



CNA LEADERSHIP COMMITTEE

HOW TO BUILD AN EFFECTIVE CNA COMMITTEE IN YOUR CENTER



NAHCA

NATIONAL ASSOCIATION OF HEALTH CARE ASSISTANTS

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Dear CNA Leadership Committee,

This is an exciting time for caregivers! The impact you will make through the work you will be doing is both valuable and important. You will be leading your team to success. As with any new challenge, there will be frustrations. However, do not allow yourself to become discouraged. Sometimes it takes a while to get good things off the ground.

When we first started NAHCA on January 3, 1995 people were not quick to join in our efforts and many said it would never make it! We have persevered – and look what we have to show for it! Thousands of caregivers have come together to receive the recognition we deserve and to help recruit more quality people to join us in our mission of care.

As leaders of your team, many dynamic projects, programs, and activities can be initiated. Be sure to encourage and support one another so your Leadership Committee can remain strong and focused. Within this manual you will find a number of resources and information that will assist you with your meetings and projects. Be sure to photocopy anything you need. Please try to keep the manual in order so you will always be able to use it as a resource. If you ever have any questions please call the NAHCA office. Every NAHCA associate is here for YOU!

We wish you the best of luck and congratulate you for standing up, standing out, and becoming a leader in your center. Lead by example! The members can only be as great as you are. Your attitude counts and others will be counting on you.

Sincerely,

Lori Porter
Co-Founder & Chief Executive Officer

Lisa Sweet, RN
Co-Founder & Chief Clinical Officer

CNA Leadership Committee Description

What is the CNA Leadership Committee?

Members of a CNA Leadership Committee (CLC) are responsible for upholding the missions, policies, and principles outlined by center and organizational leadership.

The Leadership Committee consists of the following members:

1. Team Facilitators (typically only one or two people)
2. Team Members (typically three to eight people)

CLC Purpose

- The CLC works to plan, guide and direct activities that are designed to meet the goals of the center, such as: recognition, recruitment of new CNAs/ALCs, and education
- The CLC holds regular meetings to plan activities, set goals, and evaluate progress
- The CLC is responsible for new CNAs/ALCs becoming aware of NAHCA and receiving their membership signup information

The Leadership Committee members promote excellence in quality care and performance through:

- Personal example
- Professional example
- Adherence to NAHCA's Statement of Standards, Code of Ethics and Standards of Professional Practice

CLC Values

Coming Together:

Recognizing the membership standards and ethics

Keeping Together:

The commitment to develop and maintain effective communication

Working Together:

Through teamwork we find success

CLC Responsibilities

- Informing CNAs/ALCs and other staff of membership opportunities communication boards and meetings
- Keeping members and management informed about programs and meeting agendas
- Giving an overview to new management in case of management turnover
- Making sure that all NAHCA-related resources are communicated to the CNAs/ALCs
- Setting up a time each month to hold Leadership Team meetings
- Ensuring that planned projects/activities are completed and progress communicated to management and co-workers
- Submit pictures and stories of your progress to NAHCA to be featured on social media or publications

Who should apply for the CLC?

- Any CAREGIVER who is interested in making an even greater difference in their center
- A CAREGIVER who has loyalty and commitment not only to their profession, but also to the center
- A CAREGIVER who is willing to attend all CLC meetings

Team Facilitator

This is the caregiver who presides over meetings, takes a leading role in goal setting and determines what activities best serve the needs of the other members. This caregiver must feel comfortable speaking in a group and leading meetings.

Qualifications

Must have successfully completed and passed the required state examination to be a caregiver. (This varies from state to state, as does the caregiver classification.)

Requirements

- Be of professional character
- Maintain a positive attitude
- Have commitment to professional practice ethics
- Possesses a personality conducive with speaking to a group and leading meetings

Duties

- Preside over and attend all meetings
- Promote the utilization of NAHCA membership
- Lead the team and members in adhering to the motto, purpose, and commitment of NAHCA and the Leadership Committee
- Assist in filling vacated CLC positions
- Lead the CLC programs to success
- Submit pictures and stories of your progress to NAHCA to be featured on social media or publications
- Assist in program development
- Maintain open lines of communication between CLC and management
- Serve as a mentor and role model for all CNAs/ALCs and caregivers

Team Member

This is a caregiver who acts as direct liaison between the CLC and their co-workers. The Team Member will promote CLC programs and encourage co-workers to attend CLC meetings.

