

Health Care Policy & Finance
&
Colorado Department of Public Health & Environment
Personal Care & Homemaker Training & Orientation Requirements

**Health Care Policy & Finance
10 CCR 2505-10 8.489.42**

Personal Care Provider- PCP

Personal care provider (PCP) agencies shall assure and document that all personal care staff have received at least **twenty hours** of training, or have **passed a skills validation test**, in the provision of unskilled personal.

Training, or skills validation, shall include the areas of:

- Bathing
- Feeding
- Skin Care
- Hair Care
- Nail Care
- Mouth Care
- Shaving
- Dressing
- Assistance with Ambulation
- Exercises and Transfers
- Positioning
- Bladder Care
- Bowel Care
- Medication Reminding
- Homemaking
- Protective Oversight

Training shall also include instruction in basic first aid, and training in infection control techniques, including universal precautions.

Training or skills validation shall be completed prior to service delivery, except for components of training that may be provided in the client's home, in the presence of the supervisor.

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Homemaker Provider- HM

The Homemaker Provider Agency shall assure and document that all staff receive at least **eight hours** of training or have **passed a skills validation** test prior to providing unsupervised homemaker services.

Training or skills validation shall include:

- Routine Light Housecleaning
- Dusting
- Vacuuming
- Mopping
- Cleaning Bathroom and Kitchen Areas
- Meal Preparation
- Dishwashing
- Bedmaking
- Laundry
- Shopping
- Proper food handling and storage techniques.
- Basic infection control techniques including universal precautions.
- Informing staff of policies concerning emergency procedures.

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6 CCR 1011-1 Ch.26 8.6(A)(B)(D)(E)(F)

Personal Care and Homemaking Requirements

(A) All personal care staff shall complete agency orientation before independently providing services to consumers. **Orientation shall include:**

- Employee duties and responsibilities
- A description of the services provided by the agency
- The differences in personal care, nurse aide care and health care in the home including limiting factors for the provision of personal care
- Consumer rights including freedom from abuse or neglect, and confidentiality of consumer records, personal, financial and health information
- Hand washing and infection control
- Assignment and supervision of services
- Observation, reporting and documentation of consumer status and the service furnished
- Emergency response policies and emergency contact numbers for the agency and for the individual consumer assigned, and
- Training and competency evaluation of appropriate and safe techniques in all personal care tasks for each assigned task to be conducted before completion of initial training.

(B) **Training within the first 45 days of employment shall be provided, in addition to orientation**, which can include self-study courses with demonstration of learned concepts, and are applicable to the employee's responsibilities. **Initial training shall include, but is not limited to:**

- Communication skills with consumers such as those who have a hearing deficit, dementia, or other special needs; (2) Appropriate training in accordance with the needs of special needs populations served by the agency including communication and behavior management techniques;
- Appropriate and safe techniques in personal care tasks prior to assignment. Areas include bathing, skin care, hair care, nail care, mouth care, shaving, dressing, feeding, assistance with ambulation, exercises and transfers, positioning, bladder care, bowel care, medication reminding, homemaking tasks, and protective oversight;
- Recognizing emergencies and knowledge of emergency procedures including basic first aid, home and fire safety;
- The role of, and coordination with, other community service providers; and
- Maintenance of a clean, safe and healthy environment, including appropriate cleaning techniques and sanitary meal preparation

(D) The agency is responsible for ensuring that the individuals who furnish personal care services on its behalf are competent to carry out all assigned tasks in the consumer's place of residence.

Prior to assignment, the agency manager or supervisor shall conduct a **proof of competency evaluation** along with any other tasks that require specific hands-on application.

- Bathing,
- Skin care,
- Hair care,
- Nail care,
- Mouth care,
- Shaving,
- Dressing,
- Feeding,
- Assistance with ambulation,
- Exercise and transfers,
- Positioning,
- Bladder and bowel care, and
- Medication reminding.
- Performance of the ability to assist in the use of specific adaptive equipment if the worker will be assisting consumers who use the device.

(E) The agency shall ensure that ongoing supervisory and direct care staff training occurs and shall consist of at least six (6) topics applicable to the agency's services every 12 months after the starting date of employment or calendar year as designated by agency policy.

Training shall include, but is not limited to, the following items:

- Behavior management techniques and the promotion of consumer dignity, independence, self-determination, privacy, choice and rights; including abuse and neglect prevention and reporting requirements.
- Disaster and emergency procedures.
- Infection control using universal precautions.
- Basic first aid and home safety.

(F) Training documentation

- All training shall be documented.
- Classroom type training shall be documented with the date of the training; starting and ending times; instructors and their qualifications; short description of content; and staff member's signature.
- On-line or self-study training shall be documented with information as to the content of the training and the entity that offered or produced the training.

2018 COMPLAINTS REGARDING CAREGIVER TRAINING



.000158%
TRAINING RELATED COMPLAINT CITATION RECORD

Out of every home visit annually, v 0.000158% received a training related complaint citation.

1 OUT OF EVERY 631,428 ANNUAL HOME VISITS RECEIVED A TRAINING RELATED COMPLIANT CITATION

35* TRAINING RELATED COMPLAINT CITATIONS
OUT OF 22,100,000
APROX. ANNUAL VISITS

*2018 Data Per Colorado Department of Public Health and Environment