introduce and overview the National Incident Management System (NIMS).
IS-100.c Web-based Training Course Provider: FEMA TRAIN Course ID: 1078825	The objective of this course is to give an introduction to the principles, common terminology and position responsibilities when responding to an event using the Incident Command System.
IS-200.c Web-based Training Course Provider: FEMA TRAIN Course ID: 1084004	The objective of this course is to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS.
IS-800.d Web-based Training Course Provider: FEMA TRAIN Course ID: 1091330	The objective of this course is to introduce participants to the concepts and principles of the National Response Framework.
VDEM: VEOC 101/102 Introduction to VEST and VEOC Crisis Management Systems Course Provider: VDEM TRAIN Course ID: 1060840	The objective of this 3-hour course is to establish a baseline awareness of the operations procedures, plans and systems utilized by the Virginia Emergency Operations Center (VEOC), the Virginia Emergency Support Team (VEST), prescribed VEST roles, and the use of the WebEOC with regard to VEST roles.

Section 3: Just-in-Time Training

3.1 Role of the Health District or Work Unit: Assignments and Plan Updates

An event or incident—particularly an unexpected incident—may require quick training or refreshing of staff in response roles. Often referred to as just-in-time training (JITT), this method may be employed when an emergency response is spread over a long period of time and multiple shifts of people are needed to fill an immediate need.

By the very nature of rapid training, this plan cannot identify which courses are appropriate for employees under any given circumstances. It is the responsibility of the health district or work unit to identify appropriate training and assignments. At a minimum, these suggested training resources will be updated and revised annually by OEP Training and Education. (3e1iii)

3.2 Just-in-Time Training Resources

All exercises and drills include just-in-time training directly linked to the agency's all-hazards emergency preparedness and response operations plan. (3e1iv)

Below is a list of courses by topic. This is not an exhaustive list. It will be the responsibility of the health district or work unit to update its own plan with specific rapid training requirements as they are necessary. Courses are added and dropped from TRAINVirginia throughout the year. These courses are recommended because they can be taken quickly. (3e1i) Also included are the Job Action Sheets (where applicable).

NOTE: The following web-based courses were developed in coordination with subject matter experts and should be taken by the appropriate roles before/during an emergency response. (3e1ii)

Medical Countermeasure Dispensing (3e2ii)

VDH: CDC Instructor-Led Strategic National Stockpile (SNS) Overview Training (Archived) TRAIN Course ID 1037179 / NOTE: This is an archived video.
Course Length: 30 minutes and 36 seconds

VDH: CDC Instructor-Led Receive, Stage, and Store (RSS) Operations Course - Introduction and Warehouse Case Study (Archived) TRAIN Course ID 1037191 / NOTE: This is an archived video.
Course Duration: 32 minutes and 28 seconds

[VDH: POD Essential Overview TRAIN Course ID 1094136](#)
Course Duration: 30 minutes

[VDH: Strategic National Stockpile (SNS) Overview for MRC Volunteers TRAIN Course ID 1110891](#)
NOTE: This is an archived video.
Course Duration: 48 minutes 29 seconds

[MRC Statewide POD Training](#) / NOTE: This is an archived video.
Course Duration: 60 minutes

NOTE: You MUST be logged in to TRAINVirginia first to access these courses.

Epidemiological Investigation (3e2i)
The following slide presentations are to be delivered by a qualified subject matter expert. (3e1ii)

[VDH: Overview of Division of Surveillance and Investigation (DSI)-Slides and District Epidemiologist Roles](#)
Course Duration: Approximately 15 minutes

[VDH: Disease Surveillance and Reporting-Slides](#)
 Course Duration: Approximately 45 minutes

[VDH: Category A Bioterrorism Agents-Slides](#)
Course Duration: Approximately 20 minutes

[VDH: Conducting Foodborne Outbreak Investigations-Slides](#)
Course Duration: Approximately 55 minutes

National Incident Management System and Incident Command System (3a2i) (3e2iii)
The following slide presentations are to be delivered by a qualified subject matter expert. (3e1ii)

[VDH: NIMS in a Nutshell-Slides](#)
Course Duration: Approximately 55 minutes

[VDH: NIMS in a Nutshell-Scenario](#)

[VDH: ICS in a Nutshell-Slides](#)
Course Duration: Approximately 55 minutes

[VDH: ICS in a Nutshell-Handout](#)

[MRC Statewide ICS in a Nutshell](#) / NOTE: This is an archived video.
Course Duration: 53 minutes 39 seconds

Communications (3a2iv) (3e2iv)

[VDH: Spokesperson Training](#) (This course should be delivered by a member of the Office of Communications.) (3e1ii)
Course Duration: Approximately 55 minutes

[VDH: NIMS and Public Information](#)
Course Duration: Approximately 15 minutes

Isolation and Quarantine (3e2v)
The following web-based course was developed in coordination with subject matter experts and should be taken by the appropriate roles before/during an emergency response. (3e1ii)

[VDH: An Introduction to Isolation and Quarantine TRAIN Course ID 1021694](#)
Course Duration: Approximately 30 minutes

Section 4: Training Needs Assessment Survey

The Office of Emergency Preparedness (OEP) conducted a needs assessment survey in January-February 2023 to determine the training needs of districts and offices. Needs assessments have been conducted in 2015, 2017, 2019, 2021 and in 2023. They will continue to be conducted every two years (2a2) to assess the changing needs of employees involved in emergency response.