Qualifications

Must have successfully completed and passed the required state examination to be a caregiver. (This varies from state to state, as does the caregiver classification.)

Requirements

- Be of professional character
- Maintain a positive attitude
- Have commitment to professional practice ethics

Duties

- Attend and engage in CLC meetings
- Assist CLC with project and program work
- Act as a liaison between the Leadership Committee and the general caregiver membership
- Carry out all assigned duties and projects as determined by the CLC
- Maintain open lines of communication between CLC and management
- Serve as a mentor and role model for all CNAs/ALCs and caregivers

Getting Started with your CNA Leadership Committee

Suggested First Projects

- Create a communication board. Let everyone know where it is located.
- Establish a regular meeting schedule for CLC members.
- Establish a Caregiver of the Month Program.

Prior to the First CLC Meeting

- Print this CLC manual for each team member.
- Make sure all CLC members know their roles and responsibilities
- Request a meeting with your Administrator/DON to:
 - Set up recurring CLC meeting times
 - Arrange for refreshments at meetings (not required)
 - Inquire about a budget (if applicable)
 - Discuss goals and ask about policies concerning projects. It is important when setting up goals to prioritize these in long-term and short-term columns and in their order of importance.

Planning the First Meeting

- The time, place, and date of the meeting need to be set first. It is recommended the times and location of the meeting be consistent. Write this information on the included reusable meeting poster and post in a high traffic area.
- Arrange for refreshments. Ask your dietary department for assistance in preparation and serving of refreshments. This doesn't have to be anything major, even if it is just coffee and water. (not required)
- There must be an agenda established as a guide for meeting content. Below is the basic agenda to use in CLC meetings:
 1. Introduce Leadership Committee members. Include an introduction of who makes up the CLC, as well as their roles and responsibilities.
 2. Recognize any new staff members
 3. Read the minutes from previous meeting to go over old business.
 4. List goals and projects. Be sure to mention only those previously discussed with Administrator.
 5. Hold a discussion on the listed goals and projects and request volunteers (sometimes assignments must be made) to help accomplish any tasks
 - a. Make sure to be time specific and assign a responsible party to each task
 6. Use the Problem Solving and Consensus Building sections of this manual during these meetings.

Communication Board

The center's CNA Leadership Committee can have a special bulletin board, called the "Caregiver Communication Board." This can be very effective and does not require much time or expense. Suggestions for using the bulletin board include:

- Recognizing new nursing assistants and associate staff
- Celebrating anniversaries and birthdays within the center
- Displaying pictures and biographies of the staff for all to see and read
 - Family members and residents like to see and read these because it helps them get to know the caregivers who are providing care
- Notices of meetings and events

What to do

First, meet with your Executive Director, Administrator, or DON for approval for the bulletin board. If approval and support are given, the next step is to get the funds to purchase the board. They are relatively inexpensive. Many centers may purchase one or have an unused board in storage. The board itself doesn't need to be anything fancy, just a cork one will do.

The Committee should designate what is to be placed on the board and the responsible party for maintaining the information displayed. It helps to alternate the responsible individuals so one person does not feel it as a burden, and this allows for more people to be involved.

Suggested Displays

Be sure to update the Communication Board frequently. Displays can include the changes of the seasons, holidays, events, etc. Other suggestions include:

- Pictures of new caregivers and staff placed on a piece of colored paper, along with their name and a short biography
- Pictures of caregivers that have just completed their certification class/exam, along with their names and a big "CONGRATULATIONS!" written above.
- Pictures and/or names of caregivers who have had special achievements (classes such as Medication Technician, Restorative Care, Geriatric Care Specialist, Preceptor, etc.)
- Pictures of your Committee "in action"
- Motivational or inspiring messages or materials (examples below)

- Accomplishments of the caregivers, certain shifts, or stations/departments such as perfect attendance, deficiency-free survey, no work injuries, caregivers that came in on their day off
- Press clippings
- Calendar of events to let everyone know what you are up to

NOTE: Be creative about what you put on your board but keep it PROFESSIONAL!

Phrase Examples

These examples can be copied onto your own paper and posted, one at a time; a different every so often. You may use these or your own favorites:

- Take pride in your work
- Work smarter, not harder
- Praise yourself every day
- Be forgiving toward others
- Walk your talk
- Remember that every problem has a limited life span
- Stand up for what you believe

Welcoming Committee

What is it for?

