

# **A Study on the Problems and Countermeasures of the Quality Training of the Employees in the Institutions of Supporting the Disabled in Zhejiang Province**

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**Keywords:** Foster care institutions; Quality training; Countermeasure research

**Abstract:** Based on the investigation of the current situation of the quality of the employees in the foster care institutions for the disabled in Zhejiang Province, this paper summarizes the problems existing in the quality training of the employees at present, analyzes the reasons for the problems such as the number of the employees in the foster care institutions is small, the degree of specialization is low, and the lack of special training received, and puts forward the corresponding solutions. Finally, it comes to the conclusion that the management service of the foster care institutions should be improved in order to improve the overall quality of the employees in the care institutions and promote the healthy development of the care for the disabled, we should improve the service level and the care service system, improve the treatment in many aspects, provide diversified training, and make good use of the "one million enrollment expansion" and other methods.

## **1. Introduction**

The concept of care for the disabled was first proposed by the China Disabled Persons' Federation at the National Conference on care for the disabled held in Guangzhou in 2007. At this meeting, the disabled people's Federation of China proposed for the first time that local disabled people's federations should organize the establishment of disabled people's care service institutions, mainly for the mentally handicapped and the severely handicapped to provide centralized care services and necessary employment services [1]. In 2012, the Ministry of civil affairs, the national development and Reform Commission and the China Disabled Persons Federation jointly formulated the opinions on accelerating the development of care services for disabled people (Disabled Persons Federation [2012] 16) It is suggested that the care service for the disabled is an effective means to help the intellectual, spiritual and severe disabled to overcome the obstacles of social cognition, participation ability and self-care ability, participate in social life equally, reduce the family burden of the disabled, and promote social harmony and stability [2]. In 2019, the construction of "home for the disabled" in the top ten practical projects of people's livelihood in Zhejiang Province received great attention from the provincial Party committee and the provincial government. The Provincial Disabled Person's Federation and other seven departments issued the opinions on promoting the standardized construction of "home for the disabled", which clearly defined the goal and specific requirements of the standardized construction of "home for the disabled". According to the requirements of "building a well-off society in an all-round way, there is no shortage of disabled people" and high-quality development of the cause of disabled people, efforts are made to build an upgraded version of the shelter institution for disabled people - "home for disabled people". The Provincial Disabled People's Federation has carefully arranged to start with the construction and evaluation of the "home for the disabled", vigorously transform the existing supporting institutions for the disabled, and build a new "home for the disabled".

Although the disabled persons Federation encourages the development of the cause of disabled persons, there are still various problems in the development of institutions. At present, all kinds of supporting service institutions in operation, including various treatment stations, trusteeship centers, benevolent homes, "well-off sunshine shelter center", as the main form of supporting for disabled people, need to realize rehabilitation, care, different services for different types of disabled people, need professional personnel and management services. At present, the total number of employees in

the institutions for the disabled in Zhejiang Province is insufficient, the comprehensive quality of personnel is not high, and the social function and social value of the institutions for the disabled have not been well reflected. Through the research of this subject, the author investigates the three kinds of institutions for the disabled in Zhejiang Province, analyzes and sorts out the existing problems in the quality training of the employees, straightens out the training needs of the employees in the three kinds of institutions, and puts forward the corresponding solutions and countermeasures, so as to build the system and framework for the training of the employees in the service institutions for the disabled in Zhejiang Province.