Training priorities have been identified using the results of the January-February 2023 agency-wide assessment.

4.1 Methodology (2a1)

The survey was developed based on the Public Health Preparedness and Response Core Competencies ([Appendix A](#)) and PHEP Core Capabilities ([Appendix B](#)). A workgroup led by the OEP instructional designer provided input during development. The workgroup included district emergency coordinators, state training coordinators, and the assistant director of OEP. (2a4)

The survey was piloted by 41 employees in districts and offices in December 2022. Comments were reviewed by the workgroup and appropriate changes were incorporated into the survey.

The survey was conducted January 23-February 3, 2023 using the online survey software SurveyMonkey (www.surveymonkey.com).(2a3) A link to the survey was emailed to all VDH employees by the Deputy Commissioner for Public Health and Preparedness. District and office directors and emergency coordinators followed up with their work units encouraging them to complete the survey.

At the end of the survey period, the data was compiled within SurveyMonkey. Statewide results were then analyzed by the OEP Training and Education Team. Key findings and recommendations were presented to and approved by VDH senior management. Concurrently, district/work unit-specific reports were provided to districts and offices. Training coordinators met with districts to review district specific results and determine training priorities.

4.2 Survey Respondents (2a5)

Response rate
All VDH employees who may have emergency response responsibilities were asked to take the survey. Five thousand four hundred twenty-two (5,422) people received the survey. Overall, four thousand two hundred fifty-eight (4,258) people responded resulting in an overall 79% response rate. Thirty-one of the thirty-two participating health districts achieved 55% or higher.

Demographic data
Five roles made up the majority of respondents (56%) statewide.

Administrative support staff were among the largest group of responders (N=733), followed by nurses (N=642), and environmental health professionals (N=468).

Top Five Professional Roles of Respondents		
Professional role	**Number of respondents**	**% of respondents**
Administrative support staff	733	17%
Nurses	642	15%
Environmental health	468	11%
Epidemiologist/Surveillance staff	369	8%
Nursing/Clinic Aide	323	5%
Nutritionists/Dietitians	193	4%

Years of experience with the health department remain basically the same for respondents compared to the results in 2021 with 57% of employees have 0-5 years' experience.
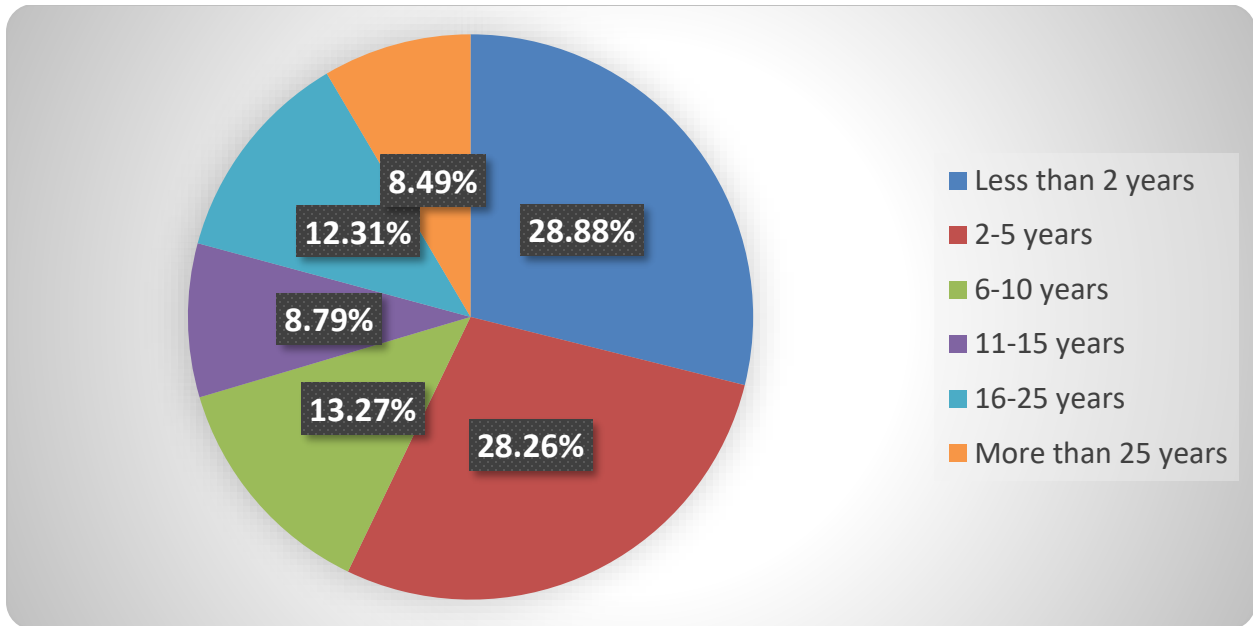
4.3 Survey Results

The summarized 2023 statewide survey results as well as previous year's summarized survey results are available. Detailed 2023 statewide survey responses are also available.