The CLC can organize a “Welcoming Committee” to make caregivers feel connected to the center from the very first day. There are many simple projects this committee can do to encourage newly hired caregivers to be successful.

The Welcoming Committee can be made up of the CLC, as well as additional staff members from each shift that want to participate. Each shift should be encouraged to have a representative on the Welcoming Committee. During a general staff meeting, the CLC can explain the purpose and goals of the Welcoming Committee along with some of the planned projects and programs. The caregivers who are interested can meet with the CLC to help organize and set up these activities. The Welcoming Committee members can meet and decide which specific activities to pursue.

Suggestions

- Arrange a short introduction of NAHCA membership and benefits in the center orientation
- Introduce the Welcoming Committee or a representative to the newly hired caregiver as soon as possible and take the new caregiver on a tour of the center
- Make sure the goals of the caregivers are communicated to the newly hired caregiver (attendance, teamwork, quality, job performance, etc.)
- Some center Welcoming Committee members give the newly hired caregiver a welcome letter and a “goodies bag”

Recognition

Caregiver Spotlight in “THE NAHCA EDGE”

The “Caregiver Spotlight” is a regular article in The NAHCA Edge monthly e-newsletter. This is an excellent way for you to assist your co-workers in gaining the recognition they deserve. Take time to submit these biographies on the NAHCA website. It is always awesome to be recognized in a national publication! Exceptional stories may even be adapted in to a CNA Heroes segment on CNA-TV!

“Key to Quality Awards” Nominations

Each year, NAHCA recognizes outstanding caregiver members from across the nation for their service, dedication, and professionalism. Awards are presented during the banquet which closes NAHCA’s national caregiver conference. The CLC, along with administration, can nominate co-workers for these awards in over 15 different categories. The nomination form is located on the NAHCA website under “CNA Fest”.

Please note: All nominations for “Key to Quality” awards must have a written authorization from the center Administrator or Director of Nursing. All nominations become the property of NAHCA.

“Key to Quality Awards” Tips and Recommendations

1. Be specific and be creative. Hundreds of nominations are received in each category. To ensure that your nomination is among the finalists, you must write an OUTSTANDING nomination.
2. Start early so you will not be rushed. Nominations must be received no later than the stated deadline.
3. Nominations should be completed by a person who knows the caregiver’s work (i.e. Administrator, nursing administration, CLC members, family members, immediate supervisors or co-workers).
4. Share the nomination rules with anyone who will be writing nominations.

Recruitment

Recruiters Needed

Nearly every center has caregiver turnover for many different reasons. It is becoming increasingly difficult to attract or recruit the quality caregivers needed. NAHCA believes caregivers have a tremendous impact on the recruitment of new CNAs/ALCs to the center. To capitalize on this, there are some specific activities that you can do (with the support of the Administrator/Executive Director and Director of Nursing) to bring in these quality applicants. Some of these programs are outlined below.

Center Open House for Caregivers

As the CLC, if you feel that your center could benefit from holding a special open house for community caregivers to come see your workplace, ask to meet with your DON/Administrator. The goal of this open house is to show caregivers and potential caregivers the benefits and rewards of working at your center- to sell them on your center. Ideally, your center will receive some quality applicants for the open caregiver positions you may have now or in the future! There are a few steps that can be taken to make this event more successful:

- Meet with your DON/Administrator and share your desire for a special "Caregiver Open House." If he/she agrees with the possible merit of this project proceed and you will have the help and support you need.
- Set a date and time for your open house. You will want to take into consideration other activities being held at the center at the same time so as not to conflict with anything already scheduled. It should be planned for a time when someone who can interview applicants (such as DON) will be in attendance.
 - From past experiences, evenings during the week (such as Tuesday or Thursday) have brought good attendance. However, other times or days may work better for your center and those involved in the open house.
- Write a sample ad. Show this to your DON. She/he can then determine if something like this can be placed in the local newspaper and can assist in making those arrangements. Some centers have placed this type of announcement under the classified "Help Wanted" ads; others have placed it elsewhere in the newspaper. (Some newspapers have a "Local Events" section.)
- If possible, make posters. These can be on regular size paper, 11x17 paper or poster board.
 - Make sure they are colorful and eye-catching! Describe your open house and list who it is intended for-caregivers, CNAs/ALCs, etc. Place these in areas around your community where they will be seen. Enlist help from other caregivers to take these to their church bulletin boards, laundromats, grocery stores, convenience stores, Chamber of Commerce, etc.
- Work with your DON/Administrator to come up with a list of benefits that your center has to offer. These might include membership into NAHCA, pay, shift differentials, insurance benefits, vacation and holidays, free caregiver classes, modern equipment (lifts etc.) positive and supportive work environment, etc. Get creative when listing the benefits.

