

**PARAPROFESSIONAL HEALTHCARE INSTITUTE
HOME HEALTH AIDE
WORK PROCESSES SCHEDULE
AND RELATED INSTRUCTION OUTLINE**

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**PERFORMANCE-BASED, COMPETENCY DRIVEN
HOME HEALTH AIDE (HHA)
RAIS CODE: 1086 O*NET CODES: 31-1011.00**

OVERVIEW

Home Health Aides (O*NET Code 31-1011.00) assist people in their own homes and other community settings with the activities of daily living (such as eating, dressing, bathing and toileting) and, usually under the direction of a licensed nurse, perform certain clinical healthcare tasks. They may also help with housekeeping, meal preparation, bill paying and other instrumental activities of daily living. Home Health Aides are often known by other job titles such as Personal Assistant or Home Care Aide.

This Registered Apprenticeship Program provide a career path for people entering this occupation to receive initial training, and then choose two areas of specialization based on their interests and their employer's needs.

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
Home Health Aide (see attached outline)	675-700	Certificate of Training

Upon completion of initial Home Health Aide training the apprentice must select two specialty areas in which to complete their apprenticeship. Their Certificate of Completion of Apprenticeship will reflect their areas of specialty.

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
HHA, Working with consumers with disabilities (see attached outline)	675-700	Certificate of Specialization

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
HHA, Hospice and palliative care (see attached outline)	675-700	Certificate of Specialization

**PERFORMANCE-BASED, COMPETENCY DRIVEN
HOME HEALTH AIDE (HHA)
RAIS CODE: 1086 O*NET CODES: 31-1011.00**

OVERVIEW

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
HHA Working with consumers with mental illness (see attached outline)	675-700	Certificate of Specialization

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
HHA, Dementia care specialty (see attached outline)	675-700	Certificate of Specialization

OCCUPATION	TERM HOURS	COMPLETION CERTIFICATE
HHA, Mentor specialty (see attached outline) HHA, Specialties to be added according to employer requirements Possible subjects include working with children and general geriatric care	675-700	Certificate of Specialization

WORK PROCESSES SCHEDULE
HOME HEALTH AIDE (HHA)
RAIS CODE: 1086 O*NET CODES: 31-1011.00

DESCRIPTION: Home Health Aides assist people in their own homes with the activities of daily living (such as eating, dressing, bathing and toileting) and, usually under the direction of a licensed nurse, perform certain clinical healthcare tasks. In addition to assisting with the activities of daily living they often help with housekeeping, meal preparation, and bill paying and medication management. This training program includes the requirements for federal certification as a Home Health Aide.

Term: Competency Based (estimated 675 to 700 hours) it is intended that after a combination of 675 to 700 hours of on-the-job learning including 150 hours of related instruction, the apprentice will demonstrate competence in the skills outlined below. Select apprentices will be able to demonstrate competence and receive advanced placement in the program.

On-The-Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on-the-job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the occupation. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The suggested related instruction supplements on-the-job learning, follows the work processes schedule.

Competencies	Approximate Hours
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- | | |
|---|------------|
| A. Role of the Home Health Aide | 60 |
| <ul style="list-style-type: none">• Can explain the role and scope of work of the HHA when working as a member of the health care team• Can explain the role of the HHA in relation to the consumer/client receiving services• Dress appropriately, punctual, and observe agency policy regarding emergency absence from work | |
| B. Client Rights and Confidentiality | 60 |
| Respect the rights and observe the preference of the consumer/client in their own home | |
| <ul style="list-style-type: none">• Demonstrate ways of protecting client's privacy and promoting independence• Respect the confidentiality of client information and adheres to Health Insurance Portability and Accountability Act of 1996 (HIPAA) and agency confidentiality guidelines | |
| C. Communication and Problem Solving Skills | 115 |
| <ul style="list-style-type: none">• Can explain the term "communication" including the difference between verbal and non-verbal communication• Demonstrate effective communication, including active listening• Demonstrate ability to resolve conflict• Demonstrate respect and cultural sensitivity in communicating with others• Demonstrate the use of effective problem-solving skills• Promptly notify supervisor related to clients needs, concerns and/or problems encountered | |

- Serve as an advocate for the client and treats the client and his/her significant other with courtesy and respect
- Provide report to designated staff according to procedure

