

# Introduction

## Direct Care Staff Training Kit for Assisted Living and Residential Care



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**When using this program, please consider the following important points:**

The guidelines and procedures outlined in the manual and videos will never supersede current regulation. To the best of our knowledge, these guidelines reflect current regulation; nevertheless, they cannot be considered universal recommendations. For individual application, all recommendations must be considered in light of the resident's condition. The authors and publishers disclaim responsibility for any adverse effects resulting directly or indirectly from the suggested procedures, from any undetected errors, or from the reader's misunderstanding of the text or video content.

Regulations and interpretations will change and it is your responsibility to ensure that the assisted living or residential care community is operated under the guidelines outlined in current regulation. Review regulations, policy, procedures and instructions to ensure compatibility with the regulations your community is obligated to abide by.

The guidelines outlined in this manual will never supersede a state regulatory agency's directive, physician order, or direction from a licensed medical professional.

Hands-on resident care of any kind should always be in accordance with physician orders. The interventions in this manual are not intended to be personalized plans of care.



## **DIRECT CARE STAFF TRAINING KIT FOR ASSISTED LIVING AND RESIDENTIAL CARE PROGRAM DEVELOPER QUALIFICATIONS**

### **Josh Allen, RN**

Josh Allen is a Registered Nurse with over 16 years experience in the assisted living and residential care industry. Josh has served as a corporate director of clinical services for a large national assisted living provider and as a consultant to numerous providers on issues of staffing, clinical services, policies, and regulation compliance. He is the executive director of the American Assisted Living Nurses Association and currently serves on the board of directors of the Center for Excellence in Assisted Living.



## TERMINOLOGY

Various terms related to resident care are used throughout this training kit. While most of these terms are commonly accepted in the industry, there is some variation from state to state, and within different organizations. To clarify these terms and to improve your understanding of their meaning, a brief explanation is provided below:

<b>Caregiver</b>	This is the person providing care. Although there are exceptions, typically this person is not a licensed medical professional.
<b>Community</b>	<p>The care setting is referred to as an assisted living or residential care community throughout this manual. Although the term "boarding home" and "adult family home" are used in state regulations, we feel it is important to distinguish an assisted living or residential care residence as a home, rather than strictly a clinical facility.</p> <p>When the word "community" is used in this manual it is referring to the care setting, not the community at large. Clarification will be provided if necessary. In some cases, such as when quoting from regulations, the term facility will be used.</p>
<b>Learner</b>	This is the individual being trained.
<b>Med Aide</b>	There are many titles given to a person who assists with medications. Medication Technician, Medication Supervisor, Med Aide or simply Caregiver is commonly used. For clarity, this program will use the title Med Aide, when referencing a staff person who assists with medication.
<b>Resident</b>	The resident is the individual receiving care. In other healthcare settings the term "patient" or "client" are more common, but to foster a homelike atmosphere the term resident is used in the assisted living and residential care industries.
<b>Trainer</b>	This is the person providing and/or overseeing training. This may be a supervisor, or a professional trainer hired to conduct training.



# INSTRUCTIONS FOR USING THIS TRAINING KIT

Thank you for purchasing this Training Kit. This training kit is designed to assist you in complying with training requirements for your state regulations. Each section of the kit includes: an Instructor Guide and Learner Workbook, as well as several DVDs to assist you in completing the training program.

## 1. REVIEW THE INSTRUCTOR GUIDE

The Instructor Guide section of this manual contains materials that will assist you in instructing memory care worker training courses in your Community. These materials include detailed outlines for each section of the curriculum, goals and objectives, quizzes, quiz keys, and skills checklists.

## 2. REVIEW THE CURRICULUM

The learner workbook contains information to be reviewed during the training, as well as important learning activities that reinforce key points. As an Instructor, you of course want to become familiar with every detail of the curriculum in the Learner Workbook. Read the entire workbook and make notes that you can use when conducting the training.

It is recommended that you complete one module at a time. For example, instruct the learner to read the first module, conduct training on that module, allow the learner to view the corresponding DVD, and then complete the module quiz before moving on to the next module.

## 3. REVIEW THE TRAINING DVDs

There is a separate training DVD that corresponds to each module of the learner workbook. It is recommended that learners view the DVD for each module separately, rather than in one long viewing session. Ensure that the DVD viewing area is comfortable and quiet.

After viewing the video, the learner and instructor will review the key information as outlined in the workbook.

## 4. CONDUCT TRAINING

Once you have reviewed the training materials, and prepared your instructor notes you are ready to conduct the memory care worker training. Here are a few tips for conducting successful training in your Community:

- **Plan Ahead!** Successful and effective training starts with planning. Include training in your staffing schedule so that you have adequate coverage for



resident care and supervision while training is being conducted. Ensure that you have the necessary resources and supplies before you begin training.

- ***Budget for Training:*** It is important to include training time and resources in your budget. Account for the time required of the instructor, the time that staff must be paid during the training, and the cost of training supplies and resources.
- ***Create a Learning Environment:*** Successful training requires an environment that is conducive to learning. The area where you conduct training should be as quiet and free from distractions as possible. Because you will discuss some sensitive issues during training, it is also advisable to find an area that is away from residents to help ensure privacy and confidentiality.
- ***Learning Never Stops:*** Training should be an ongoing process that permeates throughout your organization. Whether it is a daily stand up meeting, a weekly inservice, or a monthly department head training, training never stops for anyone in your Community.



## Direct Care Staff Training Kit for Assisted Living and Residential Care

Name: \_\_\_\_\_ Date of Hire: \_\_\_\_\_

Topic	Date Completed	Total Time	Trainer Name/ Qualifications	Trainer Signature	Employee Signature
Introduction Orientation and Resident Rights					
Recognizing and Reporting Elder Abuse					
Special Needs of the Elderly					
Assisting With Activities of Daily Living					
Psychosocial Needs of the Elderly					
Introduction to Dementia Care					
Dementia Care: Wandering					
Infection Control					
Emergency Procedures					
Food Safety in Residential Care					
Service Plans					
Monitoring Residents for Changes in Condition					

