Sample Outline and Learning Objectives for Assisted Living Facilities Training Programs

SUPERVISORY CARE SERVICES (20 hours)

1. Promoting resident dignity, independence, self-determination, privacy, choice, resident right, and ethics. (___ hours)
   A. Define Supervisory Care Services.
   B. Explain why it is important to promote resident rights, resident dignity, independence, self-determination, privacy, and choice.
   C. Describe and demonstrate how to incorporate and promote resident rights, ethics, resident dignity, independence, privacy, and choice in providing services to residents.

2. Communicate effectively with residents, a resident’s representative and relatives, individuals who appear angry, depressed, or unresponsive. (___ hours)
   A. Describe or demonstrate appropriate verbal or non-verbal communication with residents, representatives, and relatives.
   B. Describe and demonstrate effective communication with angry, depressed, or unresponsive people.

3. Managing personal stress. (___ hours)
   A. Identify the causes of personal stress and appropriate coping techniques.

4. Preventing abuse, neglect and exploitation, and reporting requirements. (___ hours)
   A. Describe abuse, neglect, and exploitation.
   B. Describe and identify examples of abuse, neglect, or exploitation.
   C. Identify, in general, the legal penalties for committing abuse, neglect, or exploitation.
   D. Describe, demonstrate, and identify techniques to prevent abuse, neglect, and exploitation.
   E. Identify Arizona’s reporting requirements for abuse, neglect, or exploitation. Identify the penalty for failure to report.

5. Controlling the spread of disease and infection. (___ hours)
   A. Explain the importance of disease and infection control.
   B. Identify, explain, or demonstrate appropriate infection control techniques.

6. Documentation and record keeping. (___ hours)
   A. Explain why documentation and record keeping are important.
   B. Demonstrate skills in documentation which includes documenting assistance in the self-administration of medication.

7. Following and implementing resident service plans. (___ hours)
   A. Define resident service plan and explain the purpose and importance of a service plan.
   B. Demonstrate skills in reading and following a resident service plan.

8. Nutrition, hydration, and food services. (___ hours)
   A. Identify, explain, and demonstrate basic principles of nutrition, menu planning, and meal preparation.
   B. Discuss the importance of hydration, symptoms of dehydration, and what strategies and techniques there are to maintain hydration.

9. Assistance in the self-administration of medication. (___ hours)
   A. Identify the components of assistance in the self-administration of medication.
   B. Identify and describe the importance of accurate and timely assistance in the self-administration of medication.
   C. Identify and describe what is outside the parameters of assistance with self-administration of medication.
   D. Discuss the importance of the “5 rights” of assistance in the self-administration of medication.
   E. Identify when or with whom questions or information regarding a resident’s medication should be directed.
   F. Identify and describe appropriate techniques for storage and control of medication.

10. Developing and providing social, recreational, and rehabilitative activities. (___ hours)
    A. Explain or discuss the importance of social, recreational, and rehabilitative activities.
    B. Cite examples of appropriate social, recreational, and rehabilitative activities for residents in assisted living facilities.
    C. Identify, describe, and demonstrate techniques for soliciting resident input and participation in activities.
    D. Identify, describe, and demonstrate how to promote resident dignity, independence, choice, and self-determination in activity programs.

11. Fire, safety, and emergency procedures. (___ hours)
    A. Describe, identify, and demonstrate appropriate fire prevention techniques and evacuation procedures.
    B. Identify and describe potential risks or hazards to residents in an assisted living facility and techniques for maintaining a safe facility.
PERSONAL CARE SERVICES (30 hours)
Personal Care Services include all the training components of Supervisory Care Services and the following:

1. The aging process, common medical conditions associated with aging or physical disabilities. (____ hours)
   A. Define Personal Care Services.
   B. Describe and explain the scope of practice for caregivers who provide personal care services.
   C. Identify and describe, in general, the social and environmental aspects of aging.
   D. Identify and describe, in general, the psychological and emotional aspects of aging including the nature and characteristic change in personality, learning, and memory.
   E. Identify and describe, in very general terms, the biological aspects of aging as they relate to the cardiovascular, central nervous, endocrine, gastrointestinal, musculoskeletal, reproductive, and respiratory systems.
   F. Identify and describe, in general terms, sensory loss associated with aging.
   G. Identify and explain the cause and symptoms of depression among the elderly and people with physical disabilities. Identify and describe appropriate therapeutic interventions.
   H. Identify and describe, in general terms, the major health problems and functional limitations of some residents of assisted living facilities including residents with Parkinson’s disease, cardiac disease, emphysema, diabetes, and living with the effects of a stroke.
   I. Identify, describe, and demonstrate appropriate skin maintenance including the prevention of bruises, cuts, and pressure sores.
   J. Describe and demonstrate appropriate infection control techniques in the provision of personal care services.

