



SEIU 775
BENEFITS GROUP

Course Catalog²⁰²⁴



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Caregiver, Mount Vernon

**Explore your high-quality learning
benefits and course options to grow
your caregiving career.**





High-Quality Learning Benefits

As a caregiver, you have access to important training, resources and tools that can help you begin or advance your caregiving career and give the best care possible to those you care for. This catalog provides information about course curriculum, your course options and format, where to go for support and more.

Courses are available in the following formats and are noted throughout the catalog:

- **Online Training:** You can take these courses at your own speed, any time that works for your schedule.
- **Webinar:** These courses are instructor-led and scheduled, but online, so you can take them from home.
- **In-person Training:** These scheduled in-person courses take place in a classroom and are led by an instructor.

Orientation & Safety

Orientation & Safety training is completed before you first start work as a caregiver, and prepares you with knowledge of caregiving basics, emergency preparedness, accident prevention and much more.

3 **Orientation & Safety**

Basic Training

To continue caregiving and developing your skills, Basic Training gives you customized training based on what kind of caregiver you are and helps you give comprehensive and high-quality care.

4 **Basic Training 7**

5 **Basic Training 9**

6 **Basic Training 30**

8 **Basic Training 70**

Continuing Education

CE courses give you the opportunity to expand skills and explore topics most relevant to the needs of those you care for.

12 **Continuing Education**

View courses listed in alphabetical order.

Advanced Training

Advanced Home Care Aide Specialist training advances your caregiving career and is available to caregivers who care for those with complex needs.

18 **Advanced Home Care Aide Specialist Training**

Support to Help You Succeed.

See all your learning support options at myseiu.be/support.

Member Resource Center (MRC)

If you have enrollment questions or need support, call **1-866-371-3200** or email mrc@myseiubenefits.org, Monday through Friday, 8 a.m. to 4:30 p.m. Pacific time.

Your employer can help you with questions about your provider type, what training is required or getting paid for training. For questions about enrolling, course options or completing training, contact the MRC.

Course Instructors

Your instructors are caregivers themselves and have a wealth of knowledge about caregiving and course materials. They're available during class to answer course-related questions.

Guidance from Peer Mentors

If you are a caregiver going through Basic Training and preparing to become a certified Home Care Aide (HCA), Peer Mentors can answer questions, help you practice skills and more.

Language Support

Classes and course materials are available in many languages. Even if you speak English fluently, a course in your primary language may better set you up for success.



Courses change throughout the year!

Go to the Caregiver Learning Center for the most current course availability.

Caregiver Learning Center

To take your required training, log in to *My Benefits* to access the Caregiver Learning Center. Follow the instructions sent to you when you first began caregiving or visit myseiu.be/mb. Once you're logged in you can:

- ✓ Check your current training requirement.
- ✓ Enroll in Basic Training.
- ✓ Find and enroll in Continuing Education courses.
- ✓ Attend webinars and complete online courses.



Orientation & Safety



For all caregivers

Before you begin caregiving, your first step is to take Orientation & Safety training.

The purpose of this 5-part course is to learn basic safety skills and provide an orientation to your role as a caregiver.

Languages:

Amharic, Arabic, Cantonese, Khmer, Korean, Nepali, Punjabi, Russian, Somali, Spanish, Tagalog, Tigrinya, Ukrainian, Vietnamese

*The version of Orientation & Safety shown here will be available in Spring 2024.

Orientation & Safety Course v3*

Pre-assessment

Module 1: Role of the Caregiver

Introduction
Lesson 1: Clients and Caregivers
Lesson 2: Professionalism as a Caregiver
Lesson 3: Observing and Reporting
Lesson 4: Communication Best Practices

Module 2: Client Rights and Dignity

Introduction
Lesson 1: The Care Plan
Lesson 2: Rules of Care
Lesson 3: Client Confidentiality
Lesson 4: Abuse, Neglect, and Exploitation

Module 3: Accident Prevention

Introduction
Lesson 1: Safety Practices to Prevent Accidents and Injury
Lesson 2: Safety Hazards In the Home
Lesson 3: Fall Prevention and Care

Module 4: Infection Control and Blood-borne Pathogens

Introduction
Lesson 1: Standard Precautions
Lesson 2: Handwashing and Gloving
Lesson 3: Exposure to Blood-borne Pathogens

Module 5: Emergency Response

Introduction
Lesson 1: Medical Emergencies
Lesson 2: Home Fires and Other Emergencies

Post-assessment

Basic Training

Get comprehensive training that will help you give high-quality care to your client or loved one.



Provider Type	Basic Training Requirement	
<p>Parent Individual Providers (DDA). Parents who take care of their child with a developmental disability.</p>	<p>Basic Training 7</p>	<p>pg. 6</p>
<p>Respite Provider (DDA) Caregivers who take care of another caregiver's clients or family members for a short period of time (less than 300 hours per year).</p>	<p>Basic Training 9</p>	<p>pg. 7</p>
<p>Adult Child Provider Caregivers who take care of a parent or step-parent. Also includes spouses or domestic partners who service a spouse/partner through the Veterans Affairs homecare program.</p>		
<p>Family Provider Includes caregivers formerly called Parent Individual Providers (Non-DDA). Caregivers caring only for a child, sibling, aunt, uncle, niece, nephew, cousin, grandchild or grandparent, including relations by marriage or domestic partnership.</p>	<p>Basic Training 30</p>	<p>pg. 8</p>
<p>Limited Service Provider Caregivers who work fewer than 20 hours a month.</p>		
<p>Standard Home Care Aide (HCA) Caregivers who take care of clients, part- or full-time.</p>	<p>Basic Training 70</p>	<p>pg. 10</p>

Basic Training 7

For Parent Individual Providers (DDA).