NOTE: The survey is sent to every employee in VDH via email. The desired target goal is to achieve a one hundred percent (100%) response rate, but this is unattainable. The issue of not being able to achieve a 100% response rate lies primarily in the delay of updating the HR data system rather than intentionally excluding individuals from the training needs assessment survey.

Below are specific reasons for the difference in the number of reported employees from the HR system and the actual number of employees working:
- a retiring employee using what is called terminal leave; they count as an employee and are using up leave time before the employee can be taken out of the system
- employees out on extended leave (e.g., medical reasons)
- shifting employee positions around before opening recruitment of a position causing vacancy data into the HR system to be delayed
- because work units consider turnaround time (an HR performance metric), work units frequently delay submitting vacancy data until prepared to initiate recruitment, leading to slower processing
- some employees are janitorial and only work nights cleaning; these individuals technically work for another company but have a VDH email address so they can receive alert notifications.

4.4 Agency-wide Training Priorities (2b1) (3a1)

Below is a table illustrating the priorities that were identified from the 2023 training needs assessment.

Agency-wide Training and Exercise Priorities					
Assessment Question #/Justification (3b3)	PHEP Capability	Topic	Audience (3c1)	Instructional Objectives (3b2)	Type of Training/Exercise to Implement and Who Will Deliver (3b1) (3c2)

53, 54, 69, 70	1, 4, 7, 9, 11, 13, 14	Chemical, biological, nuclear/radiological incidents	All employees	• Outline the role of VDH and employees' role in response to a chemical, biological, nuclear or radiological, nuclear incident	• VDH's Role in Emergency Response web-based TRAIN Course ID 1018305
					• Micro-learnings about roles
					  ○ Chemical
					  ○ Biological
					  ○ Nuc/Rad
					• Lunch and Learn

51, 71, 74, 76, 77, 86, 91	3	Incident Command System	• All employees • Managers and supervisors with a role in a public health emergency • Central Office staff that works the VEST	• Provide a refresher of the key concepts and terms of the NIMS & ICS • Apply how employees might fit into an ICS	• Lunch and Learn • Practical application instructor-led trainings on ICS 300 and 400 • VEST Training TRAIN Course ID 1060840
85, 86		Mass Dispensing	• All employees • Any one that vaccinates	• Provide an overview of concept of mass dispensing and how it fits within the context of a public health emergency. • Describe what a POD activation may look like to a volunteer or staff member who will work in a POD.	• POD Essentials Overview TRAIN Course ID 1094136 • VDH: Commonwealth of Virginia Community Vaccination Center Essentials TRAIN Course ID 1096703

					• VDH: Vaccine Storage and Handling "You Call the Shots" TRAIN Course ID 1065485
91, 111, 112	1	Personal Preparedness	All employees	• Provide information on how employees can plan for themselves and their family before an emergency	• VDH's Role in Emergency Response web-based course TRAIN Course ID 1018305 • Lunch and Learn • Preparedness month activities • CBERS 2022 training addressed Mental Health Awareness and The Rippling Effects of COVID-19 • Fit Testing Train-the-Trainer • PPE
88, 91	4	Risk Communication	Employees with public information responsibilities	• Provide an understanding of and demonstrate communications skills needed to be effective in high concern situations	• Instructor led trainings delivered by public information officers; VDH: Spokesperson Training TRAIN Course ID 1003752
55, 71		Emergency Response Plans	All employees	• Provide an understanding of Emergency Response Plans and how they can be accessed.	• Training template • Lunch and Learn • VDH's Role in Emergency Response web-based course TRAIN Course ID 1018305
		Emergency Communication Resources	Office and District Leadership	• Identify emergency communication resources.	• Break out session at annual preparedness summit
93	1, 8	Culturally Diverse Populations	Employees who work with culturally diverse populations	• Provide an overview of resources to assist with working with people that do not speak English.	• Lunch and Learn

		Special Topic Briefing (lessons learned)	All employees	• Provide informational sessions on special topics on public health and public health emergencies.	• Annual preparedness summit • Lunch and Learn • Quarterly training newsletter

Section 5: Exercises

Exercises allow VDH personnel, from district and regional staff to senior management, to train and practice prevention, protection, response, and recovery capabilities in a realistic but risk-free environment. Exercises are also a valuable tool for assessing and improving performance, while demonstrating the agency's resolve to effectively respond to an emergency.

All classified VDH employees—as well as contract and wage employees who work on a regular weekly basis—are required to take specific training courses in order to respond effectively in an emergency. Exercises of all types are an important training component in practicing the application of emergency response duties. Participation in exercises is expected and encouraged.

5.1 Planning Requirements

Exercises should be conducted in accordance with Homeland Security Exercise and Evaluation Program (HSEEP) fundamentals.

All exercises should be public health preparedness (PHEP) capabilities-based and objective-driven. To facilitate coordination of exercises across all levels of government, PHEP capabilities should be cross walked and included along with HSEEP capabilities.

Exercises should include after-action report (AAR) and improvement plan (IP) documentation to report successes and planned corrective actions.

5.2 Exercise Types

There are seven types of exercises as defined by HSEEP, each of which is either discussions-based or operations-based.