## **2. Problems in the quality training of the employees in the institutions for the care of the disabled in Zhejiang province**

As a subordinate unit of the disabled persons Federation of Zhejiang Province, Zhejiang Vocational College of special education, the member of the research group, carries out the relevant training work of "home for the disabled" for the disabled persons; Federation of Zhejiang Province. Since June 2019, classes have been held for the staff of the disabled persons; Federation of Lishui Liandu District, the staff of Jinhua disabled persons Federation, the management of "home for the disabled" of Quzhou City, the management of "home for the disabled" of Ningbo City, and the staff of the disabled persons Federation of all regions. The course content mainly includes the interpretation of star rating methods and indicators of "home for the disabled", relevant policies for the protection of the disabled in Zhejiang Province, mental health assessment and response measures for the disabled, basic theories of the disabled and management knowledge of foster care institutions, laws and regulations of foster care institutions and risk prevention, public safety, treatment and response measures for sudden diseases of the asylum objects, etc. During the training, the research group conducted research for more than 100 foster care institutions and relevant staff of "home for the disabled" in the province, with the theme of problems in the quality training of employees in foster care institutions. After sorting out, the following problems were found:

### **2.1 The proportion of employees structure and education background are quite different**

The research group conducted a survey on the relevant staff to participate in the training, and visited the homes of disabled people in various regions of the province. The nursing institutions found that the composition of the management and service staff in the nursing institutions was relatively complex. At present, in the main supporting institutions, the city mainly has the "benevolent home" sponsored by the disabled persons' federation, the "work therapy station" sponsored by the street (now renamed as the home of the disabled), the asylum workshop sponsored by the enterprise, and the "home of the disabled" sponsored by the hospital, which is mainly supported by the spiritual and intellectual disabled. Generally, the managers of these institutions have better education background, most of them have better education background. Several have college degree or above, among them, the family for the disabled hosted by the hospital, the management personnel in charge have professional qualifications such as doctors, nurses, pharmacists, etc., and the structure proportion and education background of the management personnel are relatively good. The villages are mainly "love workshop", "day care center" and "love home" supported by the disabled persons' federation at the township level, and the external "treatment workshop" of enterprises. Most of the institutions are scattered in the villages or towns. The main management personnel of these institutions are relatively few with college degree or above, and most of them have not received special higher education and professional education. Some institutions employ them retired medical staff were employed for management, but the proportion was relatively small.

### **2.2 The number of institutional management service personnel is generally small**

At present, if the proportion of the staff and the objects of foster care is roughly kept at 1:6, and a staff member serves 6 objects of foster care, accounting for a small and medium-sized foster care institution, 30 objects of foster care need at least 5 staff for management and service. This proportion is not very high, but in fact, it cannot be reached in many places. In many institutions, when

accounting for staff, security guards, chefs, life aunts and other staff are all included. There are only 1-2 staff for the whole work of care, activity development, rehabilitation guidance and so on. In some township nursing institutions, the staff is the person in charge of the institution and their family members, and the comprehensive quality of the employees cannot be guaranteed.

**2.3 The professional level of employees is low, and the service function cannot be fully realized**

In some institutions, there are some people with severe physical and mental disabilities. Under the condition of normal mental mood, they can take care of themselves. They can participate in recreational and sports activities, agricultural treatment, industrial treatment and recreational treatment activities. When they are in the stage of illness, they will be sent to a professional hospital for treatment. The key point of the foster care for the mentally disabled is to enhance their social adaptability and master some simple life skills, professional skills or post skills while they are recovering and training through appropriate activities according to their intelligence. These need to include rehabilitation, care, sports activities, skills training, employment assistance and other related staff with certain professional skills to help carry out relevant activities. The research team found that in addition to 1-2 management and service personnel, few institutions have full-time doctors, some institutions have part-time medical care, professional social workers, professional training, special rehabilitation, targeted rehabilitation training, none of these corresponding positions have special personnel. Considering the actual difficulties in the operation of the nursing institutions, we have established in terms of rehabilitation training, drug management, psychological consultation, etc., it is suggested to hire part-time doctors to sit and consult regularly once a week or in other forms, so as to reduce the operation pressure of nursing institutions. But many of them are not professional rehabilitation doctors or psychiatrists, and their professional guidance for patients is also limited. Therefore, the lack of professional employees inside and part-time professionals outside makes many service functions of the organization unable to be fully realized in the operation process. The data analysis of the education background of the employees in pension institutions in Zhejiang Province is as Figure 1:

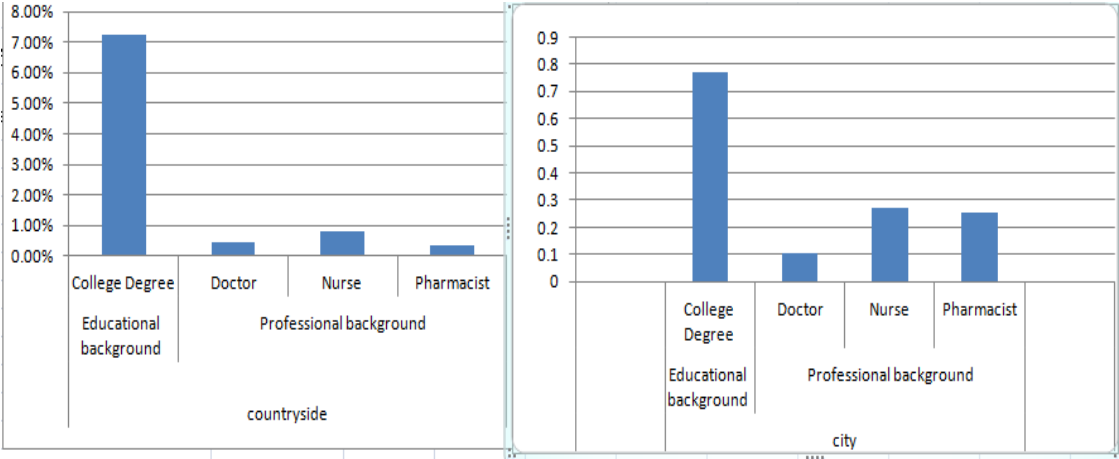


Figure 1 list of employees structure and quantity of countryside and city support institutions

**3. Cause analysis**

**3.1 The management and service system of foster care institutions has not been fully straightened out.**

The concept of care for the disabled has been put forward for many years. In the process of development, it has undergone changes such as "shelter workshop", "benevolent home", "well-off Sunshine Home" and "home for the disabled". It has been playing an important role in the care service for the disabled, but the management system of the institution itself has not been clear.

At present, the supporting institutions are mainly sponsored by the prefecture level disabled person; Federation (Hangzhou disabled person; trusteeship center, a small number in the province), and the

streets (villages and towns) (GuDang industrial treatment station, Xiaoying Street industrial treatment station, etc.). The trusteeship centers of the prefecture level disabled persons; Federation are relatively clear in nature, mostly public institutions, and government grants. Such institutions can generally be recruited to be relatively specialized through the recruitment channels of public institutions. The employees of the industry, including medical treatment, nursing, rehabilitation, etc., have clear positions, reasonable division of labor, and relatively clear career development path of the staff, but the number of such institutions is small.

The industrial treatment station and disabled persons' home hosted by the street are divided into different situations: some institutions still retain certain staffing, generally the administrator (station master, Dean) of the institution, and most of the other staff are contract system; some are managed by professional service team in the form of government procurement services (such as dinglan Street disabled persons' home), and the staff are organized by the institution self-recruitment. This kind of organization can have a certain degree of freedom in personnel recruitment, but in the mode of government purchasing service, considering the cost of operation, generally the salary of this kind of organization is not very attractive in recruitment, many organizations will choose part-time personnel and volunteers as the main employees.

The disabled people's home (formerly love post, love workshop, love home, material processing factory, etc.) sponsored by the township is mostly funded by the disabled people's Federation to support, transform and guide them to carry out corresponding work, and the disabled people's Federation provides appropriate financial support in accordance with the corresponding policies. Most of these institutions are located in towns or villages that radiate the disabled people who have needs around them. Some towns hire retired medical staff as their managers to operate the institutions. Some institutions will adopt the "family workshop system", and the whole family will go to the battle together. There will also be no channels and awareness for recruiting professional employees.