D. Personal Care Skills

115

- Assist clients with bathing according to client preference and plan of care
- Provide clients with bed baths according to proper procedure when indicated
- Shampoo clients hair in bed when indicated
- Assist clients with oral hygiene and care according to individual needs and plan of care
- Assist clients with fingernail and toenail care
- Shave clients using proper procedure
- Turn clients in bed according to proper procedure
- Provide clients with back rubs according to proper procedure
- Assist clients with eating
- Assist clients with dressing
- Assist clients with the use of elastic support stockings
- Make an occupied bed and/or unoccupied bed
- Assist clients with toileting needs including demonstrating proper use of bedpan, urinals and/or commode
- Provide pericare as indicated in plan of care
- Assist clients with use of condom catheters and daily catheter care
- Demonstrate proper lifting technique and use of lift equipment
- Clean and ensure appropriate function and care of appliances such as glasses, hearing aides, prostheses and assists with application as indicated by plan of care

E. Health Related Tasks

110

- Accurately measure and record temperature, pulse, respiration and blood pressure
- Collect routine urine, stool and sputum specimens according to proper procedures
- Prepare and assist clients with complex modified diets
- Assist clients with prescribed exercise programs, including walking, standing
- Transfer and passive range of motion exercises
- Assist clients with lung disease with postural drainage
- Assist with the use of prescribed medical equipment, supplies and devices
- Assist with special skin care to prevent decubitus ulcers; observes, records and reports skin conditions
- Assist clients with ileostomy, colostomy, gastrostomy and tracheotomy care and observes, records and reports as appropriate

F. In-Home and Nutritional Support

60

- Assist with meal planning, food preparation and serving, food shopping, storage, and handling
- Assist with the preparation of simple modified diets
- Assist clients with family spending and budgeting
- Assist clients with care of the home and personal belongings
- Assist client with fluid intake, measures and records when indicated on plan of care
- Assist and encourages clients to consume nutritional supplements/snacks as indicated on plan of care

- G. Infection Control** **60**
- Demonstrate proper hand washing procedures
 - Apply the principles of infection control in all activities
 - Implement standard precautions as indicated
- H. Safety** **60**
- Use proper body mechanics at all times and incorporate safe transfer and lifting techniques
 - Is knowledgeable about procedures in case of emergencies in the home
 - Check equipment before use and notifies supervisor of any problems identified
- I. Understanding the needs of various groups of clients** **60**
- Can describe the special needs of physically disabled clients, and how to address those needs
 - Can describe the special needs of the aging clients and how to address those needs
 - Can describe the special needs of patients who are dying, assist their families, and address their needs
 - Can describe the special needs of patients who are cognitively impaired or mentally ill, and how to address those needs
 - Use knowledge of disease processes in understanding clients' needs

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The 150 hours of instruction described here are recommended to ensure that an entry-level apprentice has the knowledge and skills necessary to perform effectively in this position. It is through the combination of both the on-the-job learning and the related instruction that the apprentice will achieve competence in this occupation. On completion of this training, the apprentice will receive a "Certificate of Training" credential.

Course Outline **Hours: 150**

This training outline includes and adds to federal requirements of 75 hours of home health aide training with at least 16 hours of supervised practical training. (Code of Federal Regulations, Title 42 Section 484.36) At least 16 hours of classroom training must be completed before beginning the supervised practical training.

These courses are taught using adult learner-centered educational techniques and the curricula and class materials are available in both Spanish and English.

- A. Communication and problem-solving skills
- B. Personal care skills including demonstration of ability to perform skills
- C. Health-related skills including demonstration of ability to perform skills
- D. Additional knowledge about disease processes
- E. Safety, Confidentiality and Infection Control
- F. Nutrition and care of the home

WORK PROCESSES SCHEDULE
HOME HEALTH AIDE (HHA, Disabilities)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The apprentice who selects this specialization will be proficient as a HHA. The apprentice will learn advanced skills in working with consumers with complex physical disabilities.

Term: Competency Based (estimated 675 to 700 hours) it is intended that 675 to 700 hours after receiving a Certificate of Training as a Home Health Aide, the apprentice will demonstrate in-depth competence in the skills outlined below.