Discussion-based exercises familiarize participants with current plans, policies, agreements and procedures, or may be used to develop new plans, policies, agreements, and procedures. Types of discussion-based exercises include:

- *Seminar.* A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).
- *Workshop.* A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).

- *Tabletop Exercise (TTX).* A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.
- *Games.* A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or assumed real-life situation.

Operations-based exercises validate plans, policies, agreements and procedures, clarify roles and responsibilities, and identify resource gaps in an operational environment. Types of operations-based exercises include:

- *Drill.* A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).
- *Functional Exercise (FE).* A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any "boots on the ground" (i.e., first responders or emergency officials responding to an incident in real time).
- *Full-Scale Exercises (FSE).* A full-scale exercise is a multi-agency, multi-jurisdictional, multi-discipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and "boots on the ground" response (e.g., firefighters decontaminating mock victims).

5.3 Entering Exercises in TRAIN*Virginia*

In TRAIN*Virginia*, there is a course entitled **VDH: Exercise/Event Participation.** This Course ID will update each grant year to reflect the exercise and real events that have taken place in that time period. The grant year ends on June 30 of each year.

For FY 2023-2024, VDH: Exercise/Event Participation 2023-2024 Course ID: 1111550
For FY 2022-2023, VDH: Exercise/Event Participation 2022-2023 Course ID: 1106005 was used.
For FY 2021-2022, VDH: Exercise/Event Participation 2021-2022 Course ID: 1103370 was used.
For FY 2020-2021, VDH: Exercise/Event Participation 2020-2021 Course ID: 1093443 was used.
For FY 2019-2020, VDH: Exercise/Event Participation 2019-2020 Course ID: 1082826 was used.
For FY 2018-2019, VDH: Exercise/Event Participation 2018-2019 Course ID: 1077449 was used.
For FY 2017-2018, VDH: Exercise/Event Participation 2017-2018 Course ID: 1071885 was used.
For FY 2016-2017, VDH: Exercise/Event Participation 2016-2017 Course ID 1061094 was used.
For FY 2015-2016, VDH: Exercise/Event Participation 2015-2016 Course ID 1056436 was used.
For FY 2012-2013, VDH: Exercise/Event Participation 2012-2013 Course ID 1034733 was used.
For FY 2013-2014, VDH: Exercise/Event Participation 2013-2014 Course ID 1044097 was used.
For FY 2014-2015, VDH: Exercise/Event Participation 2013-2014 Course ID 1051380 was used.

Each time any type of exercise (see Section 5.2 for a list of *exercise types*) is scheduled in which health district personnel are participating, the health district/work unit will add a session to the master course. This may be done at the district level by a trained Superuser. The person coordinating the planning of the exercise (likely the district's emergency coordinator) should ensure that a session is added *as early in the planning process as possible*. Many health district emergency coordinators are trained Superusers. (See Section 6.6-*Adding Sessions to VDH-Instructed Preparedness Courses* for details.) As of April 1, 2010, every health district has at least two people trained as Superusers. **NOTE:** TRAIN Superusers are also Course Providers.

At this time, specific information regarding the nature of the exercise will be documented in TRAIN*Virginia*. Information included will be:

- Exercise Name (see [Section 5.4](#) for guidance)
- Type of Exercise (refer to *Exercise Types* previously listed)
- Start and End date and time (duration)
- Location (primary venues supported by participation in the exercise)
- Scope (local, regional, state, federal)
- Sponsor (may be VDH, local health district, or other community partner)
- PHEP Capabilities (those that are tested as a part of the exercise)
- Scenario type
- Point of Contact
- Exercise Objectives

5.4 Naming Exercises

When entering an exercise into TRAIN*Virginia*, the health district incorporates the following into the name of the exercise:

1. The name of the health district or department in which the exercise is taking place
2. One of the following abbreviations so that the format is easily recognized in the title

Seminar-SEM
Workshop-WKP
Tabletop Exercise-TTX
Game-GM
Drill-DRL
Functional Exercise-FE
Full-Scale Exercise-FSE

5.5 Documentation of Exercise Participation in TRAIN*Virginia*

Any exercise is an important form of training. Like all training, it must be documented in TRAIN*Virginia*. Tracking of exercise participation is important for the district or work unit, and the Agency.

Once an exercise session has been created in TRAIN*Virginia*, it will then be the responsibility of the emergency coordinator to ensure that all employees participating in the exercise are made aware of the registration process for that session under the course.

This course is used for the documentation of participation in an exercise for **VDH employees only**. <u>VDH does not ask participants from outside partners to register for this course, although the health district/work unit is welcome to do so</u>.

Statewide exercises will be added from the VDH central office. Participating health districts will be instructed on the appropriate session for which to register as a lead-up to the exercise.

This process not only captures and documents the nature of the exercise, but the role of each employee is also recorded and added to their training transcript on TRAIN*Virginia*. To ensure proper credit is received by all participating staff and that the event is properly documented the health district/work unit should:

- Retain all sign-in sheets or spreadsheets listing all actual participants from the day of the event so final participation can be verified in TRAIN*Virginia*.
- Verify participation of each staff registered in TRAIN after the exercise has taken place. The appointed TRAIN Superuser carries out this verification process.