From the above comparison, we can draw a conclusion: the government sponsored trusteeship center has certain financial support, the identity of staff (including some organizations sponsored by the streets, mainly refers to the staff in the establishment) is clear, there are certain advantages in the recruitment of staff, which is reflected in the number of staff and the degree of specialization have a certain guarantee; while in the township level. It is difficult to organize a professional service team because of the unclear nature of the supporting institution, the unclear identity of the managers and staff, the unclear professional positions and the unclear future career development goals.

### **3.2 The pressure of the staff in the organization is high, and the loss of staff is serious**

Relevant research shows that the main pressure of the staff in the foster care institutions comes from their service objects. This is because when they face the foster care objects for a long time, they often invest a lot of emotions while educating and caring for them, but they lack effective interaction and feedback, which makes them feel the work pressure [3]. At the same time, the particularity of the service object makes it difficult for them to have a sense of achievement in their work nature. In the face of some nursing objects in the period of unstable mood, they should not only take care of her mood, but also pay attention to her mental state, and also pay attention to some special safety hazards, such as drug taking, injury, self injury, etc., which also cause another layer of mental pressure of the employees Power. According to incomplete statistics, there is a phenomenon of brain drain almost every year in some foster care institutions. Few staff with university degree or above in institutions have worked continuously for more than five years [4].

### **3.3 Lack of professionals due to unclear career development prospects.**

At the same time, the uncertain prospect of career development has deterred many employees from this industry. Take a professional of rehabilitation treatment technology as an example. If you work in a foster care institution, you need to face the qualification problem of professional qualification examination in addition to the salary level and future career development direction. Graduates of rehabilitation treatment technology can obtain a series of qualification certificates of medical technology - rehabilitation therapists (teachers), provided that they need to register in the hospital. Most of the foster care institutions. Generally, they are not medical institutions, so they cannot

provide the basic conditions for their professional development, which is one of the main reasons for the lack of professional and technical personnel, especially medical personnel in nursing institutions.

#### **4. Countermeasure Research**

##### **4.1 As soon as possible to realize the transformation and upgrading of the foster care institutions and the marketization, standardization and specialization of the foster care service institutions**

At present, the positioning and nature of the supporting institutions are not clear, the overall supporting service system is not fully established, and the supporting institutions have not formed a standardized market operation. In the aspect of institution operation and service system establishment, we can refer to the construction of pension service system of civil affairs department and the market-oriented and standardized operation mode of pension institutions. The basic services are guaranteed by the government led foster care institutions. The nature of the services purchased by the government is to introduce professional social organizations and disabled organizations, further standardize the operation of the township foster care institutions. If there are conditions, the township disabled foster care institutions can be upgraded and transformed on a pilot basis, and be introduced into a special management team for standardized operation. Provide all-round improvement and promotion for the employees of the nursing institutions, including career development planning, qualification certificate examination, post promotion system, etc.

##### **4.2 Speeding up policy support and improving the treatment level of the employees in foster care institutions**

At present, the operation of foster care institutions is mainly to allocate funds to foster care institutions according to the number of disabled people. Some of the staff in the foster care institutions sponsored by the streets, communities and disabled people's federations belong to the establishment of business, and the finance has the corresponding standard salary budget, which can reduce the burden of the foster care institutions to a certain extent. The other part of the industrial treatment workshops sponsored by the enterprises can enjoy the tax rebate policy of the government. Therefore, in addition to the burden and financial subsidies of the enterprises, other ways are needed to increase the treatment level of employees.

