1. Communication
   a. Communicate with residents and caregivers in a respectful and culturally appropriate way;
      For example: Language barriers- Communication aids and interpretation, Hearing aids, eyeglasses and dentures must be in use and functioning properly
   b. Understand communication methods and appropriate use
      For example: Understand the differences between redirect, reassure, reality orientation and validation methods.

2. Person Centered Care Principles and Practices
   a. Provide supports and services to help the resident achieve their care plan goals;
   b. Maintain safety in all resident environments;

3. Observation
   a. Monitor a resident’s physical and emotional health;
      For example: Pain scale, Non-verbal communications
   b. Gather information about the resident and communicate with care team members at shift change and as needed;
      For example: Oral and written reporting

4. Crisis Prevention and Intervention
   a. Understand risks and behaviors that can lead to a crisis (disruptive episodes requiring non-routine interventions);
   b. Utilize strategies to prevent crisis and promote health and safety;
   c. Understand triggers and interventions/practices to avoid or diffuse conflict;

5. Safety
   a. Know and understand all safety policies and procedures of the facility;
      For example: Notification of emergency contacts and Silver Alert, Understand proper reporting law related to Adult Protective Services;

6. Professionalism and Ethics
   a. Know and understand facility’s policies and procedures regarding professionalism and ethics;
   b. Maintain confidentiality in all spoken and written communication and follow all the rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA);

7. Empowerment, Advocacy and Resident’s Rights
   a. Understand the role of the state ombudsman program;
   b. Know, understand, promote and protect the rights of each resident placing a strong emphasis on dignity and self-determination;
8. Health and Wellness
   a. Support the physical, spiritual, emotional and social well-being of the resident;
   b. Understand safety risks for specific conditions including dementia, psychiatric and physical limitations;
   c. Know, understand and facilitate resident care plans
      For example: *Know body mechanics, workplace safety and transfer assistance to decrease workplace injuries (i.e. pivot transfer, assist to edge of bed, assist move to head of bed with/without draw sheet, assist falling/fallen resident, proper positioning in wheelchair/bed), Pressure ulcer prevention*

9. Community Living Skills and Supports
   a. Assist the resident to meet their physical and personal needs considering any cognitive or physical impairments in providing supportive care (All ADLs);

10. Cultural Competency and Community Inclusion
    a. Support, understand and respect resident preferences and differences (i.e. religious, cultural, ethnic, sexual orientation, etc.). Encourage the resident to engage with the community;

11. Dementia Care Competencies
    a. Know the types and stages of dementia including information on the physical and cognitive declines as diseases progress;
       For example: *Normal aging vs aging with dementia, Biology of dementia and impact on the brain, Knowledge of different types of dementia and their progression (dementia umbrella), Delirium/depression vs Dementia*
    b. Understand challenging behaviors and non-verbal communications promoting empathy and validation of their reality;
       For example: *Communication methods, validation techniques, redirect, reassure, reality orientation, response and, interventions for specific behaviors, encourage non-pharmacologic interventions and approaches for common behavioral and psychological symptoms of dementia (i.e. Music and Memory, stress reduction techniques, activity and recreation techniques)*
    c. Understand safety risks specific to a dementia care environment;

12. Training and Self-Development
    a. Maintain updated and documented trainings/in-services and seek opportunities to improve skills and work practices through further education and training.