On-The Job Learning: Apprentices will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on-the-job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the occupation. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The suggested related instruction supplements on-the-job learning, follows the on-the-job learning outline.

Competencies	Approximate Hours
A. Consumer and worker rights and responsibilities	175
<ul style="list-style-type: none"> • Can explain the philosophy of independent living and the role of the consumer in directing their own care • Respects the consumer’s rights to privacy and independence • Observes the boundaries between the consumer’s expectations and the worker’s rights • Can describe the signs of physical, mental, financial and sexual abuse and explain the importance of reporting abuse 	
B. Understanding of physical and sensory impairments	175
<ul style="list-style-type: none"> • Can describe medical and social issues related to traumatic brain injury, cerebral palsy, stroke, multiple sclerosis, muscular dystrophy, spinal cord injury and other diseases • Can describe strategies for communication with consumers with visual, hearing and speech impairments 	
C. Health and safety	175
<ul style="list-style-type: none"> • Can identify and recommend solutions to hazards in the home • Is able to plan for and respond to emergencies in collaboration with the consumer • Practices techniques to avoid back injury, including proper body mechanics/back protection and the use of the hooyerlift when needed that respond to the preference of the consumer • Practice effective personal and household infection control 	
D. Technology and special needs	175
<ul style="list-style-type: none"> • Demonstrate care of the ventilator-dependent client • Demonstrate tracheotomy and Foley catheter care for paraplegic and quadriplegic clients 	

- Demonstrate proper body mechanics/back protection and the use of the hoist when assisting paraplegic and quadriplegic clients
- Can identify early signs of skin breakdown in clients who use wheelchairs and take appropriate action
- Demonstrate knowledge of special wheelchair cushions and their care

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA, Physical Disabilities)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The 40 hours of related instruction described here are recommended to ensure that an advanced apprentice has the knowledge and skills necessary to perform effectively in this position. It is through a combination of both the on-the-job learning and the related instruction that the apprentice will achieve competence in this occupation. On completion of this training, apprentices will receive a "Certificate of Specialization" credential.

COURSE OUTLINE

HOURS: 40

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- A. The philosophy of independent living, consumer and worker rights and responsibilities in relation to the rights of consumers with disabilities
 - B. Overview of physical and sensory disabilities
 - C. Understanding of communication issues between workers and consumers with disabilities
 - D. Safety in the home
 - E. Review of safe transfers and proper lifting techniques, wheelchair and maintenance of specialized cushions designed to prevent skin breakdown
 - F. Advanced infection control
 - G. Special care techniques -- including return demonstrations of ventilator-dependent care, tracheotomy care, catheter care and prevention of skin breakdown
 - H. Personal health and stress reduction

WORK PROCESSES SCHEDULE
HOME HEALTH AIDE (HHA, Hospice/Palliative Care)
 RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: Assist patients living at home experiencing life-limiting progressive illness and their families with pain and symptom management and care when death is near, under the direction of a licensed nurse. Take family, cultural and spiritual issues into consideration.

Term: Competency Based (675-700 hours)

On-The-Job Learning: Apprentice will receive training in the various work experiences listed below. The order of this training will be determined by the flow of work on-the-job and will not necessarily be in the order listed. Times allotted to these various processes are estimated times which an average apprentice requires to learn each phase of the occupation. They are intended only as a guide to indicate the quality of training being provided and the ability of the apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated above. The suggested related instruction supplements on-the-job learning, and follows the on-the-job learning outline.

COMPETENCIES	Approximate Hours
A. Role of the Home Health Aide in Hospice and Palliative Care <ul style="list-style-type: none"> • Recognize the influence of personal, spiritual and cultural values on perceptions regarding dying, death and bereavement and their impact on the quality of hospice and palliative care • Demonstrate caring behavior and interpersonal connectivity while maintaining personal and professional boundaries • Can describe the role of the hospice Home Health Aide in relation to patients, families, colleagues and agencies • Demonstrate knowledge of the Home Health Aides’s role in pain management • Can explain Living Will and Do Not Resuscitate (DNR) procedures • Perform personal care and health-related tasks within the Home Health Aide’s scope of practice and/or other regulatory parameters 	230
B. Cultural competence: Demonstrate cultural competence by respecting and honoring unique values, diversity and characteristics of patients, families and colleague in hospice/palliative care <ul style="list-style-type: none"> • Respect diversity: including age, gender, ethnicity, culture, sexual orientation, religious/spiritual, economic status, or differing abilities through the demonstration of knowledge, sensitivity and compassion when providing hospice/palliative care • Enhance effective interdisciplinary team collaboration by demonstrating respect for awareness of the diversity of team members and their attitudes about hospice/palliative care • Ensure effective communication through the appropriate use of translators/interpreters when clients speak languages different from those of the care team 	230