Section 6: Program Maintenance

6.1 Keeping the Program Current (3d6)

In order maintain and enhance workforce competency, the Workforce Development Plan document will be updated annually to reflect changes in required or recommended agency training initiatives.

VDH Office of Emergency Preparedness (OEP) Training and Education will ensure that an updated version of this program is distributed to health districts and other work units annually. Updates on new training requirements will be added to this document when the new requirement is put into effect by the agency.

The process for improving and sustaining levels of competence includes identifying gaps using the biennial needs assessment and comparing levels of competency to needs assessment data from previous years. After action reports from exercises also illustrate areas for improvement. These gaps are prioritized by critical knowledge/skills, essential audiences, and current emergency preparedness initiatives. These priorities form the basis of subsequent training objectives and initiatives. After participating in training, employees practice knowledge/skills during regular exercises. (3d1)

Employee knowledge is assessed and evaluated by successful course completion, which is tracked in TRAINVirginia. Supervisors should ensure that employees have successfully completed required courses during annual performance appraisals. (3d2) In addition to training, employee competence is assessed by participation in exercises, also tracked in TRAINVirginia, and performance is HSEEP-evaluated. After action reviews and reports analyze *what* happened, *why* it happened, and *how* it can be done better by the participants in the future. (3d4)

New Employees

New employees will be assigned the SEOP/Basic Level Public Health Preparedness Certificate courses within 30 days of employment and will be required to complete the courses during their first year of employment. New employees needing more advanced levels of training (i.e., VEST members) should complete required training as directed by their supervisor.

6.2 Maintenance of Workforce Capability (3d1)

In 2022, the Office of Emergency Preparedness led or supported the trainings and exercises as listed in the table below. This table provides a sample of over 50 trainings that were offered across the Commonwealth. These activities bolstered district staff's ability to meet goals identified through PHEP capabilities, the most recent traning needs assessment and previous training and exercise activities.

Examples of Agency-wide Activities to Maintain Workforce Capability in 2023-2024 (3d3) (3d5)			
Activity	**Description**	**PHEP Capabilities**	**Competencies Demonstrated**
HAN Trainings for Group Managers and Dispatchers	Mulitple system overview and refresher trainings were provided for group managers and dispatchers on using the HAN Everbridge System.	Information Sharing	Demonstrate correct use of communication equipment used for emergency communication.
HAN Alerts Drills for all VDH employees	Employees' were tested quarterly on their ability to respond to an alert within 1 hour.		
STARS Radio Trainings with Call Down	Multiple trainings offered to users on using STARS, best practices, and practice using the system.	Emergency Operations Coordination	Demonstrate correct use of communication equipment used for emergency communication.
IMATS Trainings	Multiple trainings were provided on the Inventory Management and Tracking System (IMATS) with a demonstration of its use.	Medical Material Management and Distribution	Describe his/her functional role(s) in emergency response and demonstrate role in regular drills.
Spokesperson Trainings (3a2iii)	Multiple trainings were offered on effective messages and how to deliver them, including instructor demonstration, participant practice and feedback.	Emergency Public Information and Warning	Describe communication role(s) in emergency response with the media.
Incident Command System (ICS) Trainings (3a2iii)	Multiple trainings were offered on practical application of ICS concepts. Multiple trainings were offered on ICS 300 training for management positions.	Emergency Operations Coordination	Describe the chain of command in emergency response.
Respiratory Fit Testing Train-the Trainers	Multiple trainings were offered to ensure that each Health District has two individuals qualified to provide respirator fit testing for their district. In addition, the attendee will be able to train others in the proper procedures for fit-testing.	Responder Safety and Health	Describe his/her functional role(s) in emergency response and demonstrate role in regular drills.

6.3 Tracking Training Progress Using TRAIN*Virginia*

Staff can track their progress using the TRAIN*Virginia* online learning management system (LMS). Supervisors assign required training to subordinates. To view their assigned training plans, staff can follow the steps below:

1. Login to TRAIN*Virginia* at http://va.train.org.
2. Once logged in, go to "My Action Items" section at the top right of the welcome page and click on the "My Training Plans" link.
3. Click on the training plan(s) that appears and review each section to track course progress and completion.

If staff experience problems with their training plan or TRAIN*Virginia*, they can contact the local TRAIN Superuser, an OEP Training Coordinator or the TRAIN*Virginia* Administrator. A complete list of current TRAIN Superusers can be found here: VDH TRAIN Superusers

Public Health Preparedness Training Coordinator	Donald Moore Donald.Moore@vdh.virginia.gov	804-864-8238
Public Health Preparedness Training Coordinator	James Sclater James.Sclater@vdh.virginia.gov	804-864-8230
Public Health Preparedness Training Coordinator	Adreania Tolliver Adreania.Tolliver@vdh.virginia.gov	804-864-8235
TRAINVirginia Administrator	Brad Bradley Robert.Bradley@vdh.virginia.gov	804-864-8233
Public Health Preparedness Training Supervisor	Aaron Kesecker aaron.kesceker@vdh.virginia.gov	804-864-8234
Assistant Director, Office of Emergency Preparedness	Suzi Silverstein Suzi.Silverstein@vdh.virginia.gov	804-864-7538

Trained staff in the health district/work unit can access all staff training records and run reports to track employees' training progress.

