

1. Communication

- a. Communicate with residents and caregivers in a respectful and culturally appropriate way;
For example: Language barriers- Communication aids and interpretation, Hearing aids, eyeglasses and dentures must be in use and functioning properly
- b. Understand communication methods and appropriate use
For example: Understand the differences between redirect, reassure, reality orientation and validation methods.

2. Person Centered Care Principles and Practices

- a. Provide supports and services to help the resident achieve their care plan goals;
- b. Maintain safety in all resident environments;

3. Observation

- a. Monitor a resident's physical and emotional health;
For example: Pain scale, Non-verbal communications
- b. Gather information about the resident and communicate with care team members at shift change and as needed;
For example: Oral and written reporting

4. Crisis Prevention and Intervention

- a. Understand risks and behaviors that can lead to a crisis (disruptive episodes requiring non-routine interventions);
- b. Utilize strategies to prevent crisis and promote health and safety;
- c. Understand triggers and interventions/practices to avoid or diffuse conflict;

5. Safety

- a. Know and understand all safety policies and procedures of the facility;
For example: Notification of emergency contacts and Silver Alert, Understand proper reporting law related to Adult Protective Services;

6. Professionalism and Ethics

- a. Know and understand facility's policies and procedures regarding professionalism and ethics;
- b. Maintain confidentiality in all spoken and written communication and follow all the rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA);

7. Empowerment, Advocacy and Resident's Rights

- a. Understand the role of the state ombudsman program;
- b. Know, understand, promote and protect the rights of each resident placing a strong emphasis on dignity and self-determination;

8. Health and Wellness

- a. Support the physical, spiritual, emotional and social well-being of the resident;
- b. Understand safety risks for specific conditions including dementia, psychiatric and physical limitations;
- c. Know, understand and facilitate resident care plans

For example: Know body mechanics, workplace safety and transfer assistance to decrease workplace injuries (i.e. pivot transfer, assist to edge of bed, assist move to head of bed with/without draw sheet, assist falling/fallen resident, proper positioning in wheelchair/bed), Pressure ulcer prevention

9. Community Living Skills and Supports

- a. Assist the resident to meet their physical and personal needs considering any cognitive or physical impairments in providing supportive care (All ADLs);

10. Cultural Competency and Community Inclusion

- a. Support, understand and respect resident preferences and differences (i.e. religious, cultural, ethnic, sexual orientation, etc.). Encourage the resident to engage with the community;

11. Dementia Care Competencies

- a. Know the types and stages of dementia including information on the physical and cognitive declines as diseases progress;

For example: Normal aging vs aging with dementia, Biology of dementia and impact on the brain, Knowledge of different types of dementia and their progression (dementia umbrella), Delirium/depression vs Dementia

- b. Understand challenging behaviors and non-verbal communications promoting empathy and validation of their reality;

For example: Communication methods, validation techniques, redirect, reassure, reality orientation, response and, interventions for specific behaviors, encourage non-pharmacologic interventions and approaches for common behavioral and psychological symptoms of dementia (i.e. Music and Memory, stress reduction techniques, activity and recreation techniques)

- c. Understand safety risks specific to a dementia care environment;

12. Training and Self-Development

- a. Maintain updated and documented trainings/in-services and seek opportunities to improve skills and work practices through further education and training.