- Honor individual preferences and choices for alternative therapies, practices and rituals, yet refrain from imposing own preferences and beliefs

C. Communication

240

- Use sensitivity in verbal, non-verbal and written communication with or about clients, families, team members and other stakeholders when discussing issues related to hospice/palliative care
- Demonstrate professional, empathetic, and responsive communication that facilitate hope and exhibit a non-judgmental attitude in the care of clients and families
- Communicate openly, listen actively and provide a meaningful presence to facilitate the identification and discussion of client's and families' goals, preferences and needs
- Provide appropriate, accurate information based on the clients and families' values and needs
- Does not impose unwanted information on the client and family regarding the disease process

TOTAL

675 – 700

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA, Hospice/Palliative Care)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: Related instruction supplements the on-the-job learning and lists courses that provide technical ability. It is through the combination of both on-the-job learning and the related instruction that the apprentice can reach a **skilled level** in the occupation. The following are suggested courses to be completed during the term of apprenticeship.

CORE SKILLS

Approx. Hrs: 40

- A. Pain and symptom management
- B. Care when death is near
- C. Family, cultural and spiritual considerations
- D. Scope and standards of palliative and hospice nursing assistant practice
- E. Advanced communication skills

WORK PROCESSES SCHEDULE
HOME HEALTH AIDE (HHA, Mental Illness)
 RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The apprentice who selects this specialization will be proficient as an HHA. The apprentice will learn advanced skills in working with consumers with mental illness.

Term: Competency Based (estimated 675-700 hours) it is intended that 1,000 hours after receiving a certificate of training as an HHA, the apprentice will demonstrate in-depth competence in the skills outlined below.

On-The Job Learning: Apprentice will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on-the-job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the occupation. They are intended only as a guide to indicate the quality of the training being provided and the ability of the apprentice to absorb this training in an average amount of time. The suggested related instruction supplements on-the-job learning, follows the on-the-job learning outline.

COMPETENCIES	Approximate Hours
A. Consumer and worker rights and responsibilities <ul style="list-style-type: none"> • Can identify their personal beliefs about the mentally ill • Maintain client confidentiality • Can describe the role of the aide in working with clients with mental illness • Can list the signs of physical, mental, financial and sexual abuse and explain the importance of reporting abuse 	175
B. Understanding mental illness and behavioral health <ul style="list-style-type: none"> • Describe behaviors related to various mental illnesses including paranoia and suspicion, depression and suicide, panic disorder, schizophrenia, post traumatic stress disorder • Explain how to work with clients with one or more diagnoses • Explain issues related to the impact of substance abuse on clients with mental illness and the role of mental illness in substance abuse • Describe the complications and special consideration for the mentally ill client Alzheimer's disease/Dementia 	175
C. Communication strategies <ul style="list-style-type: none"> • Demonstrate strategies for building trust particularly with clients with conditions such as paranoia • Demonstrate therapeutic communications and building therapeutic relationships • Demonstrate strategies for resolving problem situations 	175
D. Health and safety <ul style="list-style-type: none"> • Recognize when the client may pose a danger to self or others and report promptly • Demonstrate strategies for maintaining their own personal health and reducing stress 	175

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA, Mental Illness)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The 40 hours of related instruction described here are recommended to ensure that an advanced apprentice has the knowledge and skills necessary to perform effectively in this position. It is through a combination of both the on-the-job learning and the related instruction that the apprentice will achieve competence in this occupation. On completion of this training apprentice will receive a “Certificate of Specialization” credential.

