



DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

College of Personal Assistance and Caregiving

2019 DirectCourse Catalog

College of Personal Assistance and Caregiving (CPAC)



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DirectCourse is a collaboration between Elsevier and the University of Minnesota's Research and Training Center on Community Living



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Executive Summary

A global business headquartered in Amsterdam, Elsevier (www.elsevier.com) employs 7,000 people in 25 countries. The Workforce Development Division of Elsevier is responsible for the development and marketing of the College of Direct Support curriculum and all other community-based curricula offered under the DirectCourse banner.

Elsevier, with roots dating back over 400 years, is part of RELX Group PLC, a world publisher and information provider. Operating in the science and medical, legal, academic and business-to-business sectors, Elsevier provides high quality and flexible information solutions to users, with an increasing emphasis placed on the Internet as a means of delivery.

DirectCourse

Our Mission is to Enrich, Educate, and Inspire. DirectCourse was born from a recognized need for reliable, standardized training. With the idea that we all want the best for our loved ones, DirectCourse started as a way to give direct support professionals the training they need to deliver the best support for every individual and family. Today, DirectCourse is proud to bring best practices and the highest training standards across sectors with our university partners.

Together with our content authors, national advisory boards, national editorial boards, and partners, we are a team comprised of parents and families of people with disabilities, former direct support professionals, and researchers; so our content is created for the community, by the community.

Our Learning and Performance Management System

Elsevier Performance Manager (EPM) is a powerful eLearning platform that makes the continuing education process simple to use and administer. EPM provides unrivaled flexibility by enabling self-paced, anywhere/anytime education and single-screen access to all continuing education activities, schedules, and records. Elsevier Performance Manager also streamlines the education management process by providing administrators and staff educators with a range of tools for tracking learner progress, viewing testing results, and customizing continuing education programs to meet individual staff needs. In addition, transcripts and other important documentation necessary to meet accreditation and regulatory requirements are produced and retained in a remote, fail-safe database. The increasingly important role of continuing education in healthcare demands a comprehensive solution that can meet diverse learning needs throughout an organization in an effective, cost-efficient manner. With Elsevier, you'll have access to a vast array of accredited lessons created by the world's largest producer of healthcare educational content. You'll also enjoy the many delivery features, benefits and administrative tools that EPM provides. Taken together, these components represent the most powerful educational solution on the market today.



College of Personal Assistance and Caregiving (CPAC)

In collaboration with the Community Living Policy Center at the University of California, San Francisco

Being Prepared for an Emergency

This course covers material on ways a home care provider can help prepare for an emergency. The learner will learn why people with disabilities and older adults may have unique needs during emergencies and how a provider can help. The learner will gain knowledge on subjects such as: natural disasters, emergency preparedness, responding and recovering from an emergency, pandemics, bioterrorism and terrorism.

CE Credits: 0.6 **Contact Hours:** 6.0

Total Lessons: 5

Lesson 1: Unique Needs of People with Disabilities and Older Adults (Contact Hours 1.0)

No one is completely safe from harm during a natural disaster or a weather-related emergency. Events such as earthquakes, thunderstorms, floods, tornadoes, hurricanes, and fires can happen when you are at work, driving a car, or far away from home. The best way to stay safe is to be prepared. As a home care provider for a person with a disability or older adult, you may be working with him or her during such an event. You need information to keep yourself and the person you work with safe. In this lesson, you will learn what sorts of barriers they may face during an emergency and why they may be more at risk for harm. This lesson will also describe some of the unique needs of older adults and people with disabilities during a natural disaster or emergency.

Lesson 2: Natural Disasters and Weather-Related Emergencies (Contact Hours 1.3)

This lesson is about natural disasters and weather-related emergencies. You will learn about thunderstorms, tornadoes, floods, hurricanes, blizzards, earthquakes and extreme heat. You will also learn steps you can take as a home care provider before, during, and after these types of events. This lesson will also cover weather-related illnesses that can happen when it's really hot or really cold. You will learn the signs of frostbite, hypothermia, heat exhaustion, and heat stroke. You will also learn ways you can prevent these conditions from happening.

Lesson 3: Preparing for Emergencies (Contact Hours 1.2)

This lesson will cover the first part of emergency preparedness: preparing for an emergency. You will learn about what people with disabilities and older adults should include in their emergency plans. You will also learn about how a provider can help a person with emergency planning activities. This lesson will give examples of how people with disabilities responded during past natural disasters. This includes events like Hurricane Katrina in 2005 and Superstorm Sandy in 2012. You will learn about the typical items that should go in an emergency kit. You will also learn about other disability-related items that might be needed.



Being Prepared for an Emergency – Lessons Cont.

Lesson 4: Responding to and Recovering from Emergencies (Contact Hours 1.2)

This is a lesson on responding to and recovering from emergencies. You will learn how people respond to emergencies. You will also learn how to help a person evacuate, seek shelter, or shelter-in-place. This lesson will describe ways people with disabilities and older adults can find accessible information during emergencies. You will also learn about some signs of disaster-related stress. This is important because recovering from a disaster can be stressful and difficult. Lastly, you will learn some things you can do to help when a person returns home after a disaster.

