



Caregiver Training

Your Guide to Selecting a Curriculum Program

The HCAOA Standard and Ethics Committee have developed guidelines that offer recommendations in what to look for in a quality training program for caregivers. Four popular training programs were reviewed. The committee compared each training program with the recommended guidelines for a quality training program as well as compared the training topics outlined in the Guidelines for Hiring, Training, and Supervising Caregivers. The guidelines can be used as a resource for agencies who are in the decision making process in creating or purchasing a training program. It is suggested that agencies should follow these guidelines unless; the agency's state has specific training requirements.

The following 4 programs were reviewed by the committee:

In the Know, Inc. – <https://www.knowingmore.com/>

Washington Department of Social and Health Services – <http://www.altsa.dshs.wa.gov/Professional/training/newcurriculum.htm>

Arizona Direct Care Workforce Curriculum – <http://www.azdirectcare>

Institute for Professional Care Education – <http://www.ipced.com/>

<u>Curriculum</u>	<u>Description</u>	<u>Arizona</u>	<u>Washington</u>	<u>IPCed</u>	<u>ITK (In The Know)</u>
Classroom/Group Training Option	Training curriculum that provides a teacher's manual to present training in a classroom setting with multiple participants.	Yes	Yes	Yes	Yes
Customizes with Agency Logo/Branding, etc.	Training materials can be branded with company logo.	Yes	Yes	Yes	Yes
eLearning Capabilities	Provides web-based learning capabilities.	Yes from approved sources, e.g. AZ Care Pro	Yes	Yes	Yes

English as a Second Language Friendly	Training materials created where language is more comprehensible for the English-as-a-Second-Language learner or has versions of curriculum in other languages.	Spanish Lang. in Development	Yes	Some	No
Free Updates on Curriculum	Once curriculum is purchased, when updates are created, they are free to the customer.	Yes	N/A	Yes	Yes
Meets Most State Requirements	Training curriculum typically meets the caregiver training requirements for most licensed states.	Yes (AZ)	N/A-WA state only	Yes	Yes
Provide Training Guides	Training guidelines for the supervisor to manage and distribute curriculum.	Yes	Yes	Yes	Yes
Self-Study	The learning module can be completed at the caregivers own time and pace.	Yes	Yes	Yes	Yes
Skills Demonstration	Curriculum has a component where supervisor can observe and note skills performed by caregiver.	Videos & downloadable booklet	Yes	Yes	No
State-specific Training Options	Curriculum meets most state-specific needs according to licensing requirements.	AZ only	N/A	Yes	No
Testing Component	Curriculum has a testing component that evaluates understanding of materials.	8 hr. skill demonstration	Yes	Yes	Yes
Video-based Curriculum	Curriculum has a video to view along with written curriculum.	Yes	Yes	Yes	No
Volume Discounts	Provides discounts when curriculum is bought in bulk for multiple users.	Yes	No	Yes	Yes
Written at an Appropriate Reading Level	Curriculum is created with written language and images that are easy to understand for Caregiver, I, II, and III Level Learner.	Yes	Yes	Yes	Yes

<u>Level</u>	<u>HCAOA Caregiver Level I, II, & III</u>		<u>Demonstration Recommended</u>	<u>Arizona</u>	<u>Washington</u>	<u>IPCed</u>	<u>ITK</u>
I	Agency's Policies and Procedures	Review of policies and procedures related to the caregiver role such as: attendance and call-off, scheduling, reporting client changes, in-service attendance, documentation, and dress code	No	No	No	Agency specific materials can be developed for online training.	No
I	Basic Housekeeping	Procedures to complete assigned housekeeping tasks, such as dusting, vacuuming, sweeping, taking out trash, wiping down bathroom and kitchen. Including products to avoid and infection control practices.	No	Yes	Yes – safety & core	Yes	Yes
I	Basic Nutrition	How to promote good nutrition; 5 basic categories of nutrients, importance of fluid and fiber in the diet, "My Pyramid dietary guidelines", common nutritional problems of the elderly or ill person, common modified diets and sanitation guidelines.	No	Yes	Yes – Core	Yes	Yes
I	Body Mechanics	The importance and principals of good body mechanics, guidelines for lifting and transfers; including the use of a transfer belt.	No	Yes	Yes – safety & core	Yes	Yes
I	Client Service Plan	Purpose and components of the client care plan, process for updates and caregiver responsibilities.	No	Yes	Yes – orientation & core	Yes	Yes
I	Communication Skills	Types of communication, the importance of clear communication, barriers to effective communication, guidelines for good communication with others, methods for effective communication with visually impaired and hearing impaired clients.	No	Yes	Yes – orientation & core	Yes	Yes
I	Communication with Dementia Clients with Additional Training	Methods for effective communication with dementia clients including during the different stages of Alzheimer's Disease.	No	Yes	Yes – core & dementia training	Yes	Yes
I	Confidentiality & Security of Personal Health Information (PHI) and	Overview of HIPAA, common locations for PHI, how to protect PHI, privacy notice, patient HIPAA rights, process for potential breach of	No	There is an ethics & legal section, but	Yes – orientation & core	Yes	Yes

