



P 516 387-4246 – www.callallpronow.com - F 516 464-6254

EDUCATION/COMPETENCY EXAM PACKET

WELCOME! Thank you for joining Allpro Health Staffing! The attached packet is a self-study prepared for you while you are orienting as an employee at Allpro Health Staffing prior to starting at the facility. This self-study packet provides you with an overview. It is important that you:

- Review all this material in detail
- Complete the Competency Review
- Complete and sign the Acknowledgement form
- Return both the Competency Review and Acknowledgement form to your Recruiter as soon as it is completed

**THE COMPETENCY REVIEW/ACKNOWLEDGEMENT
FORM MUST BE RETURNED
TO YOUR RECRUITER OR STAFFING COORDINATOR**

IMPORTANT PHONE NUMBERS

Allpro Health Staffing office # 516 387-4246

Allpro Health Staffing fax # 516 464-6254

Allpro Health Staffing website www.callallpronow.com

Weekend staffing coordinator - dial the main number 516 387-4246
and press 0



ALLPRO
HEALTH
STAFFING

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CUSTOMER SERVICE

- Smile, Smile, Smile
- Be pleasant, remember, being in a long-term care center may be stressful for new residents and their families and for the residents who may not be feeling well
- Avoid just giving directions; escort the person to his/her destination whenever possible
- Our customers are our residents, visitors, doctors, vendors, staff, and volunteers
- Say “Hello” to everyone
- If you can’t help, ask a supervisor or another person for help
- You represent Allpro Health Staffing
- Treat the people we serve as guests
- Answer the phone with a smile
- Anticipate the Wants and Needs of the residents we serve
- Use the 4 A’s Process: “Anticipate, Acknowledge, Apologize, Amend”
- Anticipate the wants and needs of the residents we serve
- Acknowledge the concerns of others without making excuses
- Apologize. Take ownership of the complaint and work to resolve it. Do not argue.
- Thank the person for bringing the concern to your attention. Say, “I’m sorry that (describe the experience) happened”.
- Amend – offer suggestions for resolution. Take whatever steps are necessary to resolve the problem.
- Speak positively about Allpro Health Staffing in the presence of residents, staff, and members of the community.
- Represent us with compassion, integrity, and excellence.
- Avoid criticizing, condemning, and complaining
- Choose to have a positive attitude each day.
- Work collaboratively with other members of the interdisciplinary team – TEAMWORK MAKES DREAMWORK!

SAFETY TOPICS

- If you are unsure how to use any equipment, stop and first check with your supervisor. Do not attempt to operate equipment without proper authority.
- Emergency Codes:
 - Code Red – Fire
 - Code Blue – Medical Emergency
 - Code Gray – Resident Elopement
 - Code Clear – All Clear
- Use correct method for lifting objects
- Third wire positive ground should be on all electrical power tools and cords



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- Smoking is not permitted on grounds
- Staff members have specific responsibilities at the scene of a fire (as designated)
- R.A.C.E.
 - Rescue – move all patients to a safe area
 - Alarm – pull the alarm, call operator, use the code red to report the fire
 - Confine – close all doors
 - Extinguish – or Evacuate
- P.A.S.S.
 - Pull the Extinguisher Pin
 - Aim extinguisher at the base of the flames
 - Squeeze trigger while holding the extinguisher upright
 - Sweep the extinguisher from side to side
- Wander guards are used for residents who are at risk for wandering and are placed on the ankle
- During a power outage use RED OUTLETS which are powered by the generator. These outlets are for emergency equipment only.
- Stairwells are locked except in an emergency
- Elevators will work during a fire but will bypass the floor reporting the fire.
- Resident Safety is the #1 priority in every emergent situation.

ALZHEIMER'S DISEASE/ DEMENTIA

- Dementia is a term used for loss of cognitive functions. They include:
 - Memory
 - Thinking
 - Reasoning
 - Judgement
 - Attention or concentration
 - Language
 - Perception – how things are seen
- Alzheimer's disease is the most common form of dementia. It's a progressive, degenerative disease that causes changes in brain tissue resulting in impaired memory, thinking and behavior. There is no known cause or cure.
- 4 million Americans have Alzheimer's disease
- 1 out of 3 families are affected
- 1 in 10 people over the age of 65 have Alzheimer's disease.
- 1 in 3 people over the age of 85 have Alzheimer's disease.
- 60% of nursing home residents have Alzheimer's disease.
- There are 3 stages: early, middle, late. Because each person's disease process is different, stages are not clear-cut. A person may have symptoms from one stage and some from another throughout the disease process.