COURSE OUTLINE

HOURS: 40

- A. History of the treatment of mental illness in the U.S. including de-institutionalization
- B. Factors which contribute to mental illness and the effects of mental illness on a person’s life
- C. Types of mental illness and abnormal behavior patterns that are common in mental illness
- D. The role of the Home Health Aide in caring for clients with mental illness
- E. Differentiating between therapeutic and non-therapeutic relationships
- F. Recognition of personal feelings and biases toward mental illness and response to negative triggers
- G. Communication and problem-solving strategies
- H. Commonly used medications used to treat mental illness and their side effects
- I. Safety in the home and the development of emergency plans
- J. Self care and the prevention of burnout

WORK PROCESSES OUTLINE
HOME HEALTH AIDE (HHA, Dementia)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: Perform duties of HHA with proficiency and delivers, cares for, and interacts with clients with dementia and other cognitive impairments by incorporating skills to maintain individual dignity and well being. Interact with caregivers and clients and use therapeutic communication and activities to maximize client functions. May work in clients own home or in other community-based settings such as assisted living or adult day care.

Term: Competency Based (675 to 700 hours)

On-The-Job Learning: An apprentice will receive training in the various work experiences listed below. The order of this training will be determined by the flow of work on-the-job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice requires to learn each phase of the occupation. They are intended only as a guide to indicate the quality of training being provided and the ability of an apprentice to absorb this training in an average amount of time. The total term of apprenticeship is indicated above. The suggested related instruction supplements on-the-job learning and follows the on-the-job learning outline.

<u>COMPETENCIES</u>	<u>Approximate Hours</u>
<p>A. Role of the HHA in caring for cognitively impaired clients</p> <ul style="list-style-type: none"> • Use care plan for interventions and report successful interventions to supervisor and family • Monitor and document episodes of targeted behaviors and/or new behaviors • Recognize signs of stress and strategies for coping within self other caregivers and family members 	<p>120</p>
<p>B. Demonstrate effective communication & interaction with cognitively impaired and their families</p> <ul style="list-style-type: none"> • Demonstrate redirecting a client • Demonstrate use of validation therapy • Verbalize and demonstrate various approaches for a client who is resisting personal care that will maintain dignity and respect • Demonstrate appropriate interventions for client who is yelling or screaming • Demonstrate therapeutic communication with significant others • Demonstrate coaching techniques to help other caregivers and family members cope with the Dementia process 	<p>120</p>
<p>C. Provide assistance with independence, mobility, and therapeutic activities</p> <ul style="list-style-type: none"> • Demonstrate use of therapeutic activities/exercises to maintain joint function for the cognitively impaired client • Implement care strategies that encourage independence in activities of daily living without increasing client anxiety, respect the clients dignity and desire for control • Implement therapeutic activities appropriate for early, middle, and late states of Dementia 	<p>120</p>

- Demonstrate use of therapeutic activities to de-escalate a client who is anxious

D. Uses nutritional interventions to enhance nutritional well-being **120**

- Demonstrate adapting meal preparation to maximize nutritional intake (i.e., offering small servings, finger foods, introducing foods one at a time, frequency meals, snacks, and fluids that are acceptable to cognitively impaired clients)
- Explain modifications needed to maintain nutritional status

E. Psychoactive medications and side effects **110**

- Describe basic features of psychoactive medications and their side effects
- Demonstrate ability to observe, record and report side effects

F. Maintain a safe environment for cognitively impaired **110**

- Maintain a safe environment for wandering clients
- Maintain safety from potential toxic substances that the confused client may attempt to ingest
- Is able to implement interventions to minimize environmental stimuli that may increase a confused client's agitation, (i.e., noise levels, large groups, television, and radio)

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA, Dementia)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: Related instruction supplements on-the-job learning and lists courses that provide technical knowledge. It is through a combination of both on-the-job learning and related instruction that an apprentice can reach a **skilled level** in the occupation. The following are suggested courses to be completed during the term of apprenticeship.

CORE SKILLS

Approx. Hours : 40

- A. Role of the HHA Dementia Specialist with family caregivers and the health care team
- B. Alzheimer's disease and related Dementia's; stages, early signs, treatments, physical changes
- C. Developing a therapeutic environment for the cognitively impaired client
- D. Support and resources for family and caregivers
- E. Psychoactive medications in dementia and cognitively impaired adults

WORK PROCESSES SCHEDULE
HOME HEALTH AIDE (HHA, MENTOR)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: Perform duties of HHA and provide guidance and orientation to new employees as well as those pursuing higher credentials. Incorporate advanced communication, organizational and interpersonal skills into care and interactions. Provide positive reinforcement and serve as a role model to others. Participate in teaching, coaching, and evaluating apprentices.

