



New Provider Orientation

FAQ

- **Is there a certificate for this training?**

No – there is not a certificate for this orientation.

- **Is this training required?**

No, this orientation is not required. It is highly recommended for new and existing providers because it reviews the Office of Human Rights processes and compliance expectations.

- **Is this training recorded?**

No – New Provider Orientation is not recorded.

- **Where can I get a copy of the slides?**

Copies of the slides can be found at the top of the OHR web page, under the New Provider Orientation information linked here:

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/provider-resources/>

- **Can I come to this training more than once?**

Yes - an initial applicant, new provider, or existing provider; or any person interested in the operations or expectations of the Office of Human Rights may attend this orientation and attend as many times as they wish.



- **How can I find out who my Regional Manager is?**

The *Regional Advocate Manager and State Operated Facilities Manager Map* identifies the Regional Manager by region. Please visit the *Office of Human Rights webpage – Contact Information* tab linked here:

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/ohr-contact-information/>

- **How do I know what Region I am in?**

You may verify the region you are in by utilizing the *Regional Advocate Manager and State Operated Facilities Manager Map* found on the *Office of Human Rights – Contact Information* tab linked here:

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/ohr-contact-information/>

- **Where can I find the current Human Rights Regulations?**

The current version of the Human Rights Regulations (12VAC35-115) can be located by visiting the Virginia Legislative Information System (LIS) linked here:

<https://law.lis.virginia.gov/admincode/title12/agency35/chapter115/>

- **How can I get templates for the policies and process described in this training?**

OHR does not provide templates. OHR does provide technical assistance about what should be included in provider policies and processes. OHR will review draft or revised policies. Providers can request a policy review or technical assistance by contacting the Regional Manager where the service is being provided. To identify the correct Region and/or Regional Manager contact information see the *Office of Human Rights – Contact Information* tab linked here:



<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/ohr-contact-information/>

- **Where can I find the Human Rights Poster?**

The Human Rights “Rights Poster” can be found by scrolling to the bottom of the *Office of Human Rights – Resources for Licensed Providers* tab on the OHR webpage, under the *Rights Poster* section. There are multiple languages that may be selected:

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/provider-resources/>

- **Where can I find the dLVC poster?**

dLVC posters and brochures may be obtained from the “*Publications*” section of dLVC website linked here:

<https://www.dlcv.org/publications>

There may be other questions that can be addressed in other training offered by the Office of Human Rights. The 2025 Community Provider Training calendar can be found by visiting *the Resources for Licensed Providers* tab of the Office of Human Rights webpage, then scrolling under the “*Trainings*” section, linked here:

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/provider-resources/>

Training offered include:

- Overview of the Human Rights Regulations
- Restriction, Behavioral Treatment Plans (BTPs), & Restraints
- Reporting in CHRIS
- Investigating Abuse and Neglect
- Dignity of Risk
- Overview for Professionals