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RESIDENTS' RIGHTS/ADVANCED DIRECTIVES/SOCIAL SERVICES DEPARTMENT

- Ethics
 - Integrity, Excellence, Accountability & Respect in everything we do.
 - Integrity – Operating honestly and fairly
 - Excellence – Superior service and performance
 - Accountability – reliably and consistently delivering on our promises
 - Respect – Treating our residents with dignity
- Residents Rights
 - Medical Care
 - Freedom from Abuse and Restraints
 - Finances
 - Physical and Personal Environment
 - Visits and Activities
 - Privacy and Confidential Treatment
 - Discharges and Transfers
 - Mail and Telephone
 - Protection of Rights
- Advanced Directives
 - A document that state's a person's wishes regarding certain types of end of life care.
 - It addresses lifesaving treatment such as CPR or things like ventilators, feeding tubes and medication
 - There are no age restrictions on Advanced Directives
 - Physicians and Health Care workers must comply with the patient's wishes or turnover to another worker.
 - A Durable Power of Attorney with Health Care Proxy is someone selected by the patient to make further medical decisions for him/her in the event the patient no longer can
 - A living will provides a means by which capable adults can instruct their physicians regarding the initiation, continuation, withholding, or withdrawal of particular forms of life sustaining medical treatment.

DIETARY CONSIDERATIONS

- Promoting Independence
 - Use the diet information sheet located at each nurses' station for new or changed orders
- Thicken Liquids
 - Dysphagia = difficulty swallowing
 - These residents are placed on Honey or Nectar thickened liquids
- Therapeutic Diets



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- NAS – No added salt
- CCD – Consistent Carbohydrate diet
- Low Fat
- Renal
- High Fiber
- Enhanced Dining Experience
 - Moving towards “resident-centered” making the dining experience more like home.

CORPORATE COMPLIANCE

- Corporate Compliance is in place to prevent and detect fraud, abuse and waste in Federal and State Healthcare Programs, as well as further our mission to provide quality care to our residents.
- Code of Conduct
 - All employees and contractors, vendors, health care providers must act in compliance with all applicable legal rules and regulations. We expect and require all employees and business associates are law-abiding, honest, trustworthy, and fair in all of their business dealings. We do not and will not tolerate any form of unlawful or unethical behavior by anyone associated with Allpro Health Staffing. All must act in compliance with all applicable laws and regulations.
- Residents’ Rights
 - All employees and business associates will respect the rights of the residents of the facilities that they are working at. A copy of Resident’s Rights is available through Social Services or the Admission Department of the facility.
- Report any Corporate Compliance Issues to the Executive Director at 516 387 4246

HIPAA

- Allpro Health Staffing has a very strict code of confidentiality
- PRIVACY & DIGNITY of the residents and staff must always be preserved
- Don’t repeat anything you over hear
- Don’t tell your friends that someone is at work
- YOU are part of our staff and are obligated to keep Protected Health Information private
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) ensures that residents and patients have the right to control who will see their protected, identifiable health information. Only the residents and patients and individuals that the resident and patient authorizes have access to their information.
- Protected Health Information includes:
 - Name/Address/Social Security
 - Birthdates/Phone Numbers/any addresses/numbers associated with resident
 - Penalties are significant for YOU and ALLPRO HEALTH STAFFING for breach of confidentiality.



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VIOLENCE IN THE WORKPLACE

- Harassment and Discrimination
- Allpro Health Staffing is committed to courteous and considerate treatment of its employees at all times. We want an atmosphere that is free from tension caused by demeaning or harassing conduct including inappropriate religious, racial, ethnic, age, disability or sexual conduct or comments.
- Any employee that believes he/she has been a subject of harassment, discrimination or retaliation may file a complaint.
- Individuals who feel comfortable may directly inform the offender that his/her behavior is offensive and unwelcome.
- Allpro Health Staffing has an open-door policy and encourages those who feel there is an issue to communicate their concerns to a manager or their supervisor.
- ABUSE – may be physical, verbal, mental, sexual, involuntary seclusion, neglect or exploitation.
- Residents have the potential to be abused by staff members, family members, other visitors, and other residents.
- ELDER ABUSE is a potential problem in long term care. Residents have the right to be free from verbal, sexual, physical, and mental abuse, corporal punishments and involuntary seclusion.
- Preventative Measures include:
 - Treating residents and each other with kindness and respect
 - Recognizing personal stress
 - Taking good care of yourself physically and mentally
 - Working efficiently taking care not to rush
 - Report aggressive or abusive behavior
- Steps to prevent abuse:
 - Protect residents
 - Notify the Executive Director
 - Notify the appropriate state agency
 - Notify law enforcement officials when appropriate
 - Thoroughly investigate – statements from everyone!

