

Caregiver Orientation: Setting Your Caregivers Up for Success

HOMEIMPROVEMENT

TWENTY
TWENTY

TWO ONE

BRAND
PURPOSE
MISSION



Learning Objectives

After today's session, learners will be able to:

- Explain why training is an investment
- Describe the role a manager plays in the learner's transfer of training and how it applies to orientation
- Identify best practices for orientation
- Create an action plan for your orientation

Training is an Investment

Investment Value



Hours of onboarding training

Hours of ongoing training

Your agency's increased revenue per caregiver

Your First 30 Days on a Job



Think about the last time you started a new job.

How did you feel on your first day?

Transfer of Training

Role	Before	During	After
Learner's Manager			
Trainer			
Learner			

Based on *Transfer of Training* by Mary L. Broad and John W. Newstrom

Transfer of Training

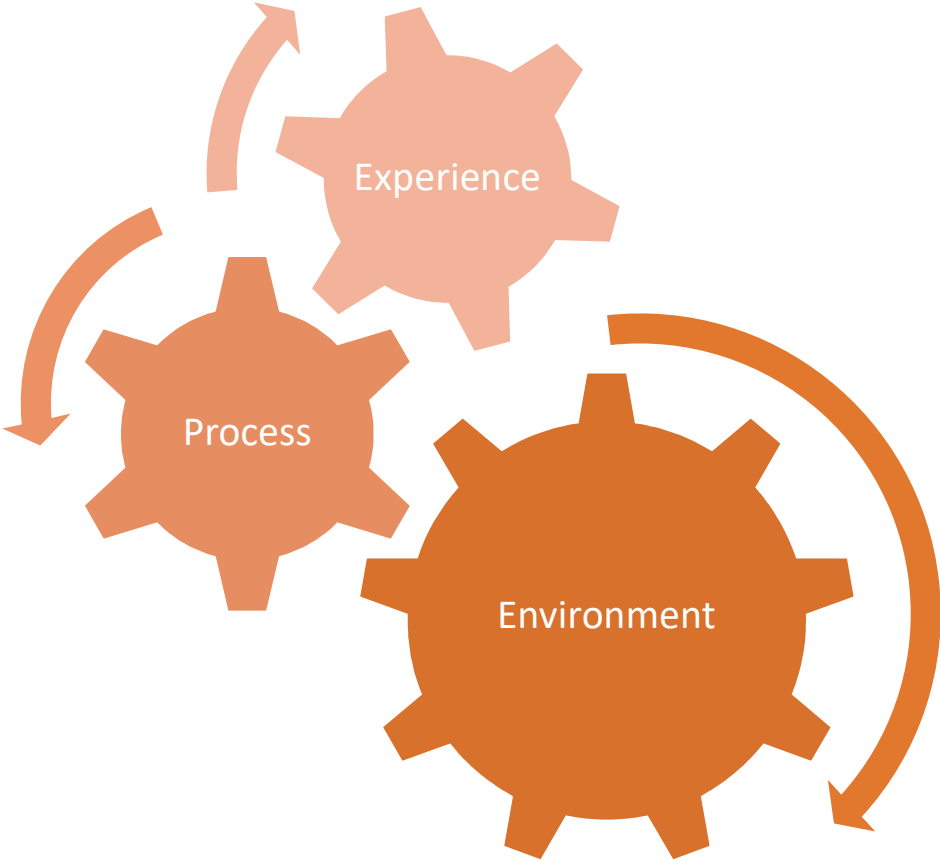
Role	Before	During	After
Learner's Manager	1 Convey the value of training to learner	8 Create a climate that supports the learning	3 Reinforce training concepts and skills
Trainer	2 Relate training to the learner's needs	4 Create a climate conducive to learning	9 As appropriate, follow up with support and refreshers
Learner	7 Prepare to benefit from training as an opportunity to improve	5 Create a climate conducive to learning	6 Commit to use the training and seek help as needed