	Health Insurance Portability Accountable Act (HIPAA)	PHI, possible penalties/sanctions and minimum necessary standards		doesn't cover HIPAA			
I	Documentation Guidelines	Documentation guidelines, elements of client record visit note, objective documentation, reasons for accurate documentation and how to correct documentation.	No	Yes	Yes – orientation & core	Yes	Yes
I	Elder Abuse Including Signs & Symptoms (S&S) and Reporting	Definition & types of abuse, risk factors, stages of caregiver burn out, steps to take if/when abuse is observed or suspected and mandatory abuse reporting laws (as applicable).	No	Yes	Yes – orientation & core	Yes	Yes
I	Emergency Situations	Common emergency conditions and caregiver actions to take, what to do in reporting an emergency or natural disaster.	No	Yes	Yes – safety & core	Yes	Yes
I	End of Life Support	Importance of emotional care for the dying, stages of the grieving process, needs of the dying person, family members and caregivers, symptoms of impending death and action steps to take for some of the symptoms and when a client dies.	No	No	Yes – core	Yes	Yes
I	Fire Safety	Fire hazards, behaviors for fire prevention, actions to take during a fire, and hot to use a fire extinguisher.	No	Yes	Yes – safety & core	Yes	Yes
I	Food/Safety Handling & Storage	Monitoring food inventory and expirations, foods requiring refrigeration or special storage and techniques for thawing, handling, and cutting foods.	No	Yes	Yes – core	Yes	Yes
I	Home Safety	Methods for kitchen safety, promoting safety a safe home environment, and actions to minimize theft.	No	Yes	Yes – safety & core	Yes	Yes
I	Maintaining a Clean Environment	Advantages of a clean environment, cleaning techniques for different types of floors, surfaces, and linens.	No	Yes	Yes – safety & core	Yes	No
I	Meal Preparation	Basics for preparing food from the 5 food groups, presentation of foods, food likes and dislikes, and selecting the menu.	No	Yes	Yes – core	Yes	Yes
I	Observation & Reporting (subjective vs objective)	Differences between a sign and a symptom, signs that require an immediate report to the	No	Yes	Yes – orientation & core	Yes	Yes

		Supervisor or Nurse, observations needed for a body system and nonverbal signs of pain.					
I	Standards Precautions/Infection Control/BBP including PPE Supplies, Hands Washing, and Personal Hygiene	Definition of Blood born pathogen (BBP), symptoms of HBV, HCV, HIV, PPE and when to use them, ways to handle contaminated linens/surfaces and potential exposure reporting.	No	Yes – meets OSHA requirements	Yes – safety & core	Yes	Yes
I	Stress Management	Factors that influence our response to stress, positive methods to protect from stress, stress reduction techniques, methods of handling clients or families with stress.	No	No	Yes – core	Yes	Yes
II	Ambulation Assistance	Assist with walking and moving about.	Yes	Yes	Yes – core	Yes	No
II	Application of Support Stocking	Assist putting on or taking off compression stockings or hose.	No		Yes – core	Yes	No
II	AROM	Active Range of Motion – when the client is able to voluntarily move his/her joints without assistance.	No	No	Yes – core	No	No
II	Assist with Blood Sugar Monitoring	Assists client with blood sugar checks, such as opening containers and handing client supplies, as well as recording readings and reporting readings outside of parameters.	Yes	No	No – core; Yes – nurse del for insulin	No	No
II	Assist with Eating	Provide support/assistance such as serving food, arranging plate, cutting food into bite sized pieces, cue to swallow, chew. Attend to personal hygiene with clothing protector or cover. May assist by steadying client’s arm or handing them food.	Yes	Yes	Yes – core	Yes	Yes
II	Assist with Feeding Client	May assist by steadying client’s arm or handing them food, or by feeding the client.	Yes	Yes	Yes – core	Yes	Yes
II	Assist with Transfer	Assisting client move from one location to another; example: bed to chair	No, but includes Hoyer lifts	No	Yes – core	Yes	Partial
II	Client Transfer Techniques including Demonstration of Skills	Transfer client from one location to another, using skills such as pivot transfer, or assistive devices such as gait belt.	Yes	Yes	Yes – safety & core	Yes (content only)	Yes (content only)
II	Contenance Care	Caring for client incontinence of bladder and/or bowel, utilizing pads, briefs and/or moisture barrier creams and providing good hygiene.	Yes	Yes	Yes – core	Yes	Yes