Lesson 5: Pandemics, Terrorism, and Bioterrorism (Contact Hours 1.0)

This is a lesson on pandemics, terrorism, and bioterrorism. Natural disasters and medical emergencies may be more commonplace, but these are additional types of emergencies that everyone should be aware of. You will learn about things you can do as a home care provider if there is a pandemic, terrorist, or bioterrorist attack. You will also learn about how to communicate effectively with the person you work about these types of events.

Cerebral Palsy Care

This course will introduce you to cerebral palsy. Cerebral palsy is a very common disability. It is a brain disorder that affects body movement. It also affects muscle coordination. Cerebral palsy can begin in infancy or early childhood. It can also be acquired at a later age when a specific part of the brain is injured. It is a permanent condition. However, it does not get worse over time. You will learn to recognize common characteristics. This course will also describe the main types of cerebral palsy. Finally, it will provide examples of how home care providers can help with activities related to cerebral palsy.

CE Credits: 0.2 **Contact Hours:** 1.7

Total Lessons: 1

Dementia Care

This course will provide learners with information about dementia in a number of areas: dementia as a disease, the signs and symptoms of dementia, how a caregiver can take care of his or her health, ways to find a home care provider for the first time, and how family caregivers can better communicate with home care providers. This course will also cover some of the behavioral and communication challenges associated with dementia, as well as personal care, health, and physical activities related to dementia. Lastly, home safety will be covered, including ambulation and how to prevent people with dementia from falling.

CE Credits: 1.1 **Contact Hours:** 10.8

Total Lessons: 27

Lesson 1: What is Dementia? (Contact Hours 0.5)

This lesson will describe what dementia is and how it affects the brain. The lesson will also cover the four most common types of dementia: Alzheimer's disease, vascular dementia, dementia with Lewy bodies, and frontotemporal dementia.



Dementia Care – Lessons Cont.

Lesson 2: Symptoms of Dementia (Contact Hours 0.4)

This lesson will give an overview of some of the symptoms of dementia, from mild to severe. You will also learn about some symptoms that may lead to dementia.

Lesson 3: Diagnosis and Treatment of Dementia (Contact Hours 0.4)

In this lesson you will learn about the different ways that dementia is diagnosed. And even though dementia doesn't have a cure, you'll learn about how dementia symptoms can be managed and treated.

Lesson 4: Caregiver Health (Contact Hours 0.4)

In this lesson you will learn how caregiving for someone with dementia can impact a person's health. You will also learn why it's important for a caregiver to be healthy. Learners will also receive information on how to stay healthy.

Lesson 5: Reducing Caregiver Stress (Contact Hours 0.4)

In this lesson you will learn about how stress affects a caregiver and ways to reduce that stress. Learners will receive tips on how to set goals, sleep, relax better, and reduce stress.

Lesson 6: Caregiver Burnout (Contact Hours 0.4)

In this lesson you will learn what we mean by the term 'burnout' and how to recognize signs for it. You will also learn about ways caregivers can prevent burnout and deal with burnout.

Lesson 7: Respite Care (Contact Hours 0.4)

In this lesson you will learn about respite care and adult day care, what they are, and how to find and pay for them. Paid home care providers can also benefit from learning about these services.

Lesson 8: Finding a Paid Provider for the First Time (Contact Hours 0.4)

In this lesson you will learn about the three different ways to find a paid home care provider. You will also learn about differences among the three ways.

Lesson 9: Hiring a Paid Provider for the First Time (Contact Hours 0.4)

In this lesson you will learn about the hiring process for a paid home care provider.

Lesson 10: Communication between Family Caregivers and Paid Providers (Contact Hours 0.4)

In this lesson you will learn about issues that might create conflict between family caregivers and paid providers. You will also learn how to communicate effectively.

Lesson 11: Long-term Care Options (Contact Hours 0.4)

In this lesson you will learn about some different kinds of long-term care options that people with dementia may need, what each provides, and how to find more information on them.

Lesson 12: Dementia and Communication (Contact Hours 0.4)

In this lesson you will learn about changes in communication caused by dementia. You will also learn about different ways to communicate with a person with dementia.

Lesson 13: Dementia and Memory Loss (Contact Hours 0.4)

In this lesson you will learn about mild cognitive impairment and memory loss from dementia. You will also learn how you can help a person with dementia who has memory loss.



Dementia Care – Lessons Cont.

Lesson 14: Dementia and Depression (Contact Hours 0.4)

In this lesson you will learn about depression, signs of it, causes of it, and how to treat it. You will also learn about how depression affects people with dementia in unique ways.

Lesson 15: Understanding Dementia-Related Behaviors (Contact Hours 0.4)

In this lesson you will learn about some general causes for changes in behavior, especially behaviors that can be challenging for caregivers of people with dementia. You will also learn some ways to understand and manage them.

Lesson 16: Challenging Behaviors: Agitation, Repetition, and Wandering (Contact Hours 0.4)

In this lesson you will learn about agitation, repetition, and wandering. You will also learn how caregivers can help people with dementia who behaves in those ways.

