

KnowledgeCity Information for A Contract Home Staff

To log on to KnowledgeCity click on this link → [KnowledgeCity Login Page](#)

If you have forgotten your username or password, your manager can reset this for you. If your manager is unable to do this, or you need further assistance please contact the Training Unit:

- Jennifer Wrather: wrather@ceicmh.org or 517-323-9610 extension 2353
- Bridget Doyle: doyle@ceicmh.org or 517-323-9610 extension 2339

To help you get started, please click on this link → [Video Tutorial Link](#)

This will guide you through the platform and show you how to navigate and make the most of your learning experience.

If you are a **manager**, please click on this link → [Video Tutorial Link for Managers](#) This video will guide you through the following:

- How to **send login credentials** to users (useful if someone forgets their password)
- How to **track course progress** for your team
- How to **view course transcripts**
- How to **help employees** identify and complete the right courses and trainings that are due for them.

***The Training Unit can no longer accept any tests that are sent in to be graded for A Contract Home staff*. All of the former “paper-based” training is now required to be completed on KnowledgeCity.**

Trainings Required within 30 days of Hire:

- *Recipient Rights Orientation over Zoom **will remain the same***
- Person Centered Planning & Self Determination (**online**)
- HIPAA Privacy & Security (**online**)
- CPR/FA (FA is completed **online**; CPR skills demo **in-person**)
- Bloodborne Pathogens and Infection Control (**online**)

Trainings Required within 90 days of Hire:

- Basic Health & Medications – **in-person**
- Working with People – **in-person**
- Corporate Compliance (**online**)
- Cultural Competency & Diversity (**online**)
- De-escalation Skills (**online**)
- Environmental Safety (**online**)
- Limited English Proficiency (**online**)
- Trauma Informed Care (**online**)

Trainings Required Annually:

- Recipient Rights Refresher (**online**)
- Bloodborne Pathogens and Infection Control (**online**)
- HIPAA Privacy & Security (**online**)
- Person Centered Planning & Self Determination (**online**)
- Corporate Compliance (**online**)
- Cultural Competency & Diversity (**online**)
- Limited English Proficiency (**online**)

Trainings Required Every 2 Years:

- CPR/FA (FA **online**, CPR skills demo **in-person**)
- Medication Refresher – **in-person**

Training Required Every 3 Years:

- Environmental Safety (**online**)

Additional Trainings – As Needed:

- Body Mechanics (**online**)
- Documentation (**online**)
- Nutrition (**online**)
- Insulin & Glucometer Training – **in-person**
- Transfer Techniques – **in-person**
- Basic Sign Language – **in-person**