

## CCLS Training Participation Expectations

Thank you for trusting CCLS with your training needs!

Please use this guide to be fully prepared for CCLS's Virtual and In-Person training classes.

To ensure a successful training experience, all participants must develop good training habits. Creative Community Living Services (CCLS) has established training etiquette; rules and expectations that can help foster an atmosphere of respect and professionalism and will increase a participant's capacity to acquire information.

### **\*\*Classroom etiquette \*\***

Although the environment may have changed, classroom etiquette has not! Students must professionally conduct themselves both virtually and in person. This is a work event, represent your company properly.

### The following is expected of all training participants:

1. **Be on time:** If the student logs in or shows up to class 10 min. past the scheduled start time (This is a UWGB Registry rule), they will be dismissed. **\*\*Please log into virtual training classes at least 15 minutes early for class to avoid delays in starting other's learning.** Please don't wait until the class start time, because, if you have issues, you will delay the whole class. Please mute your device until you need to speak, to avoid any background noise.
2. **Cell phones** need to be set to silent mode during instruction. If you need to answer a critical call or text message, please leave the training room or area. It's helpful to let the instructor know you're expecting an important call or if there is an emergency.
3. Please consume your food during designated break times and lunch times. Please avoid bringing odorous food items to in-person classrooms. Eating during training is at the discretion of the trainer.
4. **Show courtesy and consideration** by respecting and tolerating different opinions and perspectives. Avoid using obscene, abusive, or offensive language. Respect the right of all participants to engage in learning without disruptive interruption.
5. **At the trainer's discretion, trainees exhibiting behaviors not conducive to the learning atmosphere will be dismissed from the training session.** *Examples include:* A trainee is disruptive and/or showing actions of constant interjections or talking about issues off-topic that distract other trainees and/or the trainer; A trainee is visibly ill; A trainee appears overly tired and doesn't seem to be comprehending the materials. A trainee who appears to be under the influence of alcohol or illegal substances. Supervisors will be notified of this action.

### Follow this list of requirements and items each student will need to attend virtual classes, successfully.

- We use "GoTo Training" as our virtual training platform, once a paid registration is received, the trainers manually produce and send emails to participants with the class link and training ID number. Please watch your spam folder if you don't see anything in your inbox. Emails are sent up to a week ahead of time and/or within a day or two of the class.
- Have a **printed copy of the class manual** or the ability to display and highlight if tech-savvy or have a pad of paper to take notes to use during testing. And **pen/pencil, highlighter**
- After registering in the "GoTo Training" application, students will receive another email with a link to their training session or will be routed immediately to join the class. Please read and follow the instructions to do so.
- **Devices with microphone and camera**, the camera **MUST** be always ON with the student in clear view. Failure to be seen/heard by the trainer will result in dismissal from class.
- **Limit distractions** and make sure you can pay full attention in class. *i.e. have children tended to by others, no television, NO DRIVING, and avoid shared offices.* Students who are not fully engaged in the class will be dismissed.
- **\*\*Breaks** will be given by the instructor during class, avoid missing valuable information, and wait for the group break if possible. No smoking or vaping during class.

### **Items students need to have handy for virtual class required demonstration participation:**

#### **Standard Precautions**

- Access to a sink and hand soap
- Paper towels
- Hand sanitizer (in place of sink and hand soap)
- Gloves (exam gloves, kitchen service gloves, lightweight knit gloves)

#### **First Aid**

- Access to a sink and hand soap
- Paper towels
- Hand sanitizer (in place of sink and hand soap)
- Gloves (exam gloves, kitchen service gloves, lightweight knit gloves)
- Empty Toilet paper roll
- 6 feet of toilet paper OR a roll bandage

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