The TRAIN*Virginia* Administrator can run reports to indicate agency-wide course completion or progress. Additionally, any trained Superuser can run ad-hoc reports for their health district/work unit. Rosters for each course are available on TRAIN*Virginia* and can easily be provided for review if needed.

6.4 Verification of Course Completion in TRAIN*Virginia*

All TRAIN courses—including NIMS (IS-100, 700, 200, 800, ICS 300, 400 *et al*)—must be *verified* in order for the employee to get credit for having taken the course. *Verified* refers to a specific TRAIN management action to make certain that an employee is recognized as having completed a course.

This verification process can be handled in one of two ways:

Option 1*

A designated TRAIN*Virginia* Superuser at the health district/work unit may verify completion of these courses in TRAIN*Virginia* only upon receipt of a certificate or course sign-in sheet as appropriate.

*Documentation of all training is retained at the health district/work unit. Documentation includes certificates and/or sign-in sheets (with course details) as appropriate.

*TRAINVirginia Superusers and Course Providers can provide reports showing verification of completion.

Option 2*

The health district or work unit may send certificates of completion directly to OEP Training and Education. This can be done by:

- Emailing a copy of the completion certificate or completion message from FEMA *that includes the link to the certificate* to eprtraining@vdh.virginia.gov

*Documentation of all training is retained at the health district/work unit. Documentation includes certificates and/or sign-in sheets (with course details) as appropriate.

6.5 Registration Rules—Preparedness Training through TRAIN*Virginia*

As with all VDH training, preparedness-related courses must be registered for or recorded through TRAIN*Virginia* (https://va.train.org).

If documentation of completion for a given course is sent to OEP Training and Education for verification and OEP staff finds that the employee has not registered for that course, the following steps will take place:

1. OEP Training and Education will notify the work unit TRAIN*Virginia* Superuser of the problem.
2. The Superuser will contact the employee and have them register for the course, offering assistance as needed.
3. The Superuser will notify OEP Training and Education when the registration is complete.
4. OEP Training and Education will complete the verification of the course.

Prior Completion or Completion outside VDH:
Occasionally, an employee may have already taken one of the preparedness-related courses from a source outside of Virginia Department of Health or have taken a version of the course that is not currently listed in TRAIN*Virginia*. In such cases, the employee can be directed by the Superuser to register for one of the options listed below in order to document completion of the course.

Example: The local fire department offers ICS-300 and a VDH employee who needs that course takes advantage of the convenient location. The employee would register for Course ID 1018121 and then submit the completion certificate for verification (as they would do for any of these courses).

TRAIN Course IDs for Prior Completion or Outside VDH:

- VDH: IS-700: Prior or Outside VDH Completion of NIMS IS-700 **1003959**
- VDH: IS-100: Prior or Outside VDH Completion **1005098**
- VDH: ICS-300: Prior or Outside VDH Completion of ICS-300 Intermediate ICS **1018121**
- VDH: IS-200: Prior or Outside VDH Completion **1018119**
- VDH: ICS-400: Prior or Outside VDH Completion of ICS-400 Advanced ICS **1018122**
- VDH: IS-800 Prior or Outside VDH Completion **1021691**
- VDH: Homeland Security Exercise Evaluation Program (Prior Completion **1033134**

*OEP Training and Education WILL NOT batch register VDH employees for these courses. It is the responsibility of the employee to maintain his or her own TRAIN*Virginia* account. (See Appendix C for Agency Training Policy)

6.6 Adding Sessions to VDH-Instructed Preparedness Courses

The district or work unit may have trained instructors for some of the preparedness courses listed in this training program. Those instructors may offer sessions of the following courses or training at the district or work unit level:

- IS-700.b Instructor-led version TRAIN Course ID **1016650**
- IS-100.a Instructor-led version TRAIN Course ID **1024413**
- IS-200.c Instructor-led version TRAIN Course ID **1019038**

OEP training coordinators are available for assistance with this process. It is very important that the process for adding a session to these existing courses be followed correctly to ensure the accuracy of training data reported by the agency.

A session should be added to TRAIN in the appropriate course ID above when the course will be offered by an instructor from within the work unit. It will then be the responsibility of the session planner to make sure that all attendees are aware of and register for the appropriate session in TRAIN*Virginia*.

TRAIN Superuser Instructions for Adding a Session:

1. Log in to TRAIN*Virginia* (https://va.train.org).
2. Click **Admin**.
3. Click **Content**.
4. Click **Find & Edit existing content**.
5. Many courses will appear. Either locate and click on the desired course or enter the course ID to quickly locate the desired course.
6. Click on the **pencil** icon to the left of the course title.
7. Click the **Sessions** from the drop down menu.
8. Click **Add session** in the upper right corner of webpage.

Note: Do not add sessions to courses without consulting the Course Provider for that course. The one exception is for VDH: Exercise/Event Participation when adding exercises.

Appendix A
Public Health Preparedness and Response Core Competencies

Competency is a term given to a cluster of knowledge, skills, and abilities (KSAs) that are applied in an actual practice setting. Competencies help course providers develop and evaluate training content. They also help learners assess and meet their training needs.