II	Dementia Training	Provide supportive and safe care for client with memory loss.	Briefly	Briefly	Minimal – core; Detailed – dementia Training	Yes	Yes
II	Foley Catheter Care	Clean area around catheter, empty drainage bag, and change from day bag to night bad.	Yes	Yes	Yes – core	Yes	Yes
II	Hair Care & Shampoo	Assist with shampoo and conditioning hair, groom as desired.	Yes	Yes	Yes – core	Yes	Yes
II	Hydration of Client	Encourage fluids, particularly water, or as directed	Yes	Yes	Yes – core	Yes	Yes
II	Medication Assistance	Assist/remind client when to take medication. May record when medication is taken.	Yes		Yes – core	Yes	Yes
II	Nail Care	Soak and file finer and toe nails. Do not trim, use clippers, or scissors on nails at any time.	Yes	Yes	Yes – core	Yes	Yes
II	Oral Care	Assist with brushing teeth, denture care if needed, apply lip balm if desired.	Yes	Yes	Yes – core	Yes	Yes
II	Ostomy Care Assistance	Clean around stoma, may empty and replace bag if allowed. Report signs of redness or irritation.	No	No	Minimal – core	Yes	Yes
II	Oxygen Use & Care of Equipment	Assist with placement of nasal cannula, assuring comfort, turn oxygen on and off. Switch to portable oxygen for outings.	No	No	Yes – safety	Yes	No
II	Peri Care	Carefully clean perineal (genital) are, utilizing proper technique and providing privacy.	Yes	Yes	Yes – core	Yes	Yes
II	Shaving (Electric Shaver)	Shave client’s face with electric razor.	Yes	Yes	Yes – core	Yes	Yes
II	Shower/Tub Bath	Assist client in/out of tub and/or shower, utilizing bath bench, handheld shower attachment; grab bars, non-skid mat, and other safety devices. Assist with bathing as needed.	Yes	Yes	Yes –core	Yes	Yes
II	Skin Care	Observe skin for redness or signs of irritation. Apply lotion as directed. Turn and reposition bedbound clients frequently.	Yes	Yes	Yes – core	Yes	No
II	Sponge Bath	Bed bath using basin, soap, and warm water, following proper techniques. Provide privacy.	Yes	Yes	Yes – core	Yes	Yes
II	Transferring and Positioning Techniques	Various ways to move and reposition clients in chair, wheelchair, bed in order to maintain skin integrity and alignment of joints.	Yes	Yes	Yes –core	Yes	Yes

II	Use of Ambulatory Devices (WC, walker, cane)	Assist with wheelchair, walker, cane; utilizing proper techniques.	Yes	Yes	Yes –core	Yes	Yes
III	Assist with Nebulizer & Other Respiratory Treatments	Familiar with equipment, can assist client with putting medication in Nebulizer, cleans equipment appropriately.	Yes	Yes	No – core; Yes – Nurse Del core	Yes	No
III	Assist with Prescribed Exercises	Can follow prescribed exercises as ordered by PT or physician.	Yes	Yes	No	Yes	Yes
III	Assists with Tube Feedings	Can properly clean area around feeding tube, identify possibly infection and report.	Yes	Yes	No – core; Yes – Nurse Del Core	No	No
III	Bed Bath	Provide a complete sponge bath while client is lying in bed.	Yes	Yes	Yes – core	Yes	Yes
III	Dressing	Can assist with dressing and undressing.	Yes	Yes	Yes – core	Yes	Yes
III	Emptying Ostomy Bag & Cleaning Around Stoma	Familiar with equipment, understand proper cleaning around stoma.	Yes	No	No	Yes	Yes
III	Feeding Client	Understand dietary restrictions and choking risks. Coaches on chewing and swallowing while feeding. Knows to report when client has choking episodes.	Yes	Yes	Yes – core	Yes	Yes
III	Hydration of Client –	Can identify symptoms of dehydration and understand the importance of hydration.	No	Yes	Yes – core	Yes	Yes
III	Passive Range of Motion	Can demonstrate proper passive range of motion technique while supporting joints. Can follow PT or MD orders.	Yes	Unclear – SA	Yes – core	Yes	Yes
III	Specific Diet Restrictions	Understands low sodium, diabetic, low fat, renal and cardiac diets. Knows importance of following and consequences of not following dietary restrictions.	No	Yes	Yes – core	Yes	Yes
III	Take and Report Vital Signs	Knows proper technique, knows parameters and can record correctly.	Yes	Yes	No	Yes	Yes
III	Total Transfer and Use of Lift Chairs	Knows proper techniques of full transfers, such as use of lift chairs and gait belts.	Yes	No, but includes Hoyer lifts	No	Yes	Partial
III	Turning Oxygen Off and On	Knows proper technique to change from portable to concentrator and the proper cleaning of cannula and concentrator filter.	Yes	Yes	No	Yes	NO

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