Lesson 17: Challenging Behaviors: Aggression, Hallucinations and Perception Problems, and Paranoia (Contact Hours 0.4)

In this lesson you will learn about what causes aggression, hallucinations and perception problems, and paranoia. You will also learn how a caregiver can help a person with dementia manage these behaviors.

Lesson 18: Sexual Activity and Behavior (Contact Hours 0.4)

In this lesson you will learn about intimacy and the sexual needs of people with dementia. You will learn how to respect the person's privacy and dignity. Caregivers will also learn about challenging sexual behaviors and how they can help a person with dementia with those behaviors.

Lesson 19: Nutrition and Hydration (Contact Hours 0.4)

In this lesson you will learn about various changes in eating and drinking that can affect people with dementia. You will also learn how a caregiver can help a person with dementia with these activities.

Lesson 20: Bowel and Bladder Care (Contact Hours 0.4)

In this lesson you will learn about the types of bowel and bladder issues common in people with dementia. You will also learn how you can help maintain a healthy bowel and bladder.

Lesson 21: Sleep Issues and Sundowning (Contact Hours 0.4)

In this lesson you will learn about some of the problems that people with dementia have with sleep. You will learn about 'sundowning' and other sleeping problems. You will also learn how you can help to manage these sleeping problems.

Lesson 22: Personal Care (Contact Hours 0.4)

In this lesson you will learn about the personal care needs of someone with dementia. You will learn how to help with bathing, toileting, dressing, grooming, and oral care.

Lesson 23: Dementia and Medications (Contact Hours 0.4)

In this lesson you will learn about some of the different medications used to treat dementia, as well as possible side effects from them. You will also learn how you can help prevent adverse reactions by making sure that a person with dementia takes medications safely.

Lesson 24: Physical and Social Activity (Contact Hours 0.4)

In this lesson you will learn about the benefits of physical and social activity for people with dementia. You will also learn how caregivers and home care providers can help with these activities.



Dementia Care – Lessons Cont.

Lesson 25: Identifying and Preventing Abuse (Contact Hours 0.4)

In this lesson you will learn why people with dementia are at risk for abuse. You will also learn about signs of abuse and some of the major types of abuse. Lastly, you will learn how caregivers and home care providers can help prevent abuse and report abuse if it happens.

Lesson 26: Home Safety (Contact Hours 0.4)

In this lesson you will learn about safety issues for people with dementia. You will also learn how a caregiver or home care provider can help prevent accidents from happening in the home.

Lesson 27: Ambulation and Fall Prevention (Contact Hours 0.4)

In this lesson you will learn about some of the problems people with dementia may have with walking and movement. Caregivers and home care provider will also learn how to help with walking and fall prevention around the home.

Diabetes Care

This course is about the medical condition known as diabetes. It will help you understand the affect this condition may have on a person's overall health. Diabetes is a condition where the body does not or cannot produce enough insulin. The hormone insulin is needed to convert sugar and starches into energy. Diabetes is a condition that can impact all body systems. This course describes diabetes and presents facts about diabetes. It describes how diabetes may affect a person and his or her family. It discusses support strategies and diabetes resources that can be useful to home care providers.

CE Credits: 0.2 **Contact Hours:** 1.7

Total Lessons: 1

Disability Rights and Independent Living

In this course you will learn about disability history, disability rights, and what independent living means. You will learn how people with disabilities were treated throughout history in disrespectful and undignified ways. They were looked down upon and treated as a medical problem that needed to be fixed. They were kept apart from others in society, sent to live in institutions, and went to separate schools (if they went to school at all). It was not until recent history that things began to change. People with disabilities began protesting for equal rights. This was the start of the Disability Rights Movement, which helped pave the way for the Americans with Disabilities Act. You will also learn about other disability laws and rulings that gave people with disabilities rights and freedoms they did not have before. Lastly, you will learn about independent living, self-direction, and community inclusion and why these are so important to people with disabilities. You will also learn more about the role that home care workers play in helping people with disabilities to live independently and feel a part of their community.

CE Credits: 0.7 **Contact Hours:** 6.9

Total Lessons: 5



Disability Rights and Independent Living – Lessons Cont.

Lesson 1: Disability History (Contact Hours 1.6)

In this lesson you will learn how people with disabilities were historically viewed and treated. You will be introduced to the Medical Model of disability, which views disability as a medical problem that needs to be fixed. You will also learn about some of the earliest schools for students with disabilities. Eugenics, or getting rid of people with undesirable traits, forced sterilization, and the mass murders of people with disabilities by Hitler will also be discussed. Lastly, you will learn about the formation of some of the earliest disability organizations.

Lesson 2: Disability Rights Movement (Contact Hours 1.2)

In this lesson you will learn about the Social Model of disability and how it relates to the disability rights movement. You will also learn about Ed Roberts and why he was a key figure in the disability rights and independent living movements. This lesson will also briefly describe some key protests in the disability right movement and how they helped to clear the way for the passage of the Americans with Disabilities Act.

Lesson 3: Disability Rights Laws and Rulings (Contact Hours 1.4)

In this lesson you will learn about some of the laws enacted to keep people with disabilities from being discriminated against. These laws increased the civil rights of people with disabilities. They also helped to increase access to buildings, education, housing, employment, public spaces, and healthcare. You will also learn about a Supreme Court ruling that gave people with disabilities the right to choose where they would receive the services and supports they need.

