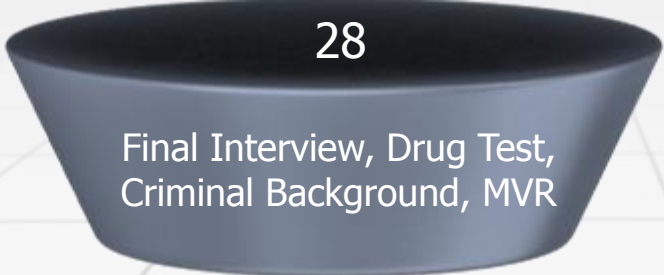
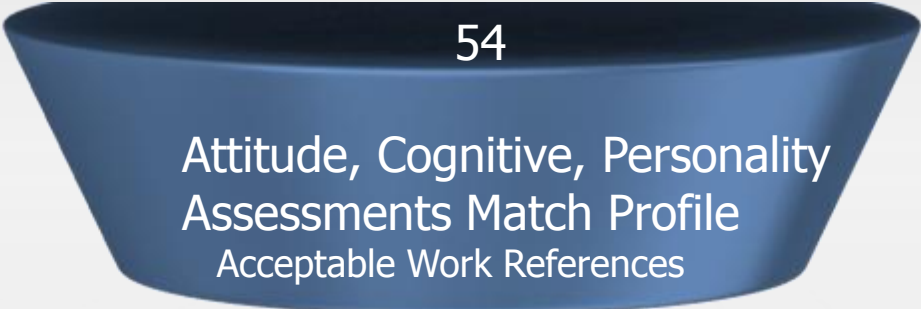


Right Processes



- Employment Funnel
 - Select top 10% of applicants thru stringent screening process
- Right At Home University
 - Over 50 online courses
 - 15 units of initial training
 - 12 units per year
- Quality Assurance
 - 8 QA Processes to meet the high expectations of our clients





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Right at Home Employment Funnel

Right At Home University

Initial Training – 15 Units or CNA Certificate

Ongoing Training – 12 Units Per Year



Communication Skills

- Customer Service in Health Care
- Dealing with Family Members
- Maintaining Confidentiality
- Professionalism and Work Ethic
- Reporting and Documenting Care
- The Patient Bill of Rights
- Understanding Cultural Diversity
- Understanding Special Communication Needs



Client Care I

- Maintaining a Professional Distance
- New Client Adjustment
- Non-Compliant Clients
- Performing Safe Transfers
- The Importance of Activity for the Elderly
- Time Management Skills
- Toileting Tips
- Understanding Common Medications



Client Care II

- Advanced Directives
- An Infection Control Update
- Bathing Tips
- Personal Care Training
- Dressing & Grooming Tips
- End of Life Care
- Feeding Your Clients
- Food Prep & Safety Handling
- Incontinence & UTIs
- Using Assistive Devices
- Understanding Commonly Prescribed Drugs



Safety and Risk Management

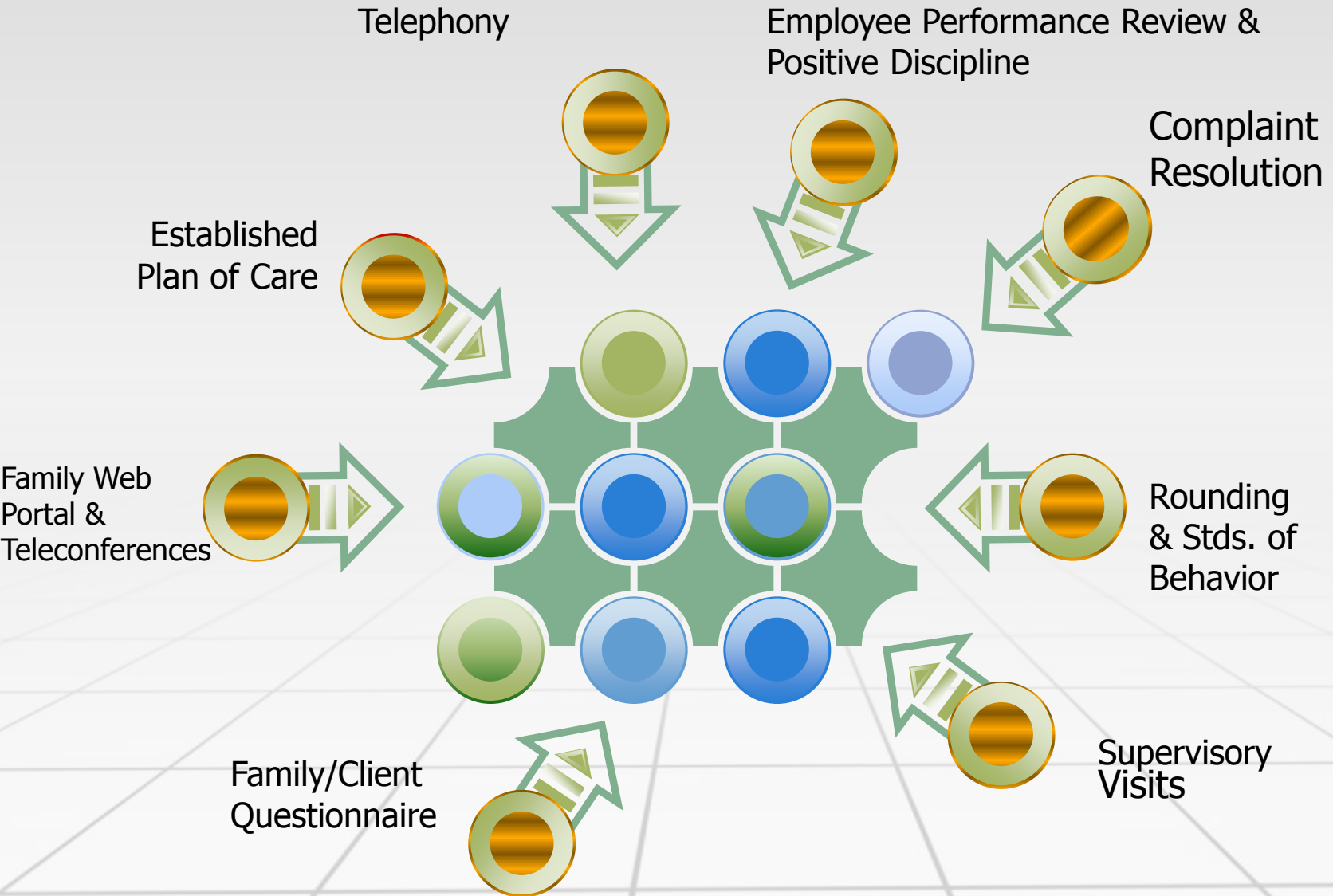
- OSHA: Bloodborne Pathogens
- OSHA: Infection Control
- OSHA: Patient Handling Safety
- OSHA: Personal Protective Equip
- Critical Thinking Skills
- Fall Risk Factors
- Personal Safety in the Workplace
- Stress Management Skills
- Taking Care of Your Back
- Understanding Abuse and Neglect
- Understanding Quality Improvement



Special Care Situations

- Brain & Spinal Cord Injuries
- Talking about Death
- Understanding Alzheimer's Disease
- Understanding Cancer
- Understanding CHF
- Understanding COPD
- Understanding CVAs
- Understanding Dementia
- Understanding Diabetes
- Understanding Hospice
- Understanding Multiple Sclerosis
- Understanding Parkinson's Disease
- Working with Difficult and Combative People





Right At Home Quality Assurance