The Public Health Preparedness and Response Core Competencies were created to establish a common performance goal for the public health preparedness workforce. This goal is defined as the ability to proficiently perform assigned prevention, preparedness, response, and recovery role(s) in accordance with established national, state, and local health security and public health policies, laws, and systems. Much of an individual's ability to meet this performance goal is based on competencies acquired from three sources: foundational public health competencies, generic health security or emergency core competencies, and position-specific or professional competencies.

The basic level certificate is based on the Emergency Preparedness Competencies* - a specialized set of competencies that are applicable to all roles in an emergency response.

Public Health Preparedness and Response Core Competencies

1. Model Leadership
      1.1 Solve problems under emergency conditions.
      1.2 Manage behaviors associated with emotional responses in self and others
      1.3 Facilitate collaboration with internal and external emergency response partners.
      1.4 Maintain situational awareness.
      1.5 Demonstrate respect for all persons and cultures.
      1.6 Act within the scope of one's legal authority.

2. Communicate and Model Information
      2.1 Manage information related to an emergency.
      2.2 Use principles of crisis and risk communication.
      2.3 Report information potentially relevant to the identification and control of an emergency through the chain of command.
      2.4 Collect data according to protocol.
      2.5 Manage the recording and/or transcription of data according to protocol.

3. Plan for and Improve Practice
      3.1 Contribute expertise to a community hazard vulnerability analysis (HVA).
      3.2 Contribute expertise to the development of emergency plans.
      3.3 Participate in improving the organization's capacities (including, but not limited to programs, plans, policies, laws, and workforce training).
      3.4 Refer matters outside of one's scope of legal authority through the chain of command.

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4. Protect Worker Health and Safety
        4.1 Maintain personal/family emergency preparedness plans.
        4.2 Employ protective behaviors according to changing conditions, personal limitations, and threats.
        4.3 Report unresolved threats to physical and mental health through the chain of command.

*More information regarding the [Public Health Preparedness and Response Core Competencies](#) is available on the Public Health Foundation (PHF) webpage.

Appendix B
Public Health Preparedness Capabilities

CDC has identified the following 15 public health preparedness (PHEP) capabilities as a basis for state and local public health preparedness.

1. Community Preparedness
2. Community Recovery
3. Emergency Operations Coordination
4. Emergency Public Information and Warning
5. Fatality Management
6. Information Sharing
7. Mass Care
8. Medical Countermeasure Dispensing
9. Medical Materiel Management and Distribution
10. Medical Surge
11. Non-Pharmaceutical Interventions
12. Public Health Laboratory Testing
13. Public Health Surveillance and Epidemiological Investigation
14. Responder Safety and Health
15. Volunteer Management

More information regarding the [PHEP capabilities](#) is available on the CDC website.

Appendix C
OHR Training and Development Policy

VIRGINIA DEPARTMENT OF HEALTH
OFFICE OF HUMAN RESOURCES
POLICIES AND PROCEDURES MANUAL

Subject: Employee Training and Development Training	Keyword:

1 **Purpose:** This document provides policies and procedures for the management of the employee training and development process within the Virginia Department of Health (VDH). The purpose of the Employee Training and Development program is to educate and train the workforce to be effective and current in workplace practices in order to achieve the agency's mission and goals.

2 **Authority:** The Department of Human Resource Management (DHRM) Policy # 5.05, Employee Training and Development states the agency's responsibilities.

3 **Policy:** It is the policy of VDH to assure access to employee training necessary to achieve the agency's mission and accomplish its goals as well as training and instruction for current jobs and developmental training for career advancement. These provisions are based on business need and the availability of funding.

4 **Definitions:**

  a. Development: Instructional programs and/or experiences designed to help employees become more proficient workers, or to equip them with the knowledge and skills that improve career advancement opportunities.

  b. Onboarding: The provision of essential information and the completion of required forms and training within the first thirty (30) days of employment.

  c. Succession Planning: A documented systematic effort and process of identifying and over time developing candidates for key leadership positions in order to ensure the continuity of management and leadership in an organization. Succession planning is accomplished through a competitive process which identifies people with high potential leadership talent and ensures that they are given work experiences and/or training to prepare them to assume higher level leadership positions.

d. Training: Instruction provided to stimulate change. Its focus is short-term and directed solely at furnishing knowledge or skills that employees need to carry out their present work duties efficiently and effectively.

5 **Employee Development Plan:** Each classified employee is given a plan that is updated annually and includes personal learning goals, learning steps and resource needs as part of the Employee Work Profile (EWP). The Employee Development Plan (HR-8B) must include applicable training and development programs based on position and responsibilities. The training is to be completed during the required timeline.