Lesson 4: Independent Living (Contact Hours 1.4)

In this lesson you will learn about the independent living philosophy and how that's related to self-direction. You will also learn about working for someone who is self-directing. This lesson will explain what Centers for Independent Living are and the services they provide. Lastly, you will learn about other independent living and advocacy organizations for people with disabilities.

Lesson 5: Community Living and Community Inclusion (Contact Hours 1.2)

In this lesson you will learn about the importance of community living for people with disabilities. You will also learn how long-term services and supports, including home and community-based services, can help a person to live in their community independently. This lesson will also review some of the barriers to community living faced by people with disabilities. Barriers include a lack of affordable and accessible housing, inaccessible communities, and a lack of home care workers. Removal of some of these barriers can help promote community inclusion for people with disabilities.



Healthy Lives

This course covers material about health and various health conditions that the person you work for might have. You will learn about what it means to be healthy, and why it can sometimes be hard to get healthcare. You will also learn about the importance of primary care visits, or seeing the doctor regularly. Common illnesses and conditions will also be covered, as well as care related to body functions such as bowel and bladder care, kidney function, and breathing. You will also learn about the care and use of some devices that people with disabilities and older adults might use, including intravenous catheters, feeding tubes, and breathing devices. Pain management and skin care will be reviewed, as well as how to help with eating and nutrition. Some common chronic conditions and mental health conditions will also be described in this course. The importance of physical activity and exercises will be covered, as well as the use of alcohol, tobacco, and drugs. Medication safety will be reviewed and you will be introduced to some complementary health approaches. Lastly you will learn about the importance of caregiver health.

CE Credits: 1.2 **Contact Hours:** 11.6

Total Lessons: 20

Lesson 1: What Does it Mean to be Healthy (Contact Hours 0.6)

In this lesson you will learn about health and what it means to be both physically and mentally healthy. You will learn about some of the individual, social, and physical factors that can influence health, and what the term ‘health disparities’ means and why it’s important. Lastly, you will learn that having a disability or getting older doesn’t mean someone can’t live an active, full, and healthy life.

Lesson 2: Barriers to Health Care (Contact Hours: 0.6)

In this lesson you will learn about some of the barriers that keep people with disabilities and older adults from getting health care. These barriers can generally be grouped into social and economic barriers, physical and architectural barriers, communication barriers, and attitudinal barriers.

Lesson 3: Health Care Visits (Contact Hours: 0.6)

In this lesson you will learn about the importance of primary care and why it’s important that the person you work for regularly visits the doctor. You will also learn what happens at a regular preventive checkup, including screenings and tests that might be ordered or shots that might be given to the person you work for. Lastly, you will learn the difference between urgent care and emergency care and be able to identify some of the healthcare issues that might require each type of visit.

Lesson 4: Common Illnesses (Contact Hours 0.6)

In this lesson you will learn about some of the common illnesses and diseases that a person may catch. You will also learn about some of the signs and symptoms of these illnesses and what to look out for. This lesson also reminds the learner about the importance of following universal precautions and infection control procedures to keep germs and infections from spreading and the person you work for healthy.

Lesson 5: Bowel and Bladder Care (Contact Hours: 0.6)

In this lesson you will learn about bowel dysfunction and bladder health, as well as bowel programs. You will also learn how to help with catheterization and be reminded of the importance of following universal precautions when helping with bowel and bladder care. Bowel and bladder-related health problems will also be described. Lastly, you will learn about the signs and symptoms of urinary tract infections and autonomic dysreflexia and things you can do to help prevent them.

Lesson 6: Intravenous Catheters (Contact Hours: 0.6)

In this lesson you will learn about intravenous catheters, or catheters that go into a vein. There are many different types of intravenous catheters that the person you work for might have. The type of catheter a person has depends on the purpose of the catheter and how long it needs to be used. Depending on the state you live in, you may not be allowed to help with catheters. Even so, it’s still important that you’re familiar with them, what they do, and how to use and care for them.



Lesson 7: Feeding Tubes (Contact Hours: 0.6)

In this lesson you will learn about the different types of feeding tubes and how they work. You will also learn about some of the problems that a person with a feeding tube might run into, as well as the importance of skin care. Lastly, you will learn about some of the feeding tube tasks that a home care worker might be asked to help with.

Lesson 8: Kidney Problems and Dialysis (Contact Hours 0.6)

In this lesson you will learn about the kidneys and what they do. You will also learn about kidney disease and kidney failure, as well as different treatment options when the kidneys have failed. Lastly, you will learn about ways that you can help a person who has kidney disease or failure.

Lesson 9: Pain and Management (Contact Hours 0.6)

In this lesson you will learn about the difference between acute pain and chronic pain. You will also learn about some of the symptoms and effects of chronic pain, as well as ways a person can manage pain. Lastly, you will learn about some of the ways that you might be asked to help with pain management.

Lesson 10: Skin Care and Pressure Sores Lesson (Contact Hours 0.6)

In this lesson you will learn why it's important to help the person you work for maintain healthy skin. You will also learn about pressure sores, including what they are, what causes them, and how to help prevent them. Lastly, you will learn how you can help to care for a pressure sore and how you can tell when a pressure sore is healing.