- Arrange for some refreshments for the event. Cookies or donuts and punch or coffee work well and are easy to handle! Your DON/Administrator can probably arrange for Dietary Department to prepare this.
- The day of the open house, the CLC and additional caregiver volunteers can set up the table in a lobby or other designated area. On the table, place job applications, pens, brochures, and other positive information about the center. (Good survey results are a nice added touch!) Refreshments can be placed in another area such as a dining room or activity room.
- Everything and everybody should be in place when it is time for the open house to begin. This shows preparedness and organization on the part of the center.
- As CNAs/ALCs/caregivers arrive, they should be introduced and greeted by the center CLC/DON. The caregivers can give these "guests" information and benefits of the center as well as a tour. After the tour, refreshments should be offered. Interested individuals should be encouraged to complete an application and/or visit with the DON for additional information and appointment.

Caregivers Sponsor Fun

Several CNA Leadership Committees in centers have found creative ways to show their profession, their center, and the long-term care industry in a positive light. Some have constructed parade floats for local parades. This fun project promotes teamwork among the caregivers and presents the center in a positive way to the community. Residents can get involved with this project, too.

Another center's CLC raised funds and sponsored a community wide Easter Egg Hunt at the center. The local newspapers advertised it free of charge since it was a community event. The newspaper read: "Professional Caregivers to Sponsor a Community Easter Egg Hunt!" This was an excellent opportunity to show off the center, as well as the staff. Residents can help color, decorate or fill the eggs and help the children find the Easter Eggs!

Caregivers Participate in Community Events

Some teams have participated in area job/career fairs held at school/community centers. The CNAs/ALCs tell of the benefits of caregiving, as well as answer questions. The center receives positive publicity and the community learns about long term care. This can be done for county/state fairs also.

Other teams have gotten the support of the center's caregivers and as a group, raised money and walked in the community walk-a-thons for such causes as cancer, Alzheimer's, muscular dystrophy, AIDS, United Way, etc. Some have participated in local events such as a chili cook-off! There are many possibilities for community involvement. This sets an example for the entire community.

Anything the caregivers and the Committee can do that will promote the center, CNAs/ALCs or the profession will benefit the center and help to attract more CNAs/ALCs! If you have had a successful project, please share it with the NAHCA office!

Problem Solving

The Process

The following process is provided to assist CNA Leadership Committee (CLC) in developing sound solutions to the challenges they face. Initially, the CLC will have their best success by ensuring each step is completed prior to putting the solutions into action. As the team becomes more comfortable, they may decide to change the process to fit their specific group. And, as with all projects, seek approval and support from the administrator/DON prior to starting.

Step One

Identify the people in the center who may be involved with problem/challenge at hand.

FOR EXAMPLE: the residents are not receiving their meals timely, as a result, the food is not as hot as they would like. The challenge is getting the food to the residents while it is still hot. Staff who may have an interest in solving this challenge includes, but is not limited to, caregivers, dietary workers, and licensed staff.

Step Two

Select the problem-solving team. The following guidelines will assist in selecting the best team.

Members should:

- Be respected by their peer group
- Be professional
- Be committed to being part of the solution
- Have experience or knowledge related to the problem
- Be a good communicator

Step Three

Select the site for the meeting.

NOTE: It is important to select a place that will provide the highest amount of privacy to limit interruptions.

Step Four

Inform the team members of the topic, location and time of meeting. A good way to do this is to post several flyers/posters.

Step Five

Once the team is together, the following areas should be covered to make the best progress in solving the problem.

1. Explain the "ground rules"
 - a. No complaining
 - b. No attacking other's point of view
 - c. Remain focused on fixing the problem
 - d. Not everyone has to like the solution, but they must support it when it is implemented.
2. Identify the six steps to achieving effective solutions
 - a. Define the problem. This is important because what we think is the problem may not be the real problem!
 - i. **For example:** In Step #1, the example of getting the food to the residents while still hot, was the stated problem. But was it? The real problem may be that the dietary department is preparing the trays too early or that there are too few caregivers to cover all the residents who remain on the hall.
 - b. Gather information about the problem. Ask the members to identify what the goal requirements are for the specific problem. Ask them what things cause the problems.
 - c. Identify possible solutions. Have each member share a possible solution.
 - d. Troubleshoot the various solutions. In this step, try to look at what things might cause a solution to fail.
 - e. Select the best solution(s). If a solution was identified as possibly failing, do not include it in here.
 - f. Implement the solution. This step may require support from other departments.
3. Make sure to share information with them so they will support the solution.

