Caregiver Training Redesign

April 2022

Vision

Caregivers across the province are provided consistent, evidence-based, responsive training that is accessible, flexible, competency-based, culturally informed and relevant to caregiving.

What's New

Caregiver Training has been revised to align with current research, legislation, policy, Indigenous worldview and practice. The new modules incorporate Alberta-specific content and the licensed online training model Parent Resources for Information, Development and Education (PRIDE).

Delivery – Provincial Caregiver Training Team (PCTT)

As of April 5, 2022 Caregivers will access all training online through PRIDE Online, a new learning management system (LMS), which replaces OLE. Enrollment into PRIDE Online will be automatic for existing caregivers.

All Caregiver training will be managed by the Provincial Caregiver Training Team (PCTT). They will facilitate all instructor-led In-Service modules, formerly known as Core Training.

Competency-Based Model

Caregiver Competencies were developed in Alberta in 2020 through a collaborative process involving caregivers, the Alberta Foster and Kinship Association (AFKA), Children's Services, Agency, and Delegated First Nations Agency (DFNA) representation. The competencies identify the skills and knowledge required for successful caregiving.

Caregiver Competencies

1. Supporting children, youth and families with historical trauma, loss and grief
2. Maintaining a child or youth's culture
3. Collaborating for successful transitions
4. Responding to the demands of the caregiving experience
5. Working in collaboration with Children's Services
6. Building relationships with the child or youth's family
7. Identifying and promoting the child/youth's development

Learning Pathway

To support the growth and development of caregivers to meet these competencies, a Learning Pathway has been created to help guide the way. The Learning Pathway and associated evaluation tools will be used to identify demonstrated competencies, and outline a plan to meet all of the competencies identified for successful caregiving. This is under development and more information will be available soon.

NEW Model

Provincial Caregiver Training uses a blended approach incorporating online training modules through PRIDE e-learnings, Alberta-developed e-learnings, as well as instructor-led courses facilitated online by the PCTT. The model includes Pre-Service, Kinship and In-Service training.

Kinship Training

Kinship Caregivers are required to take the following training:

1. For orientation, they have the option to take one of the following:
    a. Kinship-specific training designed to meet the unique needs of kinship caregiving
        • Includes essential information about expectations, working within systems, challenges and strategies specific to kinship caregiving
        • Instructor-led and offered regularly by the PCTT
    b. PRIDE Pre-Service

2. Safe Babies (if caring for children 3 years and younger)

In-Service Training

In-Service training, formerly known as core training, is required for approved foster caregivers. Kinship caregivers and legal permanency families are invited to take the training as well.

In order to access this training, caregivers will self-register through PRIDE Online. The course catalogue will include a blend of PRIDE e-learning modules, Alberta e-learning modules and Alberta-specific instructor-led modules:

- Seven PRIDE e-learning modules (which include several sessions per module)
    1. The Foundation for Meeting the Developmental Needs of Children and Youth
    2. Positive Discipline Strategies to Protect, Nurture and Meet Developmental Needs
    3. Sexuality Through the Ages and Stages of Development
    4. Supporting Relationship Between Children, Youth and Their Families
    5. Working in Collaboration with the Case Team
    6. Promoting Children and Youth's Personal and Cultural Identity
    7. Managing the Caregiving Experience

- Alberta e-learning modules
    ▪ Safe Babies

- Alberta-specific Instructor-led modules
    ▪ Consists of the recently redesigned In-Service modules that are currently being offered virtually
    ▪ Provide an opportunity for caregivers to connect virtually from around the province to share learning and experiences

FAQs

1. **How are PRIDE e-learning modules facilitated?**

PRIDE uses an online delivery model of e-learnings, which is navigated by the student at their convenience. The 'hosts' or trainers of PRIDE are video recorded and provide narration and direction throughout the e-learning. The training includes a variety of resources, videos, interactive and reflective learning activities and a workbook for students. Students respond to questions in the training and their answers are saved into what is called an e-book. This is a resource students can download and save on their computer, or print out for future reference.

2. **Will I be required to take PRIDE In-Service training?**

If you are a new foster caregiver, you will be required to complete all of the In-Service training, which includes PRIDE e-learning modules, Alberta-specific e-learning modules and Alberta instructor-led modules.

If you are a current caregiver, you will work with your program staff to determine what training might be required or recommended for your learning pathway.

If you are a kinship caregiver, you are invited, but not required, to take In-Service modules (with the exception of Safe Babies if you are caring for children three years or younger).