Lesson 11: Breathing and Respiratory Care Lesson (Contact Hours 0.6)

In this lesson you will learn why it might be hard for a person to breathe. You will learn about certain therapies, machines, and devices that can help a person with their breathing. Even if your state or agency doesn't allow home care workers to help with some of these tasks, it's still important that you're familiar with the machines and devices that are used with respiratory care.

Lesson 12: Chronic Conditions and Diseases (Contact Hours 0.6)

In this lesson you will learn about some common chronic conditions and diseases such as obesity, diabetes, and cancer. You will learn about some of the risk factors for each chronic disease as well as some of the health complications that can result from them. Lastly, you will also learn how home care workers can help a person with each of these chronic conditions.

Lesson 13: Heart Diseases (Contact Hours 0.6)

In this lesson you will learn about some cardiovascular diseases, including coronary heart disease and high blood pressure. You will also learn about some of the health complications that can result from these diseases, including heart attack and stroke. You will also learn about some of the risk factors and symptoms of these diseases and conditions. Lastly, you will learn how home care workers can help if the person they work for has a heart disease or condition.

Lesson 14: Physical Activity and Exercise (Contact Hours 0.6)

In this lesson you will learn about some of the benefits of physical activity and exercise. You will also learn about different types of exercises, as well as examples of moderate and vigorous physical activities and exercises. You will learn about federal guidelines on the recommended amount of physical activity and exercise that Americans of all ages should get, including people with disabilities and older adults. Lastly, you will learn about range of motion exercises and some ways that home care workers can help with all of these different types of exercises.

Lesson 15: Alcohol, Tobacco, and Drugs (Contact Hours 0.6)

In this lesson you will learn about some of the health complications and effects from using alcohol, tobacco products, and drugs, as well as different types of each of them. You will learn about substance abuse, addiction, and some of the signs of addiction, as well as treatment for addiction. Lastly, you will learn a little bit about the recovery process and how a home care worker can help someone trying to recover from addiction to alcohol, tobacco, or drugs.



Lesson 16: Nutrition and Diet (Contact Hours 0.7)

In this lesson you will learn about the importance of nutrition and healthy eating. You will learn about the key nutrients needed for good health. You will also learn about food labels and how to read them to make sure packaged food is healthy and nutritious. Safe food preparation and storage will also be described in this lesson. You will also learn why it's important to be respectful of the food preferences of the person you work for and how you can shop for and prepare modified diets for someone else. Lastly, you will learn about some different ways that you might be asked to help someone when they are eating.

Lesson 17: Medication Safety (Contact Hours 0.6)

In this lesson you will learn why it's important for home care workers to know about medications, risks, and potential side effects, as well as possible drug interactions. You will also learn how home care workers can safely help with medication administration. This includes general safety guidelines and the right way to get rid of expired or unused medications.

Lesson 18: Complementary Health Approaches (Contact Hours 0.6)

In this lesson you will learn about some complementary health approaches. You will learn why they are called that, what they are, and some examples of different types of approaches. You will also learn how home care workers can help a person who practices complementary health approaches.

Lesson 19: Mental Health Conditions (Contact Hours 0.6)

In this lesson you will learn about the importance of good mental health. You will also learn about some of the symptoms of mental health conditions, as well as various types of mental illnesses that affect a person's thinking, feelings, or mood. Lastly, you will learn how the treatment of people with mental health conditions has changed through the years and how home care workers can help a person who has a mental health condition.

Lesson 20: Caregiver Health (Contact Hours 0.6)

In this lesson you will learn about the importance of good caregiver physical and emotional health. You will also learn about stress and ways that caregivers and home care workers can reduce the stress in their lives and find ways to relax. Lastly, you will learn about burnout and what caregivers can do to try to prevent it.

Personal Care, Version 2

This course covers material that describes various personal care tasks that a home care worker might be asked to do or help with. The course starts with a brief introduction on working for people with disabilities or older adults who are self-directing, as well as an overview of the major body systems. Infection control and universal precautions are also covered along with personal care tasks including bathing, toileting, grooming and dressing. Course content also addresses body mechanics, lifting and transferring, safety and fall prevention, medications, and oral care.

CE Credits: 0.5 **Contact Hours:** 5.5

Total Lessons: 10

Lesson 1: Providing Personal Care (Contact Hours: 0.5)

This lesson will provide a brief description of what a home care worker, or caregiver, is and some of the common personal care tasks or daily activities they might help a person with a disability or older adult with. You will also learn why the notion of 'self-direction' is important when helping someone with personal care tasks.

Lesson 2: Body Systems (Contact Hours: 0.4)

This lesson will briefly describe the major systems in the body and what they do. This lesson will also describe how these body systems can change as one ages or experiences disability or illness. Lastly, this lesson will identify some ways that home care workers can help when a person is experiencing changes with their body systems.



Personal Care, Version 2 – Lessons Cont.

