

Person-Centered Care Training: Step by Step

1

Begin by watching this 17-minute video.

PCC Care Video: <https://youtu.be/tWRtQIL3uWA>

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Key PCC terms to know and understand:

VERSATILE WORKER:

- Versatile workers are team members who are expected to perform duties outside their “traditional” role on a regular basis. Some refer to this as “blended roles.”
 - Example: When versatile workers are used, everyone is responsible for supporting elders in their daily routine to the extent allowed by their license or certification.
- In person-centered care homes, you will be asked to work as a versatile worker. These homes should provide you with some brief additional training that allows you to safely help with tasks outside of the traditional roles described above.
 - Example: A home may train all team members in the area of safe food handling so they can help prepare and serve meals or snacks as requested by elders. They would put systems in place to assure necessary nutritional information about each elder is easily accessible to team members outside of the kitchen staff.
- The versatile worker concept goes beyond a person who can work in more than one position.
 - Example: With versatile workers the positions themselves are blended and any person working is expected to serve in multiple functions on any given day. Versatile workers are expected to support elders in any way they can, working outside their traditional work “silos” regularly to meet the needs of the elders. In a home using versatile workers, a caregiver could be expected to assist an elder with personal care, fix a snack or serve their meal, clean their bedroom and enjoy a game of Scrabble in the same day

CONSISTENT STAFFING:

- The overall goal is that Residents enjoy meaningful relationships with a small group of consistently assigned caregivers. The idea behind having consistent staffing is to better support resident choice. By consistently assigning caregivers to the same small group of elders every day, an environment is created that fosters meaningful relationships between the caregivers and the elders. As they get to know one another, caregivers learn what is important to each elder and are then in a better position to support the preferences and daily routines of the elders they know and love.

3

Inform yourself

Read the organization's policy related to supporting elders' choices while mitigating risk.

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Optional Resources

If you would like to learn more, check out these videos.

Criteria Overview: <https://youtu.be/y-tKXgtPSqY>

Resident Choice: https://youtu.be/c3PTMg1_z78

Staff Empowerment: <https://youtu.be/0bpIyGBclfk>

Home Environment: <https://youtu.be/4qI3p46e-OA>

Meaningful Life: https://youtu.be/vaah_MvY-xI