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Orientation Invitation

Orientation Components

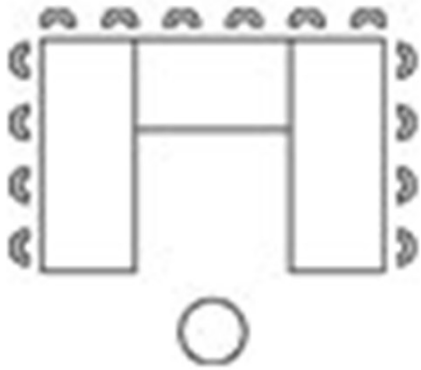


Environment

- Beverages
- Greeting/Welcome
- Office “vibe”
- Training space



Room Set-Up



Experience

- Culture
- How to be a caregiver
- Job expectations
- Relationship building
- Rewards and Recognition

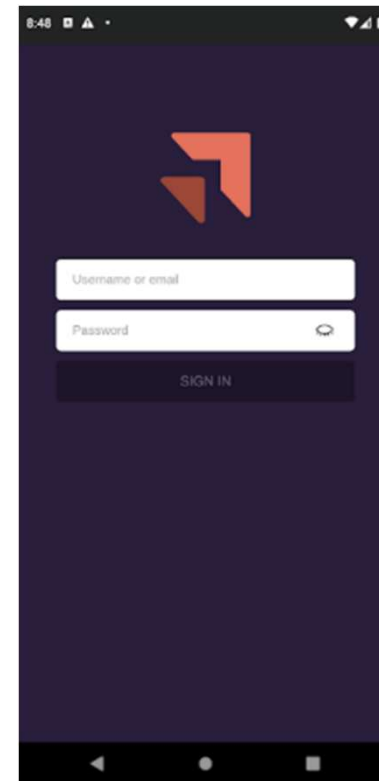
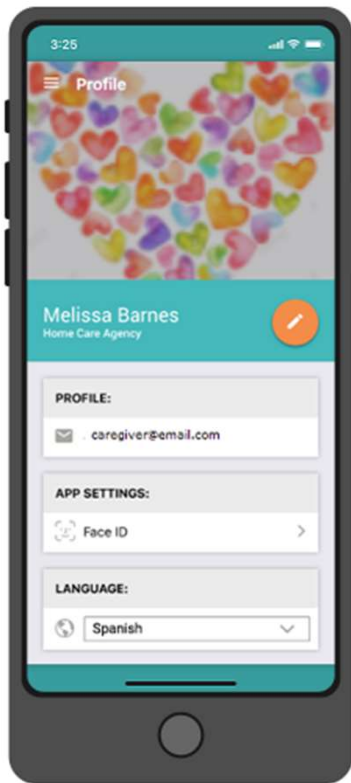


Process



- Employee Handbook
- Infection Control
- Safety
- Skills evaluation
- Standards
- State specific test/requirements
- Technology (ClearCare/RAHU)

Balancing Process & Experience



Orientation Reflection

<u>Environment</u>	<u>Experience</u>	<u>Process</u>



Skill Evaluation

- Written and Return Demonstration
- Verify new caregivers are up to date on their certification skills
- Identify areas of opportunity for training if needed
- Confidently send caregivers into client's homes



Best Practice Orientation Agenda



1. Introduction & Welcome
2. Employee Conduct Expectations
3. Office Operations
4. Infection Control & Bloodborne Pathogens
5. Lunch Break
6. Basic Nutrition & Hydration*
7. Practical Tips for Homecare Workers
8. Skill Evaluation
9. Name Tag & Orientation Checklist
10. State Required Courses*
11. HHA/PCA Test if Required by Licensure

*HCP Training

Blended Learning Approach



HCP Training platform + Classroom learning

- Facilitator utilizes HCP training modules for learning in the classroom
 - Marks completed for each individual within the platform
 - Online version
 - OR
 - PDF version (includes handouts) for some topics on The Hub
- Caregivers complete assigned modules on tablets or laptops

What else?

- Employment paperwork
- State/certification requirements
- Schedule availability
- Retention profile (“get to know you”)



Best Practice

Schedule caregiver's first two weeks (training and shifts)

Classroom Tips

- Ice breakers
- Share information via PowerPoint, posters or whiteboard
- Allow note taking, writing, drawing
- Utilize activities with discussion, movement, etc.
- Allow people to stand if they wish
- Play music in the background as appropriate (i.e. during paperwork)
- Utilize stories for topic reinforcement



SELF REFLECTION

Caregivers are worth it!

Training is an investment.

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PURPOSE MISSION