Lesson 3: Infection Control (Contact Hours: 0.6)

In this lesson you will learn about proper infection control procedures and why following universal precautions are important. You will learn the correct way to wash hands and wear and take off disposable gloves. You will also learn about the difference between communicable and non-communicable diseases and how to reduce the risk of spreading germs. Proper handling of soiled linens and disposal of wastes will also be covered.

Lesson 4: Bathing (Contact Hours: 0.5)

This lesson will provide information related to bathing, including how to prepare for a bath, how to help with a bath, and how to give a bed bath in a way that doesn't spread germs. You will also learn how to properly clean female and male genitalia.

Lesson 5: Toileting (Contact Hours: 0.5)

In this lesson you will learn about proper infection control and cleaning procedures when helping a person use the toilet. You will also learn about some adaptive and assistive equipment that might be used, as well as ways to help a person who is incontinent. Lastly, you will learn about catheter and ostomy care.

Lesson 6: Personal Grooming and Dressing (Contact Hours: 0.7)

In this lesson you will learn about grooming tasks including washing, styling, and shaving hair, as well as nail care. You will also learn how to help a person with dressing and the use of make-up, jewelry, and body scents.

Lesson 7: Body Mechanics (Contact Hours: 0.5)

In this lesson you will learn what body mechanics are and why proper body mechanics are important when lifting and transferring someone. You will learn how to safely transfer someone from a bed to a wheelchair and a chair to a walker. You will also learn how to use a mechanical lift to help with transfers. Lastly, this lesson will describe some other assistive devices that can help with lifting and transferring.

Lesson 8: Safety and Fall Prevention (Contact Hours: 0.6)

In this lesson you will learn about the importance of safety in all of the personal care tasks that you do. This includes safely handling and preparing food, working with chemicals, and reducing mold. Safety also includes doing things to prevent accidents from happening in the home, such as trips, falls, and burns. You will also learn how to use or work with assistive devices to help a person get around in the home safely.

Lesson 9: Medications (Contact Hours: 0.6)

In this lesson you will learn about different types of medications, and if allowed, how to safely help administer them. You will also learn about proper storage and disposal of medications. Lastly, you will learn about some of the potential side effects and reactions that a person could have from medications.

Lesson 10: Oral Care (Contact Hours: 0.6)

In this lesson you will learn why good oral care and hygiene are important and some of the consequences of poor oral health. You will also learn about the 4 steps needed to maintain good oral health and how you can help with each one.



Roles and Responsibilities of a Consumer

This course will cover some of the roles and responsibilities you will have when a paid worker helps you with tasks in your home. The content will help you figure out what you need in a home care worker and guide you on how to find and hire one. The content will also present information and resources that will help you in your relationship with your worker, including how to set boundaries, maintain privacy and confidentiality, and train and supervise your worker. You will learn about some additional considerations when your worker lives with you in your home. You will also learn about the home care workforce and some rules and regulations that apply to them. Lastly, you will be introduced to some potentially difficult situations that you might encounter, and how to address them.

CE Credits: 0.6 **Contact Hours:** 6.5

Total Lessons: 12

Lesson 1: Self-Assessment (Contact Hours: 0.5)

In this lesson you will learn about some of the qualities that may be useful as an employer of home care workers. This lesson will introduce you to some questions that can help you assess your own interests, skills, and abilities. You will also learn about some different ways to find support and resources on how to become a better employer. This lesson is for consumers who will employ an agency worker or independent provider.

Lesson 2: Needs Assessments (Contact Hours: 0.5)

In this lesson you will learn the purpose of a needs assessment and how it can be useful for a consumer. This lesson will also give an overview of different types of tasks and how you can plan schedules and organize home care workers based on them. You will also learn about different programs that provide personal assistance services. This lesson is for consumers who will employ an agency worker or independent provider.

Lesson 3: Finding and Hiring Home Care Workers (Contact Hours: 0.5)

In this lesson you will learn how to use your needs assessment to create a job description. You will also learn about some different ways you can look for a home care worker. Some examples of screening and interview questions will be shared, as well as what to do and consider when you've finally made a hiring decision. This lesson is for consumers who will employ an independent provider, but some of the information might also be of interest for a consumer who will hire a worker through an agency.

Lesson 4: Understanding and Respecting the Home Care Workforce (Contact Hours: 0.5)

In this lesson you will learn some facts and figures about the paid home care workforce to help increase your understanding of this group. The lesson will give an overview of the concepts of cultural competence and implicit bias and why it is important to be aware of them. You will also learn about the impact that cultural assumptions and biases have on the relationship between you and your home care worker, and why it's important to respect differences. This lesson is for consumers who will employ an agency worker or independent provider.

Lesson 5: Rules and Regulations (Contact Hours: 0.6)

In this lesson you will learn how to use your needs assessment to create a job description. You will also learn about some different ways you can look for a home care worker. Some examples of screening and interview questions will be shared, as well as what to do and consider when you've finally made a hiring decision. This lesson is for consumers who will employ an independent provider, but some of the information might also be of interest for a consumer who will hire a worker through an agency.

Lesson 6: Family Caregivers and Live-in Home Care Workers (Contact Hours: 0.5)

In this lesson you will learn about some of the potential benefits and challenges of having family as your paid caregiver. You will also learn about the importance of maintaining boundaries when you have family or live-in caregivers. If your home care worker is living with you, you should also think about having house rules on which resources to share, as well as protecting your personal property. This lesson is for consumers who will employ an agency worker or independent provider to live with them, or will employ family as a paid caregiver.