Term: Competency Based (675-700 hours)

On-The-Job Training: Mentors will receive training in the various work experiences listed below. The order in which this training is given will be determined by the flow of work on-the-job and will not necessarily be in the order listed. The times allotted to these various processes are the estimated times which the average apprentice will require to learn each phase of the occupation. They are intended only as a guide to indicate the quality of the training being provided and the ability of the mentor to absorb this training in an average amount of time. The total term of mentorship is indicated below. **The suggested related instruction supplements the on-the-job learning follows the on-the-job training outline.**

COMPETENCIES

Approximate Hours

A. Function as a role model/leader to apprentices

175

- Demonstrate professionalism in appearance (clean, neat) and in respectful interactions with clients and co-workers
- Incorporate principles of adult learning in apprentice program
- Collaborate with apprentice to identify learning needs
- Demonstrate knowledge of the apprentice's role
- Utilize positive reinforcement and coaching skills to assist apprentice
- Document apprentice's progress and assist in developing action plans for areas needing improvement
- Develop timelines and learning plan to meet program goals and individual apprentice's learning needs
- Observe, records and provide direction and correction (when applicable) to apprentice
- Follow correct procedures in demonstrating skills to apprentice
- Adapt learning techniques according to apprentice's learning style preferences and needs
- Follow apprentice development plan and document progress timely and completely
- Demonstrate teamwork in cooperating with other staff
- Demonstrate ability to assist apprentice in dealing with reality shock/stress of confronting new situation(s) and the ability to assist the apprentices in becoming integrated into their new role
- Recognize unique needs of new employees when serving as a mentor

B. Demonstrate clear, concise, respectful communication, problem solving & interpersonal skills	175
<ul style="list-style-type: none"> • Clarify expectations with apprentice in clear, concise communication • Incorporate assertive communication in interactions with peers and apprentice • Demonstrate ability to develop trusting relationship with apprentice, peers, and clients/families • Demonstrate ability to utilize creative problem-solving when confronted with client/family and/or co-worker concerns • Demonstrate respect of cultural differences and develop plans to meet these individual needs for clients, families, and peers • Provide specific and accurate feedback to apprentice, validate and address apprentice concerns via active listening and paraphrasing skills • Demonstrate effective written communication • Refer customers to appropriate individual if one can not answer questions • Recognize anxiety and stress levels and allow for venting of concerns from clients, families, peers • Develop trust and rapport with clients and families • Demonstrate responsibility and accountability for actions and avoid defensiveness, reflecting on different perspectives and perceptions • Use communication skills to defuse anger, redirect negative comments, maintain calm tone of voice 	
C. Organizational & Time Management Skills	175
<ul style="list-style-type: none"> • Demonstrate ability to manage time effectively • Recognize conditions that require prompt report and demonstrate ability to reprioritize daily routines in response • Follow apprentice development plan and document progress timely and completely • Assist apprentice to prioritize tasks and seek out assistance when indicated • Demonstrate ability to plan "learning opportunities" for apprentice and discuss what the apprentice has learned from these activities 	
D. Demonstrate advanced knowledge in implementing care strategies & taking appropriate actions	175
TOTAL	675 - 700

RELATED INSTRUCTION OUTLINE
HOME HEALTH AIDE (HHA, Mentor)
RAIS CODE: 1086 O*NET CODE: 31-1011.00

Description: The related instruction outlines the courses that provide the technical ability that supplements the on-the-job learning. It is through the combination of both the on-the-job learning and the related instruction that the mentor can reach the **skilled level** of the occupation. The following is the suggested course curriculum during the term of mentorship:

CORE SKILLS

Approx. Hrs: 40

- A. Developing the role of the Mentor
- B. Building a supportive relationship through self-awareness
- C. Using effective communication
- D. Effective problem-solving techniques
- E. Time management
- F. Techniques to improve positive reinforcement for successful mentoring
- G. Case studies: The Mentor in action

Individuals who complete the on-the-job learning and related instruction components shall receive a "Certificate of Specialization" credential.