BACK SAFETY – ERGONOMICS

- At least 80% of us will experiences low back pain or work-related injury. These are the result of months/years of poor posture/working habits. Causes of injury include:
 - Poor posture
 - Poor lifting techniques
 - Lack of General Fitness



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- Stress
- Repetitive motions
- Preventing Injury:
 - Avoid lifting when you can use mechanical help or get help if a load is heavy.
 - Use handles or lifting straps. When you can bend your knees, let your legs do the work.
 - Push an object rather than pull it.
 - Use your whole body, not just your arms.
 - Get help if you need it!

CULTURE & DIVERSITY

- Healthcare is not a “one size fits all” industry
- Healthcare treatments should not be stereotyped based on culture; they should be for the individual.
- We need to understand habits, practices, and values of our residents.
- Plans may need to be altered to achieve the best outcomes.
- Clear communication is essential
- We need to determine their primary language
- Use an interpreter whenever needed for care
- Recognize the patient’s need for family
- Learn the role of family in making healthcare decisions
- Discuss use of alternate medicine therapies or folk remedies
- Explore what traditions are associated with healthcare.
- While working at the facility:
 - Each person is treated as an individual
 - Listen with respect and without interruption
 - All patients have the right to an interpreter
 - Culture goes beyond ethnicity or nationality; it’s influenced by age, profession, religion, gender and many other factors.

FALLS & PAIN

- The best approach to managing falls is to prevent them from happening in the first place. Fall prevention can help a person enjoy the best quality of life that they are able.
- Residents fall due to:
 - Advanced age – center of gravity changes
 - Health Conditions such as:
 - Alzheimer’s Disease, Stroke, Parkinson Disease, CHF
 - Environmental Hazards
 - Caregiver factors- requests for toileting not answered quickly enough, residents in pain or tired.
- Some facts about falls:
 - Falls are often the cause of Long Term Care Admissions



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- Certain physical conditions and environmental factors put residents at risk for falling.
- Orientation to the environment is one way to prevent accidental falls
- Most falls occur in the bathroom
- Pain is considered the 5th Vital Sign. All employees are responsible for reporting pain to the nurse or physician
- Some signs of pain include:
 - Moaning, screaming, crying, Facial tension or grimacing
 - Agitation, restlessness (some elderly patients become more confused)
 - Refusing to move or resists moving, becomes quiet or withdrawn

AGE SPECIFIC CARE

- Treat residents with respect and dignity
- Encourage residents to talk about their feelings of loss
- The majority of elderly still live at home or assisted living
- The elderly often fear loneliness and dependence on others
- Older adults are less tolerant of heat, cold, and pain and their skin becomes dry and fragile
- Depression in the elderly is common and often not treated

INFECTION PREVENTION

- Bloodborne Diseases
 - Exposure to bloodborne pathogens in the workplace is a major concern to workers
 - Bloodborne pathogens are germs in the blood capable of carrying disease
 - People are exposed by
 - Direct exposure from needles
 - Other injuries from sharps
 - Splashes to eyes, nose or mouth or on broken skin
 - Human bite
 - Disease of major concern are
 - HIV, Hepatitis B, Hepatitis C
 - Use of Personal Protective equipment helps prevent exposure and include:
 - Gloves, Gowns, Mask and eye protective wear
- Exposure Control Plan, if exposed:
 - Flush eyes or mucous membranes with large amounts of water
 - Wash exposed skin with soap and water
 - Report exposure to supervisor immediately and fill out incident report
 - If significant exposure get emergency treatment immediately
 - Know your risks
- Transmission-based Precautions