2. Assisted residents in activities of daily living and taking vital signs. (____ hours)
   A. Demonstrate safe and appropriate assistance to residents in each of the activities of daily living (bathing, dressing, grooming, eating, mobility, transfer, and toileting).
   B. Demonstrate and discuss how to promote residents rights, dignity, privacy, self-determination, and choice in each activity of daily living.
   C. Demonstrate skills in taking and recording vital signs. Identify abnormal findings and to whom such finding should be reported.

3. Medications. (____ hours)
   A. Define medication administration.
   B. Identify and discuss who is authorized to administer medications in Arizona.
   C. Identify and discuss under what circumstances an individual may administer medication to a resident.
   D. Identify when and to who questions or information regarding a resident’s medication should be directed.
   E. Identify sources of information on common side effects of medications to treat the following conditions: cardiac disease, bowel and bladder incontinence, pain, sleep disorders, aggression or agitation, arthritis and bone/joint conditions, Parkinson’s disease, stroke, and diabetes.
   F. Demonstrate and discuss obtaining and refilling medications, storing and controlling medication, and disposing of medication.
   G. Demonstrate and discuss the requirements in maintaining and recording resident medical records.

DIRECTED CARE SERVICES (12 hours)
Directed Care Services include the training components of Supervisory Care Services and Personal Care Service and the following:

1. Overview of Alzheimer’s disease and related dementias (____ hours)
   A. Define Direct Care Services.
   B. Identify and describe the signs, symptoms and characteristics of Alzheimer’s disease and related dementias.
   C. Describe the progression of Alzheimer’s disease in terms of behavioral changes and levels of functioning.

2. Communicating with a resident who is unable to direct self-care. (____ hours)
   A. Identify and describe typical communication problems encountered in the provision of direct care services.
   B. Identify, describe, and demonstrate effective communication techniques.

3. Providing services, including problem solving, maximizing functioning, and life skills training for a resident who is unable to direct self-care. (____ hours)
   A. Identify and describe issues associated with activities of daily living in the provision of directed care services that may include problem solving, maximum functioning, and life skills.

4. Managing difficult behaviors in a resident who is unable to direct self-care. (____ hours)
   A. Discuss why people who cannot direct self-care may have behavior problems.
   B. Identify and describe common behavioral problems exhibited by people who cannot direct self-care.
   C. Identify, describe, and demonstrate strategies and techniques to address behavior problems such as assaultive behavior, wandering, and yelling.
5. Developing and providing social, recreational, and rehabilitative activities for residents who are unable to direct self-care. (____ hours)
   A. Identify and explain principles of developing social, recreational, and rehabilitative activities for residents who need directed care services.
   B. Provide examples of appropriated social, recreational, and rehabilitative activities for individuals unable to direct self-care.

**MANAGER TRAINING** (8 hours)

Manager training is in addition to service level training and is based upon the level of service the facility is licensed to provide. (For example, a manager of an assisted living home licensed to provide personal care services would need training at the level of personal care services and manager training).

1. Developing resident service plans. (____ hours)
   A. Describe the scope of practice and responsibilities for a manager of an assisted living facility.
   B. Describe the elements, and rule-requirements for developing and updating resident service plan.

2. Business practices. (____ hours)
   A. Identify and explain basic business practices as they relate to assisted living facilities such as budgeting, marketing, record keeping, and regulatory compliance.

3. Personal management. (____ hours)
   A. Identify basic function of personnel management and supervision as they pertain to assisted living facilities.
   B. Describe and demonstrate the elements and rule requirements for developing, documenting, and updating employee personnel records.

4. Delegation of authority. (____ hours)
   A. Identify and explain rules related to the delegation of authority in assisted living facilities.

5. Developing policies and procedures. (____ hours)
   A. Explain the purpose of policies and procedures, and demonstrate skills in developing policies and procedures.

6. Overview of the laws and rules governing assisted living facilities. (____ hours)
   A. Demonstrate familiarity with implementation of rules governing assisted living facilities and describe or identify appropriate techniques for maintaining compliance.
   B. Discuss the laws and rules governing becoming a certified manager and standards of conduct.
   C. Explain and discuss the ADHS facility inspection process, writing plans of correction and enforcement process.