

iOR Compliance Training

Please contact Lisa Brown to schedule training for your staff – lbrown@iorpartners.com.



2020 SEXUAL HARASSMENT (60 Minutes)

- **Working Environment Free of Sexual Harassment**
Laws, Statistics, Management Monitor, Office Motto
- **Definition of Sexual Harassment**
Verbal, Physical, Visual, Gender, Discrimination
- **Employer/Employee Responsibility**
Comply with Policy, Support, Direct, Reporting
- **Policies and Procedures**
Resolving Complaints, Reports, Victims, Sanctions EEOC Contact Information
- **Scenarios**
Sexual Harassment, Harassment, Discrimination Non-Sexual Harassment



2020 INFECTION CONTROL (60 Minutes)

- **Individual Prevention**
Avoid Contact, Hand Hygiene, Coughs & Sneezes
- **Facility Controls**
Precautions, workplace controls, cleaning & disinfecting
- **COVID-19**
Symptoms, Incubation
- **Infection Controls**
Prior to Patient Arrival, Arrival, Visit, Patient Departure
- **Patients**
PPE, Transfers, Collecting Specimens, Public Health Officials, Contact List, Health Partners



2020 DIVERSITY & SENSITIVITY (40 Minutes)

- **Promote Equality**
HHS, Office of Minority Health
- **National CLAS Standards**
Advance Health, Equity, Improve Quality, Eliminate Healthcare Disparities, Cultural and Linguistically Appropriate Services
- **Language Assistance**
Interpreters, Translators, Health Literacy



2020 PHISHING (30 Minutes)

- **Definition of Terms**
Emails, Texts, Voicemail, Hyperlinks, Secure Sites, Pop-Ups
- **Identification and Prevention**
Anti-Virus/Spam, Malware, Software, Hardware, Firewall
- **Reporting**
FTC, BBB



2020 PATIENT COMMUNICATIONS (45 Minutes)

- **Phone Etiquette**
Basic Tips, Inbound Calls, Outbound Calls
- **Managing Angry Patients**
Avoid a Scene, Discuss in Private, Listen, Validate, Provide Options
- **Firing a Patient**
Identify Behavior, Provide Options, Inform, Document



2020 WORKPLACE VIOLENCE (40 Minutes)

- **Risk Assessment**
Job Classifications, Duties, High Risk Patients, Facility
- **Management and Staff Cooperation**
Reporting, Open Communication
- **Violence Prevention and Response**
Warning Signs, Response Procedures
- **Evaluation and Follow-Up**



2020 IVE SHOOTER (30 Minutes)

- **Emergency Preparedness Plan**
Identify and Report Violent Behavior
- **Run, Hide, Fight**
Evacuate, Barricade, Incapacitate
- **Respond to Law Enforcement**
Follow Instructions, Assist
- **Evaluate and Analyze**



2020 SAFE PATIENT HANDLING & ELDERLY CARE (30 Minutes)

- **Risk Identification**
Environment, Equipment, Caregiver
- **Assessment**
Patient Independence, Supervision, Minimal Assistance, Assistance, Techniques
- **Control in Patient Handling**
Lifting, Repositioning, Transferring, Manual Transfers, Moving a Patient up in bed or chair, Two person Method.