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- Airborne-requires negative pressure room
- Contact-
 - give private room or place with cohort with same type of infection
 - Wear gloves when in room, strict handwashing and dedicated equipment
- Droplet
 - Give private room or place with cohort with same type of infection
 - Limit movement or transport of resident
- Multi-Drug Resistant Organisms (MDRO's)
 - Caused by overuse of antibiotics
 - Antibiotics must be taken as prescribed (finish dose)

MANDATORY COMPETENCY QUIZ FOR ALLPRO HEALTH STAFFING EMPLOYEES

Name: _____ Date: _____

Position: _____ Shift: _____

Please check TRUE or FALSE next to each statement:

- 1) The greatest occupational hazard for many healthcare workers is back injury.
True _____ False _____
- 2) When you lift something be sure to bend at the waist because squatting can hurt your legs.
True _____ False _____
- 3) HIPAA requires all healthcare workers to keep all resident/patient information confidential.
True _____ False _____
- 4) You may only release resident/patient information when properly authorized to do so.
True _____ False _____
- 5) Reporting a co-worker who has physically abused a resident should be done, but it is not mandatory.
True _____ False _____
- 6) Misuse of property or money is NOT considered Elder Abuse.
True _____ False _____
- 7) Preventing an elderly person from socially interacting is a form of abuse.
True _____ False _____
- 8) Closing doors and windows helps prevent a fire from spreading.
True _____ False _____
- 9) RACE Stands for RESCUE, ALARM, CONTAIN, EXTINGUISH.
True _____ False _____
- 10) PASS Stands for PULL, AIM, SQUEEZE, SWEEP.



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- True _____ False _____
- 11) Creating a safe work environment is only your employer’s responsibility.
True _____ False _____
- 12) Handwashing is the most effective way to prevent the spread of infection.
True _____ False _____
- 13) Standard precautions means treating all blood or body fluids as if they were contaminated.
True _____ False _____
- 14) Identifying residents at risk for falls is the key to preventing falls.
True _____ False _____
- 15) All staff members are expected to answer call bells.
True _____ False _____

UNDERSTANDING ABUSE AND NEGLECT

Name: _____ Date: _____

Position: _____ Shift: _____

Please check TRUE or FALSE next to each statement:

- 1) It is sometimes necessary to handle residents roughly when they resist caregiving activities such as bathing
True _____ False _____
- 2) Not providing a resident with proper fluid intake may be considered neglect
True _____ False _____
- 3) Speaking to a resident in a disrespectful or intimidating manner is not considered verbal abuse.
True _____ False _____
- 4) If a resident slaps you, then you have the right to slap them back.
True _____ False _____
- 5) Misappropriation of property is using or taking a residents belongings without his or her consent.
True _____ False _____
- 6) Abuse of a resident may occur emotionally, verbally or physically.
True _____ False _____
- 7) When residents become combative, you are allowed to place them in bed and raise both bedrails in order to calm them down.
True _____ False _____
- 8) If you suspect that a resident has been abused or neglected, it is your duty to report it to your supervisor.



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True _____ False _____

9) Mistreatment or rough handling of a resident can result in immediate dismissal or even criminal prosecution.

True _____ False _____

10) Failing to regularly help a resident with toileting may be considered neglect.

True _____ False _____



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MUST BE COMPLETED AND RETURNED TO STAFFING COORDINATOR OR YOUR RECRUITER WITHIN 24 HOURS OF RECEIPT.

ACKNOWLEDGEMENT OF EMPLOYEE EDUCATION/COMPETENCY EXAM PACKET

- HUMAN RESOURCES
- CUSTOMER SERVICE
- SAFETY
- ALZHEIMER'S DISEASE/DEMENTIA
- RESIDENTS' RIGHTS/ADVANCED DIRECTIVES
- DIETARY CONSIDERATIONS
- CORPORATE COMPLIANCE
- HIPAA
- VIOLENCE IN THE WORKPLACE
- BACK SAFETY/ERGONOMICS
- CULTURE AND DIVERSITY
- FALLS & PAIN
- AGE SPECIFIC CARE
- INFECTION PREVENTION

I ACKNOWLEDGE WITH MY SIGNATURE BELOW AND AGREE TO ADHERE TO THE ABOVE ALLPRO HEALTH STAFFING HEALTHCARE POLICIES AND PROCEDURES AND OTHER TOPICS COVERED IN THIS EDUCATION/COMPETENCY EXAM.

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

POSITION: _____