##### **4.3 Provide various trainings for employees of nursing service institutions**

The research group has undertaken the training courses for the management and service personnel of the supporting institutions and the management and service personnel of the "home for the disabled" of the disabled people's Federation of Zhejiang Province, and conducted a special questionnaire survey for the relevant staff participating in the training. 78% of the interviewees mentioned improving the service level, and more than 90% of the supporting service managers can understand the supporting services. However, only about 67% of them can accurately describe and express more than three related policies and regulations of nursing service. In terms of the selection of the most needed management and service ability to engage in the nursing service for the disabled, the top three items are respectively care, rehabilitation (mainly various forms of work treatment and professional rehabilitation training), social work (to help the disabled to move towards the society). Others also mentioned the management of documents and archives, the development of voluntary activities, the formulation of rules and regulations, environmental management and maintenance, etc.

However, the actual situation of the employees in the foster care institutions is that their education background is uneven. Some of the urban foster care institutions have government assisted institutions, and the education background of the employees is relatively high. Many employees in the township foster care institutions have no higher education, generally have a lower education level, and have not received special training. Taking these factors into account the actual needs of the employees, in order to ensure the practical effect of training, we should take the skills and knowledge

needed by the employees as the starting point, formulate special training courses suitable for them, and adjust them according to the actual situation.

In the later stage, according to the needs of nursing institutions, special targeted services will be carried out, which are divided into rehabilitation, care, social workers and informatization, training. The specific training courses and contents are listed in the Table 1 and Table 2:

Table 1 Brief list of training courses for management service personnel of disabled care service institutions in Zhejiang Province

Training content	Time (class hours)
Rehabilitation methods of industrial (agricultural) therapy and the use of common assistive devices	3
Laws and regulations of institutions of custody and asylum, risk prevention and public security	3
Basic theory of disabled people and management knowledge of foster (asylum) institutions	3
On site Teaching: visiting demonstration sites	3
Mental health assessment and Countermeasures for the disabled	3

Table 2 management personnel and assessment training courses of "home for the disabled" in Zhejiang Province

Training content	Time (class hours)
Measures for star rating of "home for the disabled"	3
Interpretation of star rating and standard of "home for the disabled" in the whole province	3
Basic theory of home for the disabled and management knowledge of foster (asylum) institutions	3
On site Teaching: visiting demonstration sites	3
Rehabilitation training in nursing institutions (rehabilitation methods and common auxiliary tools for industrial (agricultural) treatment)	3
Emergency treatment and on-site first aid for the asylum victims	3

#### 4.4 Improve the professional quality of employees by using the "one million expansion" project of higher vocational education

During the national two sessions in 2019, the government work report proposed the decision of "one million enrollment expansion" in higher vocational education, and then the Ministry of Education issued the implementation plan of special work of enrollment expansion in Higher Vocational Education on May 8. According to the unified requirements of the State Council, it made a fine deployment from the key areas of enrollment expansion, student source organization, funding guarantee and other aspects, and promised the whole society that the enrollment plan of Higher Vocational Education in 2019 would increase by 1.14 million [5]. These candidates can be high school graduates, laid-off workers and new farmers who are not enrolled in the college entrance examination. They have the social human nature. Although they are full-time academic education students, their teaching methods are different from the traditional full-time ones. They can adopt flexible teaching time, concentrate on two times of study in the whole year, each time for about 15

days. It adopts the combination of centralized teaching and Internet online learning. This form of training takes into account the actual situation of the employees in the care service institutions. They can not study out of work, but also need the overall improvement of educational background and skills. Many employees have low educational background, so they can improve their educational background and skills through the opportunity of Higher Vocational enrollment expansion, so as to comprehensively improve the overall quality of the employees in the industry.

## **5. Conclusion**

The development of care services for the disabled has greatly promoted the care, rehabilitation and social return of the mentally and intellectually disabled. It not only meets the needs of the disabled, but also brings hope to the families of the disabled. The standardized management of foster care institutions and the improvement of the professional level of employees are the issues that need to be paid close attention to. Through professional personnel training, targeted training of employees and education promotion and other multiple means, the degree of specialization of employees in foster care service institutions will be continuously improved, contributing to the development of foster care and the protection of the rights and interests of disabled people.

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