

in the know TRAINING



Updates for Training Managers

January 2021

Home Care Scheduler Training is HERE!

The Home Care Scheduler is the “face of the agency.” It is a role that is critical to the agency’s daily operations and reputation in the community. That’s why it’s essential to support this key role with exceptional training.

We put Scheduler Training on the map!

We are excited to introduce the **industry’s first** training series created just for Home Care Schedulers! Our new Home Care Scheduler Success Series is a collection of easy-to-digest snippets of information on all the little things a home care scheduler needs to know to find success in his or her role.

What’s covered in this series?

- Understanding the role of the caregiver
- How to match clients with caregivers
- Handling conflict and complaints
- Maintaining confidentiality
- Understanding the care plan
- Relationship building with caregivers, clients, and families
- Time management
- Leadership skills
- And much more!

This series follows Sarah, a Home Care Scheduler, as she takes on her new role. Learners follow Sarah’s daily challenges, learn the most effective solutions, and begin to apply their new knowledge to real-life situations on the job. [\(Click image below for preview.\)](#)



Why did we create this series?

Unfortunately, just like caregivers, there is a high turnover rate for Home Care Schedulers. Without adequate training from the beginning, many schedulers feel overwhelmed in the role. When Home Care Schedulers receive training from the start, they gain a deeper understanding of the industry and the critical role they play in it. When schedulers stay with your agency, the caregivers and clients they connect with on a regular basis are also more likely to stay.

Ready to get started?

Simply create a learner account for your scheduler, then assign the “Home Care Scheduler Success Series.”

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What's fresh & new in your ITK portal this month?

Two new courses were added:

- The Role of the Caregiver
- The Home Care Scheduler Success Series

Two courses were fully updated:

- End of Life Care
- Talking About Death

One Spanish course was updated:

- Disaster Planning

Four new Russian language courses were added:

- Assisting Patients with Hearing Loss
- Assisting Patients with Vision Loss
- Foot Care
- Managing Time

Our coronavirus course continues to be updated:

On December 21st, we added information about the two new vaccines available in the United States.



In the coming weeks, we will add a total of 13 caregiver-level courses that have been translated into Russian, Mandarin, and Spanish. Most of the courses offer 1 hour of CE credit. (Important! These courses are NOT approved in CA or WA, yet!)

IMPORTANT: This could affect your learners' course progress!

In the Know plans to update a handful of courses on February 1st. **Please, let your learners know that if they have started one or more of these courses, they should attempt to complete them before February 1st.**

Because of this update, any of the following courses that have been started (but not completed) by Feb. 1st will be reset to the beginning of the course. Learners who were assigned the course, but have not yet started, will not notice any change.

The updates will apply to the following courses:

- Client-Centered Care
- Customer Service in Healthcare
- Pain and the Elderly
- Taking Care of Your Back
- Handling Incontinence of the Bowel & Bladder
- Client Safety Tips
- Common Respiratory Conditions
- Preventing Pressure Ulcers



Please email, text, or call your caregivers to relay this important information!



2021 CHALLENGE:

Take Your Training Beyond Compliance!

You have certain courses you **HAVE** to offer the caregivers in your agency. These are usually your state and/or federal requirements. **But, it's what you offer above and beyond those minimum standards that will set your agency apart from the competition.**

Give your staff additional opportunities to learn and grow, both personally and professionally, in 2021. **How do you go beyond compliance?**

Specialize in Something

In order to care for the increasingly complex needs of an aging population, caregivers need more targeted, specialized education that prepares them to provide safe and comprehensive care for all the clients they serve. The solution lies in Specialized Learning Paths!

Specialized Learning Paths are pre-built sets of curriculum that focus on common conditions caregivers encounter with their clients. As an In the Know subscriber, you have unlimited access to our pre-built learning paths and can assign them to caregivers with just one click!

Search your online learning portal for ITK's Caregiver Specialist Training in these topics:

- Alzheimer's Disease (8 Hours)
- Diabetes Care (7 hours)
- Behavioral Health (8 hours)

- Infection Control (8 hours)
- Restorative Care (8 hours)
- Peer Mentor Specialist (9 hours)
- Palliative Care (8 Hours)

Focus on Soft Skills

Did you know that **77% of employers** think "soft skills" are just as critical as technical skills, yet only **31% of employers** offer their employees soft skills training? Companies who offer soft skills training enjoy a **250% Return on Investment (ROI)** due to higher productivity and retention.

Assign a few of these "soft skills" courses to your team this year:

- The Attitudes and Behaviors of Being a Professional
- Enhancing Attention to Detail
- Being Assertive
- Discover Your Flair for Excellent Client Care
- Critical Thinking Skills
- Understanding Cultural Diversity
- Managing Anger in the Workplace
- Stress Management Skills
- Professionalism and Work Ethic

Assign Cooking Courses

Do your caregivers know how to:

- Boil an egg?
- Broil a chicken?
- Brew a cup of coffee?

These may seem like simple — and maybe even unimportant tasks — but to clients, it can be **everything!** In fact, mealtime may be the most important part of their day.

Yet, in a recent survey, nearly 90% of administrators reported that they had received cooking-related complaints from their clients.

Get your team's cooking skills up to speed with cooking courses from Caregivers Kitchen. They available now in your eLearning portal.

Search for and assign these important titles:

- Principles of Cooking
- Keeping Kitchens Clean and Food Safe
- Get Ready, Get Set, Cook
- Planning Balanced Meals
- Mealtime with Diabetes
- Mealtime with COPD
- Mealtime with Alzheimer's and Dementia
- Mealtime with Food Allergies & Celiac Disease
- Mealtime with Cardiovascular Disease