Step Six

Start the problem-solving process. Time is a resource we do not seem to have enough of in our day. Recommended times are provided as guideline only. It is important to keep in mind that getting to the solution is the goal.

1. Take no more than FIVE MINUTES to define the problem.
2. Gain information from the group about the problem. THREE TO FIVE MINUTES is most effective.
3. Develop at least three possible solutions within 15 MINUTES.
4. Spend THREE MINUTES troubleshooting each solution.
5. Have the team members rank the remaining solutions, from the most effective to least effective.
 - a. Have each team member rank the solutions on a sheet of paper. Allow TWO MINUTES for this step.
 - b. Take a minute for each member to discuss their ranking. NO more than TWO MINUTES per team member.
 - c. Gain agreement/consensus. EVERYONE HAS TO SUPPORT THE SOLUTION.
 - d. Select the best solution.

- i. **NOTE:** This should be the solution that received the most support.
- e. Implement the solution. Make sure to check with the various departments and administration to gain their support.

Step Seven

Schedule a follow up meeting to assess the progress of the solution. This should be two to four weeks after the implementation.

NOTE: If the solution does not seem to be doing the trick or meeting the team's expectations, then maybe the problem needs to be re-addressed and a different solution tried.

If things are going well, consider some of the other challenges being faced.

Consensus Building

Definition

“The act of creating solidarity in sentiment and belief, a general agreement, and/or the judgment arrived at by those concerned.”

NOTE: The key to consensus building is two-fold: first, careful communication; second, being solution focused. We must listen closely and express our thoughts from a positive supportive point of view. The solutions should be win-win oriented.

Step One

Gather the decision makers together.

Step Two

Identify the issue to be addressed or resolved.

Step Three

Present the issue from the standpoint of how it impacts other areas such as resident care, organizational climate, teamwork, attitudes, etc.

FOR EXAMPLE: When caregivers do not work together, resident care suffers. This goes against our goal of providing quality healthcare.

NOTE: Write the issue at the top of a sheet of paper and circle it in red.

Step Four

Open the topic for discussion. Encourage the participants to focus on positive solutions and to avoid finger pointing or laying blame. Provide the opportunity for all participants to share their point of view.

FOR EXAMPLE: Poor communication between leaders and caregivers may be a contributing factor toward caregivers not working together.

NOTE: List the contributing factors on the left-hand side of the sheet and number each one.

Step Five

After potential factors have been listed, challenge the group to identify solutions that address the factor creating the problem or issue.

FOR EXAMPLE: Perhaps simply placing a three-ring binder at each nurse’s station to record any important happenings and/or changes in procedure would be effective.

NOTE: List the potential solutions on the right-hand side of the sheet and number each one.

Step Six

Have the group prioritize the solutions by importance and ease of implementation. Ratings should be based on the total number of solutions.

FOR EXAMPLE: If the group identifies five possible solutions, the rating would be from 1-5, with 1 being the best and 5 being not so good.

NOTE: Provide each person with a sheet of paper to do the rating. Post the ratings with the problem statement and possible solutions.

Step Seven

Survey the group to determine which of the solutions are to be implemented now and those that can be initiated later. Some solutions may require additional decision makers or external approval.

NOTE: List the solutions to be implemented immediately on a separate sheet of paper.

Step Eight

Enlist the group's assistance in identifying the responsible party for each solution. If a decision maker does not wish to have total responsibility for a specific solution, assign a co-member.

NOTE: List the responsible party beside the solution they are to support.

Step Nine

Identify the estimated completion dates. Explain that these dates are not fixed in stone but that every effort should be made to meet the deadlines.

NOTE: List the estimated completion date beside the individual solution on the sheet of paper.

Step Ten

Check concurrence or agreement with all members. Encourage the responsible parties to go and make good things happen within your center.

Step Eleven

Get back together in a few weeks to check on progress. If the solutions are working, then life is good! If not, the group needs to re-evaluate the list of solutions and try again.