If you are an approved legal permanency caregiver, or a caregiver receiving Supports for Permanency (SFP), you are invited to take In-Service modules, but they are not mandatory.

3. **How will caregiver classification be assessed during the transition to the new training model?**

Caregiver training, which includes assessing caregiver learning, is only one component of reclassification. The assessment of caregiver learning should include consideration of all available training at the time of assessment. In-Service training will continue to be updated and caregivers will be expected to ensure their training remains current by taking new or updated modules as they become available.

Reclassification must consider demonstrated caregiver competencies, willingness and ability to meet the expectations of a level 2 home, and meet the needs of children and youth requiring an increased level of skill.

New tools associated with the Learning Pathway are being developed to assist in determining caregiver competency. More information to come.

4. **Will the new In-Service training require completion within the first four years of being approved to foster, as core was?**

Completion of In-Service training is required within the first four years *after* being approved to foster, as policy currently indicates. The accessibility of training has improved significantly and training is considered mandatory to successful caregiving.

5. **Will caregivers continue to require a certain amount of training hours per year?**

Yes. In order for level 1 caregivers to complete In-Service training within four years, they will require approximately 32 hours per year. Level 2 caregivers will continue to require 12 hours per year.

6. **How do caregivers access In-Service Training?**

Most existing caregivers will be automatically enrolled into the CourseMill LMS, where they will access training through PRIDE Online. PRIDE Online is where caregivers will be able to view and access all available In-Service training from the course catalogue. This will include PRIDE e-learning modules, Alberta created e-learning modules, and registration into instructor-led modules.

Caregivers will receive an automatic email from CourseMill confirming their enrollment into PRIDE Online with a link to the training, a User ID and a password.

7. **What happens if a caregiver does not receive an email from CourseMill confirming their enrollment into PRIDE Online?**

If a caregiver has not received an email by April 15, 2022, please contact the Provincial Caregiver Training Team at CS.CaregiverTraining@gov.ab.ca.

8. **How will caregiver training be tracked?**

Caregivers can access all the training they have taken after April 4th through PRIDE Online. They will receive a certificate of completion after every module they have completed. Caregivers should forward that certificate to their program staff to be recorded on their file and in CICIO. Caregivers will also have the capacity to access and print a report of all their training in PRIDE Online. For the details on how to do this, please consult the Student Manual.

9. **How will caregivers be supported if they do not have internet, a computer, or comfort using either of these?**

Transitioning caregivers to virtually facilitated training has been occurring since spring 2020, in response to COVID-19 restrictions. Progress has been made; however, further work will be required to address areas with more complex needs. If a caregiver has concerns about accessing training, please follow up with your caregiver program staff. As concerns arise, caregiver program staff will assess the needs and create a plan to ensure that all caregivers have access to training. Once the needs have been assessed, program staff can approach PCTT for assistance in working out the details.

10. **Are there changes to the requirements for supplemental training?**

Level 1 caregivers continue to have four years to complete In-Service training, with no additional supplemental training required.

Level 2 caregivers continue to require 12 hours of training/year to meet annual training requirements.

11. **Do caregivers have to take the updated Alberta-specific modules if they've taken them before?**

It is important that caregivers have access to the most relevant and current information available in order to be successful in their caregiving journey. Caregivers will work with their program staff to determine their learning pathway. This may include taking Alberta-specific modules if the module has been significantly updated to reflect current evidence-based research, policies and practice. These modules count toward required annual training hours.

12. What if a caregiver is struggling with a technical issue?

Caregivers should review the Student Handbook available on the AFKA website
https://www.afkaonline.ca/. It is a technical guide to getting started in PRIDE Online and includes step
by step instructions for how to use PRIDE Online. Please review that guide to see if you can solve your
issue.

You can also make sure you meet the following:
1. Are using a desktop or laptop computer.
2. Are using the Chrome browser.
3. Have tried clearing your cache.

If you are still struggling, after reviewing the Student Manual, and trying the above, please contact the
PCTT at CS.CaregiverTraining@gov.ab.ca.

**13. What if a caregiver has enrolled in an instructor-led course and is no longer able to
attend?**

If a caregiver is no longer able to attend a course that they have enrolled in, it is important for them to
un-enroll from the course, which can be done in the PRIDE online training. That will enable a student
from the waitlist to attend instead. Instructions for enrolling and un-enrolling are available through the
Student Manual.

The Caregiver Training Redesign continues to evolve as implementation continues. Questions and
feedback are welcome and will be addressed throughout the implementation process. The project team
can be reached at CS.CaregiverTraining@gov.ab.ca

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