Roles and Responsibilities of a Consumer (Cont.)

Lesson 7: Boundaries (Contact Hours: 0.5)

In this lesson you will learn why it's important to define your relationship with your home care worker early on. This can be done by setting and maintaining boundaries. You will also learn about some of the challenges with keeping boundaries in a home setting and when family is involved with your care. This lesson is for consumers who will employ an agency worker, independent provider, or family caregiver.

Lesson 8: Privacy and Confidentiality (Contact Hours: 0.5)

In this lesson you will learn about confidentiality and consent. You will also learn about some of the steps you can take to maintain privacy and confidentiality when you employ a home care worker. Ways to protect your financial information will also be described. Lastly, this lesson will introduce you to a law that protects some of a person's health information. This lesson is for consumers who will employ an agency worker, independent provider, or family caregiver.

Lesson 9: Training Your Worker (Contact Hours: 0.5)

Many individuals living with mental illness take medications as part of their treatment. This lesson provides information about psychotropic medications and how they are used to treat mental illness. It includes a review of common medications. It includes how to monitor for complications that can occur from medication. This lesson also addresses support strategies for medication refusal.

Lesson 10: Supervising and Managing Home Care Workers (Contact Hours: 0.5)

In this lesson you will learn about some of the supervisory and management tasks you are responsible for when you employ an independent provider. This includes assigning tasks, managing your worker's time, scheduling shifts, and deciding how your information is shared. You will also need to have back-up support ready if your worker isn't available and be prepared to discipline your worker, as needed. Also, if your worker goes shopping or does other errands for you, you will need to track the money that you give them to spend. This lesson is for consumers who will employ an independent provider, but some of the information might also be of interest for a consumer who will hire a worker through an agency or have a family member as their paid caregiver.

Lesson 11: Difficult Situations (Contact Hours: 0.5)

In this lesson you will learn about some difficult situations that might happen with your worker. For example, you might have to talk about some awkward or embarrassing things related to personal care. You will also learn how to handle disagreements and conflicts, as well as how to work well with different people. This lesson will also address how to handle one-sided or mutual attraction between you and your worker. Lastly, you will learn about different kinds of abusive situations that you might find yourself in. This lesson is for consumers who will employ an agency worker, independent provider, or family caregiver.

Lesson 12: Ending the Working Relationship (Contact Hours: 0.5)

In this lesson you will learn what to do if you have concerns about your worker's performance and how to document it. This lesson will cover how you can prepare to let your worker go, or fire them. You will also learn about when you should end a working relationship immediately and what to do if your worker decides to leave on their own. Lastly, you will also learn what you can do after your worker has left. This lesson is for consumers who will employ an independent provider.



Roles and Responsibilities of a Home Care Worker, Version 2

This course covers material on the primary roles and responsibilities of a home care worker. The course has lessons on the basics such as what home care workers do, the various types of home care workers that exist, and the people that home care workers typically work for. The course has an important lesson on communicating with the person you work for including diverse populations by race, ethnicity, and disability. Additional lessons give an overview of tasks that home care workers may have to do such as the following: personal and non-personal care tasks, home safety, reporting and identifying abuse. The final three lessons provide useful guidelines for home care workers on establishing boundaries, professionalism, when you might need to report and document something work-related, and how to respect and maintain privacy of the person you work for. Various lessons will direct you to other courses with additional detailed information

CE Credits: 0.6 Contact Hours: 8

Total Lessons: 10

Lesson 1: Home Care Workers: Who are They and Who Do They Work For? (Contact Hours: 0.8)

This lesson will describe who home care workers are as well as some other names or titles they might go by. You will also learn about paid workers and unpaid workers, family caregivers, agency workers, and independent workers. Finally, this lesson will also describe the types of people caregivers might work for, as well as how to work for someone who directs the services, supports, and care that they receive in their home.

Lesson 2: What Do Home Care Workers Do? (Contact Hours: 0.9)

In this lesson you will learn what home care workers and caregivers do, including both personal and non-personal care tasks. As part of your job, home care workers are also supposed to help keep a person healthy by following infection control procedures so you don't spread germs. Your work also includes helping to keep people safe in their homes. This means that home care workers need to make sure the home environment is safe and clean. This also includes being able to recognize, document, and report abuse. Lastly, the role of a home care worker must also be defined by professional boundaries so that expectations and roles are clear and private and confidential information is not shared.

Lesson 3: Communication (Contact Hours: 0.8)

In this lesson you will learn about the importance of communication. In your job as a home care worker, you will have to communicate with many diverse groups of people. This can include a person with a disability, older adult, family member or spouse, health care professionals, and other caregivers or home care workers. You also have to consider that all of these people may come from diverse backgrounds and have different experiences and cultural norms. Some people might use sign language. Some people might have speech disabilities and use augmentative or alternative forms of communication. Because of this, it's important that you're familiar with many of the different ways to communicate.