Other Projects

Your CNA Leadership Committee may choose to create their own projects. A few suggestions include:

Caregiver of the Month

ANNOUNCEMENT (This can be posted on the NAHCA Communication Board, distributed with paychecks, placed in center newsletter)

EXAMPLE: *Starting April, The CNA Leadership Committee will be presenting an award for the outstanding "Caregiver of the Month". Nominations for the award will be accepted from charge nurses, department heads, and other administrative personnel and will be accepted from the 1st through the 20th of the preceding month. Example: for the April Nominations March 20th will be the deadline.*

Qualities to consider:

- Positive attitude
- Being on time
- Showing teamwork, respect, responsibility, professionalism
- Good attendance
- Going above and beyond the call of duty
- Being safe, thoughtful and knowledgeable

The winner will receive the following: (These are just suggestions)

- Certificate honoring their accomplishments
- New Uniform
- Stethoscope
- Blood Pressure Cuff
- A NAHCA T-shirt and coffee mug
- Gift Certificate to Wal-Mart

NOTE: A large plaque of twelve-month name plates and a place for "Caregiver of the Year" in the center could be purchased. This plaque would be displayed within the center in the appropriate location. Each month, engrave the winner's name on one of the plates. At the end of the year, hold a center wide vote for Caregiver of the Year. A picture and article about the winner's experience can be placed in the local newspaper. Most local papers will run this story free of charge if submitted to them in "ready to print" format.

Pat on the Back Board

This is a great way to recognize your co-workers and boost morale! It is easy and does not cost a lot of money. A bulletin board can be used for all staff, residents and/or family members to write positive comments on preprinted cards. (Everyone enjoys seeing something nice written about themselves!) Place the bulletin board in a common or high traffic area. Let all staff, residents and family members know where it is located and what it is for. (This would be a good article for your center newsletter.) Use the "Pat on the Back" cards available on the website to print off and hang with your Pat on the Back board.

Resident Comfort Fund

How many times have you, as a caregiver, purchased something for a resident out of your own pocket because no one else would? We all have! This project will help alleviate that burden. The "Comfort Fund" can be used to purchase a pair of socks or house shoes for a needy resident or a book they may want. It can also be used for big items such as purchasing a streaming device for the day room. The possibilities are endless.

Fundraising Projects

NOTE: You must know why you are raising money and be able to communicate this to your co-workers. Prior to any fundraising projects, be sure to check with you Administrator or DON. There are many rules and regulations governing long term care centers.

Fundraisers can include:

- Bake sales
- Cookie Dough Sales
- Ice Cream Sundaes
- Popcorn
- Car washes

Use your imagination!!

Potluck Dinners

This is a good team building project. Choose a date for the Potluck Dinner, as well as a place to have it (an employee break room or an unused conference room). Be sure to post flyers so that everyone knows what you are planning. Assign two or three people to make lists of what people will be bringing (so they can be reminded a couple of days prior). You can even make it a dessert or soup potluck; Be creative!

Suggestion Box and Award for Best Idea

A suggestion box does not need to be fancy to be effective. A nice cardboard box decorated will work just fine. Be sure to let your co-workers know where it is located and what it is to be used for – to identify challenges **and** solutions, not just pointing out problems. Assign one or two people to the task of checking the suggestion box at least weekly. During the meetings, these suggestions can be reviewed. The person with the best idea can be awarded a small gift and receive recognition in the center newsletter or on the Communication Board.

Educational Opportunities

Certified Preceptor Program

Description

Become experts in training and orientation by becoming a NAHCA Certified Preceptor. Your center's caregiver retention rate will skyrocket!!

The Certified Preceptor Program is an intensive online learning program designed to assist CNAs/ALCs in becoming experts in the training and orientation of new CNAs/ALCs. This program consists of team-building skills, communications, coaching, motivating ourselves and others, mentoring and leading.

How to Participate

The CNA Champion membership that your center provides comes with several complementary NAHCA Certified Preceptor courses. To enquire about this opportunity contact your Administrator or DON. For additional courses purchase them from the e-commerce section of the Learning Management System.

Benefits

Every CNA/ALC will benefit from this training program. Each participant must pass a test covering the material presented in order to receive a certificate. These certificates indicate that the member is a NAHCA Certified Preceptor.

The caregiver will learn the most effective ways to train and orientate new CNAs/ALCs, resulting in higher retention rates and increased longevity of employment.