



Course Library

Mandatory Training Courses

Abuse, Neglect and Mistreatment in Health Care

Abuse and Neglect in Health Care: What Every Health Care Professional Needs to Know is a 1 hour mandatory training session that provides information on abuse and neglect including:

- Definitions of abuse and neglect
- Types of abuse and neglect
- Indicators of abuse and neglect
- Causes and abuse and neglect
- Effects of abuse and neglect
- Prevention of abuse and neglect in health care

The Aging Process: A Crash Course for Professional Caregivers: The Aging Process

A Crash Course for the Health Care Professional is a 1 hour mandatory training session that examines the following topics:

- The definitions of health, aging and quality of life
- Common chronic health conditions: Musculoskeletal Disorders, Respiratory Disorders, Cardiovascular Disorders, Nervous System Disorders, Sensory Disorders, Endocrine Disorders, Digestive Disorders, Urinary Disorders, and Reproductive System Disorders
- Changes in the 5 senses
- Psychosocial changes in later life
- The concept of healthy aging

Alzheimer's Disease & Dementia: A Brief Overview for Professional Caregivers

Alzheimer's Disease and Dementia: A Brief Overview for Professional Caregivers is a 1 hour mandatory training session that provides updated and important information concerning Alzheimer's disease and dementia. We will define and differentiate Alzheimer's disease and dementia, list common signs and symptoms and behavioral reactions of Alzheimer's disease and dementia and list some effective behavioral intervention.

Behavior Management: The Person-Centered Way

Behavior Management: The Person-Centered Way is a 1 hour mandatory training session that examines how the health care professional can effectively and compassionately intervene with residents who are exhibiting behavioral reactions which may be considered "difficult". It provides the learner with definitions of person-centered care and the connection between behavior management and person-centered care. We answer the question: "What are behaviors?" and identify the most common behaviors found in a health care setting. We end by exploring ways to change how we think about behaviors and some tips and tools to use when intervening with individuals who are having difficult behavioral reactions.

Customer Service and Professionalism in Health Care

Customer Service and Professionalism in Health Care is a 1 hour mandatory training session that examines how today's health care professional can deliver superior customer service and professionalism in their facility. We will explore definitions of customer service and professionalism, identify reasons why customers become upset, list elements of superior customer service, list qualities of professionalism, list interpersonal skills required to deliver exceptional customer service, discuss telephone etiquette and explain some of the benefits of superior customer service and professionalism.

Diversity and Multiculturalism: Learning to Appreciate Difference

Diversity and Multiculturalism: Learning to Appreciate Difference is a 1 hour mandatory training session that examines how today's health care industry has changed demographically over the past few decades. Employees and managers need to know how the workplace has changed and learn how to adapt to it.

Ergonomics and Body Mechanics: The Basics and Beyond

Ergonomics and Body Mechanics: The Basics and Beyond is a 1 hour mandatory training session that provides an extensive overview on essential guidelines and standards of practice concerning ergonomics and body mechanics. You will learn about positioning, turning, moving and transferring patients and a lot more.

Ethics in Health Care: Remembering Our Values & Principles

Ethics in Health Care: Remembering Our Values & Principles is a 1 hour mandatory training session that examines some of the most important core values and principles that we use each day to guide us in making decisions, providing care, and enhancing the quality of life of those we serve – our resident, patients and clients. We will explore definitions of health care ethics, list and define 10 principles of ethical behavior, and discuss boundaries and boundary violations. We will end by discussing some of the most important ethical issues facing the health care professional in the 21st century.

Falls: Understanding Causes, Prevention and Treatment

Falls In Long-Term Care: Understanding Causes, Prevention and Treatment is a 1 hour mandatory training session will provide information on some of the common causes for falls in the long-term care setting, preventive fall precautions, the essentials of a high risk falls program, and responding to falls once they have taken place.

Fire Safety, Disaster and Severe Weather Preparedness

Fire Safety, Disaster and Severe Weather Preparedness is a 1 hour mandatory training session that examines some of the most important things you need to know about fires, disasters and severe weather. We will discuss fire prevention, what to do when there is a fire, how to use a fire extinguisher, and what to do should severe weather or a disaster occur.

Hydration and Nutrition: The Basics and Beyond

Nutrition and Hydration: The Basics and Beyond is a 1 hour mandatory training session that examines some of the most important things you need to know about basic nutrition, OBRA dietary requirements, factors that may affect eating and nutrition, general and therapeutic diets, hydration and fluid intake, and alternative feeding techniques.

Infection Control: Getting a Grip on Blood Borne Pathogens, Exposure Control and Hand Washing

Infection Control: Getting a Grip on Blood Borne Pathogens, Exposure Control and Hand Washing is a 1 hour mandatory training session that teaches the learner valuable information about infection control, bloodborne pathogens, methods of infection control – including proper handwashing, exposure control and how to handle biohazards.

Resident Rights: Setting the Gold Standard in Long-Term Care

Resident Rights: Setting the Gold Standard in Long-Term Care is a 1 hour mandatory training session that will provide the professional caregiver with a comprehensive review of residents rights as well as stress the importance of these rights. We will define resident rights, list and discuss resident rights, and describe your role as a protector of your resident's rights.

Skin Care and Prevention of Pressure Ulcers: Skin Care and Prevention of Pressure Sores

Skin Care and Prevention of Pressure Ulcers: Skin Care and Prevention of Pressure Sores is a 1 hour mandatory training session that provides the following information:

- Definitions of pressure ulcers, pressure points, repositioning, pressure redistribution, pressure reduction, and pressure relief
- List and describe 4 stages of pressure ulcers
- List risk factors for forming pressure ulcers
- Prevention of pressure ulcers
- Special equipment needs in the treatment of pressure ulcers
- Special interventions for residents who are incontinent

Stress Management: Understanding & Using the Law of Attraction

Stress Management: Understanding and Using the Law of Attraction is a 1 hour mandatory training session that examines stress, stress management and how to use the law of attraction as a guiding principle to change how stress influences your work and life. We will also discuss job-related causes of stress, warning signs of stress, caregiver burnout, and some tips you can use to manage stress more successfully.

Workplace Violence and Sexual Harassment and Domestic Violence

Workplace Violence, Sexual Harassment and Domestic Violence is a 1 hour mandatory training session that explores the darker side of health care. We will provide important definitions, types of violence and harassment, effects of violence and harassment on the individual and organization, employer interventions, and ways employees can protect themselves. We will also address prevention.

Employee Orientation Courses

Building Genuine Relationships and Trust in the Workplace: Two Ingredients to Success

Communication and Conflict Resolution

The Power of Purpose, Self-Motivation and Positive Attitudes: Creating a Culture of Happiness at Work

The Truth about Employee Turnover - What Everyone in the Organization can do to Increase Retention