Lesson 4: Rights and Responsibilities (Contact Hours: 0.8)

In this lesson you will learn about the rights of home care workers, as well as the responsibilities that they have toward the person they work for. You will also learn about different rights depending on if home care workers are employed by a home care agency or a home health agency. You will also learn what a work agreement is and why it's an important document for home care workers to have. Lastly, you will learn about some things you can do if you feel your rights have been violated.



Roles and Responsibilities of a Home Care Worker, Version 2 - Lessons Cont.

Lesson 5: Home Care Worker Tasks (Contact Hours: 0.8)

In this lesson you will learn more about the kinds of tasks that home care workers do. This includes personal care tasks such as grooming and hygiene. Home care workers also help with food-related tasks such as meal preparation and assistance. There are also non-personal care tasks that home care workers help with, including various household tasks that might include running errands, paying bills, doing paperwork, and light home, equipment or plant maintenance. Other home care tasks can include following proper infection control procedures when cleaning as well as helping with mobility-related tasks, including transfers.

Lesson 6: Home Safety (Contact Hours: 0.8)

In this lesson, you will learn about things you can do in the home to help keep the person you work for safe and healthy. This includes repositioning items in the home or making small changes that can help to improve home safety. Home safety also includes safe food handling, preparation, and storage, as well proper cleaning and waste disposal in the kitchen and bathroom. It's also important to use correct body mechanics and posture when doing lifts or transfers so that you don't hurt yourself or the person you work for. Home safety also means helping the person to be prepared for either a health emergency or natural disaster.

Lesson 7: Abuse (Contact Hours: 0.9)

In this lesson you will learn about the following types of abuse: physical abuse, emotional and verbal abuse, sexual abuse, neglect, financial abuse and exploitation, and intimate partner violence. You will also learn about some of the signs of abuse that will help you recognize when it might be happening.

Lesson 8: Documentation and Reporting (Contact Hours: 0.8)

You will also learn why it's important to document and report abuse as a home care worker. You will learn what types of events should be reported and what to do if you suspect or see abuse happening. Lastly, you will learn what information to include when you document and report about abuse and who to report the abuse to.

Lesson 9: Professionalism and Boundaries (Contact Hours: 0.8)

In this lesson you will learn about the Code of Ethics that home care workers are expected to follow. You will also learn about both professional and unprofessional behaviors on the job, and how setting and maintaining boundaries are an important part of the work you do. Lastly, you will learn about the importance of respecting the differences among the people you work for and how respecting these differences can help you set boundaries and maintain professionalism at your job..

Lesson 10: Privacy and Confidentiality (Contact Hours: 0.8)

In this lesson you will learn why it's important to respect and protect the privacy of the person you work for. You will learn about what kind of personal information should be kept private and confidential. You will learn when it's OK to share confidential information, even if you don't have the permission of the person to do so. This lesson will also explore how confidential information can accidentally be shared and what can happen as a result. Lastly, this lesson will discuss how you can protect the financial information of the person you work for.



Safety at Work: Information for Home Care Providers

This course covers material on ways a person can stay safe at home and in the community. The learner will receive information about a wide variety of topics such as home safety hazards, abuse, accident prevention, fire safety and work safety. The learner will also receive information on how to help a person outside the home using transportation or pedestrian walkways.

CE Credits: 0.6 **Contact Hours:** 5.7

Total Lessons: 5

Lesson 1: Safety in the Home (Contact Hours: 1.3)

Did you know that most accidents happen in the home? Most of these accidents are preventable. As a home care provider, you will most likely work in someone's home. Safety is an important issue for both you and the person you work for. This lesson outlines some of the most common safety hazards that exist in a home such as falls, trips, burns and accidents from electricity and chemicals. You will learn how to reduce the risk of these safety hazards and how to prevent injuries and accidents.

Lesson 2: Abuse (Contact Hours: 1.2)

This lesson covers abuse. It describes different types of abuse and signs of abuse. You will learn about the unique challenges people with disabilities and older adults face regarding abuse. You will learn about what a home care provider should and shouldn't do when it comes to appropriate behavior toward the person he or she works for. You will also learn about what a provider can do if he or she suspects abuse. This lesson includes examples of possible abuse and different ways a provider can respond and act.

Lesson 3: Fire Safety (Contact Hours: 1.0)

This lesson will teach you about fire safety. The lesson will describe the unique challenges older adults and people with disabilities face with fire safety. The lesson will help you identify prevention strategies and how to respond in case of a fire. The lesson will also describe how you can help the person you work for in case of a fire emergency.

Lesson 4: Accident Prevention and Work Safety (Contact Hours: 1.1)

This lesson reviews some of the common safety hazards that you might face as a home care provider. You will learn about them and ways to reduce your risk for an accident or injury. You will also learn how to communicate with the person you work for about safety concerns. This lesson will also contain information on how to document a work-related accident or injury and what to do if you have one.

Lesson 5: Safety in the Community (Contact Hours: 1.1)

Being safe while out in the community with the person you work for is an important part of what you do. In this lesson, you will learn how you might help the person outside of the home. You will learn about safety issues when you're out in the community. This includes walking, using transportation, and driving. You will also learn about some personal safety tips to prevent crimes or violence happening to you or the person you work for.