6 **Training and Development Programs:**

a. **VDH Statewide Employee Orientation Program (SEOP):** All employees will be provided with a baseline of knowledge and skills that every employee needs in order to function successfully within VDH in his/her job (see SEOP and Training Course Matrix). The knowledge and skills will be conveyed through the VDH Statewide Employee Orientation Program which will focus on each employee's unique role in fulfilling the VDH mission, to promote and protect the health of Virginians.

b. **Training for Emergencies:** Because VDH is a Virginia Emergency Response Team (VERT) agency, all classified VDH employees and those contract, CDC appointees and wage employees who work on a regular weekly basis, are required to take specific training courses in order to respond effectively in an emergency; the nature of the training required for each employee depends on the role(s) that employee will have in an emergency situation.

c. Additionally, because VDH is a VERT agency it is the agency's goal to identify positions performing essential functions, and have cross-trained primary and secondary backup staff for those positions in order ensure continuation of operations during an emergency.

d. **Job Specific Training:** Job specific training will depend on the duties of the position and may include specific mandated training as well as other supervisor approved training. Please refer to the position's supervisor or manager. Also see SEOP and Training Course Matrix.

e. **Developmental Training for Career Advancement:** This type of training is used for succession planning and for employees that want to prepare themselves for the next career step. The provision of this type of training is dependent on the availability of funds at the district/office and agency levels and on the projected workforce needs of

the agency. There are a variety of training programs available through the agency and state learning management systems.

    f. **Other Informational Training:** This type of training may include training that is not directly job related but informational to the employee. The provision of this type of training is dependent on the availability of funds at the district/office level. There are a variety of training programs available through the agency and state learning management systems.

7 **Training Records Management:** The agency's approved Learning Management System (LMS) is TrainingFinder Real-time Affiliate Integrated Network (TRAIN). See [materials](#) on [TRAIN](#).

    a. All training a work unit offers to VDH staff shall be posted on TRAIN.

    b. Employees shall enter a record of all their work related training in TRAIN regardless of whether the training was obtained through TRAIN.

8 **Training Time:**

    a. **Required Training:**
        1) The time that any employee spends at a required training program during normal work hours shall be considered as part of the employee's normal work hours and shall not be charged to his or hers accumulated leave or considered leave without pay.
        2) The time spent by a _non-exempt_ employee in required training outside normal work hours shall be considered work time, in accordance with the Fair Labor Standards Act (FLSA). The time spent by an _exempt_ employee (an employee _not_ covered by the overtime provisions of the FLSA) in required training outside normal work hours is normally _not_ considered work time.
        3) Study time for required training shall be considered part of a _non-exempt_ employee's normal work hours and considered work time under the FLSA. Study time outside of normal work hours for required training is _not_ considered part of an _exempt_ employee's work hours.

    b. **Non-Required Training:**
        1) When an employee takes voluntary/optional training (not required by the agency) outside normal work hours, and that training provides no direct benefit to the agency and is not directly related to the employee's job, the time shall **not** be considered work time.
        2) Study time for non-required training shall **not** be considered part of a _non-exempt_ employee's work hours and **not** considered work time under the FLSA.

9 Responsibilities:

    a. Employees:
      1) Adhere to the personal employee development plan and this policy.
      2) Coordinate work schedules with the supervisor to facilitate completion of the required training while maintaining core responsibilities of the job.
      3) Maintain a record of all completed training in TRAIN.

    b. Managers and Supervisors:
      1) Develop the Employee Development Plan for each employee.
      2) Ensure that the SEOP Training Course Matrix requirements are included in the Employee Development Plan.
      3) Ensure that each employee understands the requirements of his/her development plan and this policy.
      4) Coordinate the employee's work schedule to ensure completion of the required training.

    c. District or Office Director:
      1) Ensures implementation of this policy for the applicable District or Office.
      2) Directs the management of the employee training and development process within the applicable District or Office.
      3) Identifies appropriate training point of contact, trainers and training resources as needed.

    d. Work Unit Training Point of Contact:
      1) Ensures completion of on-boarding and orientation activities for employees in their respective work units.
      2) Is available to employees for questions and will periodically check-in with them to ensure they are successfully acclimating to the agency.
      3) Reviews reports from TRAIN to validate the completion of Employee Development Plans.
      4) Ensures that any training developed by the work unit is posted on TRAIN.
      5) Ensures that the work unit establishes and maintains:
         (a) at least one person to perform instructor-led training modules from the [Managing Virginia Program](#) (facilitator and student guides provided) and
         (b) at least one person responsible for the reporting of [training metrics data](#) for the work unit.
         (c) reports changes in these assignments to OHR within one month of the effective date.

    e. **Office of Human Resources (OHR):**
        1) Updates this policy when training requirements are added, revised and/or when otherwise applicable.
        2) Provides access to train the trainer resources and curriculum materials.

10 Rescissions: VDH Human Resources Policy # 5.05 dated September 1, 1994 is rescinded.

11 Effective Date: This issuance is effective on <u>8/10/2009</u>.

Approved: <u>   **Signature on file**   </u>   <u>8/6/2009</u>

                       Rebecca E. Bynum   Director, Office of Human Resources

Appendix D
District Training Priorities Template

Training Priorities					
Assessment Question #/Justification (3b3)	PHEP Capability	Topic	Audience	Instructional Objectives (3b2)	Type of Training/Exercise to Implement and Who Will Deliver (3b1)

Appendix E
District Maintenance of Workforce Capability Template

Examples of Activities to Maintain Workforce Capability in 2023-2024 (3d3) (3d5)			
Activity	**Description**	**PHEP Capabilities**	**Competencies Demonstrated**