Languages: English only

Basic Training 7 Course Outline	Format	Credit Hours
Module 1: Developmental Disabilities & CARE Assessment	Webinar	3
<p>In this course, you can ask questions about the Developmental Disabilities Administration (DDA) CARE assessment, how hours are determined, personal care tasks and eligibility for services.</p> <p>Family members will learn about the Developmental Disabilities Administration (DDA) CARE Assessment process and how that process influences the determination of personal care hours, waiver eligibility, and levels of support. Participants will also learn how personal care tasks are defined, authorized, and paid by Medicaid. Participants will also develop a greater understanding of additional supports and services provided by the DDA.</p>		
Module 2: Planning a Meaningful Life	Webinar	4
<p>In this course, you will gain the insight, knowledge and tools to make sure your loved one has a meaningful life now and in the future.</p> <p>Family members will develop an understanding of systems, services, and community supports that will help them plan a meaningful life for their loved ones, both now and in the future. Participants will be introduced to financial and functional resources, such as the Social Security Administration's Supplemental Security Income (SSI); supported employment and day services; housing options; legal considerations (guardianship, wills, trusts, and alternatives to guardianship); and other local, state and federal resources.</p>		



Basic Training 9

For Respite Providers (DDA).

Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese

Choose your preferred focus area: General Topics or Autism Focus.

CORE COURSES	Format	Credit Hours
The Caregiver and Client Experience (CORE)	Online	1
The purpose of this course is to give home care workers more information on their role as a caregiver.		
Reducing the Spread of Infection through Standard Precautions (CORE)	Online	1
This course will review risks of infection and how to safely clean equipment and handle waste.		
Recognizing and Reporting Consumer Abuse, Neglect and Financial Exploitation (CORE)	Online	1
In this course, you will learn to recognize and report consumer/client abuse, neglect and financial exploitation.		
Providing Care Using a Person-Centered Approach (CORE)	Online	1
After completing this course, you will be able to identify the skills related to a person-centered approach. You will determine what is important for a consumer/client to inform their caregiving, identify key information needed to create a one-page profile, and analyze the importance of a one-page profile in supporting the consumer/client.		

FOCUS COURSES: General Topics	Format	Credit Hours
Professional Boundaries	Online	1
This course provides information on maintaining professional boundaries while working with clients.		
Understanding Basic Medical Terminology	Online	1
This course explains common word parts used in medical terminology. You will practice translating medical terminology and abbreviations into plain language.		
Preventing Slips, Trips, and Falls	Online	3
This course provides a summary of slip, trip, and fall hazards. You will learn how to collaborate with the client to address slip, trip, and fall hazards inside and outside the client's home. You will also learn the best practices for protecting against slips, trips, and falls and perform balance exercises.		

FOCUS COURSES: Autism	Format	Credit Hours
Professional Boundaries	Online	1
This course provides information on maintaining professional boundaries while working with clients.		
Caring for Clients With Autism	Online	4
This course provides information on assisting a client with autism. You will learn how to report changes from baseline, how to use appropriate strategies to communicate, and how to use appropriate measures to support a client with autism.		

Basic Training 30

For Parent Providers, Family Providers, Limited Service Providers and Adult Child Providers.

There are 2 versions of Basic Training. Both versions include the following Core Courses and Focus Courses you take based on your Provider Type:

- Individual Parent Providers and Family Providers
- Limited Service Providers and Adult Child Providers

Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese

CORE COURSES	Format	Credit Hours
Medication Assistance	Online	2
Learn the differences between medication assistance and medication administration and the best practices for medication storage. You will learn how to apply the Five Rights and how to respond if a client refuses medication. In addition, you will learn how to report medication-related concerns or errors.		
Providing Care Using a Person-Centered Approach	Online	1
Learn what is important for a consumer/client to inform their caregiving, identify key information needed to create a one-page profile, and analyze the importance of a one-page profile in supporting the consumer/client.		
Recognizing and Reporting Consumer Abuse, Neglect and Financial Exploitation	Online	1
Learn to recognize and report consumer/client abuse, neglect, and financial exploitation.		
Reducing the Spread of Infection through Standard Precautions	Online	1
This course will review risks of infection and how to safely clean equipment and handle waste.		
The Caregiver and Client Experience	Online	1
The purpose of this course is to give home care workers more information on their role as a caregiver.		
Understanding Basic Medical Terminology	Online	1
This course explains common word parts used in medical terminology. You will practice translating medical terminology and abbreviations into plain language.		
Emergency and Disaster Preparedness	Online	1
Learn to recognize and respond to medical emergencies and disasters.		

Improving Time Management Skills	Online	2
In this course, you will practice techniques and strategies to better manage and prioritize your time, including time spent supporting clients.		
Insect Bite and Infestation Safety	Online	1
Insect infestations are a common issue caregivers encounter while caring for clients. Learn how to help prevent adverse reactions from a bite or sting and how to keep yourself safe while working in an insect-infested environment.		
Managing Compassion Fatigue	Online	2
This course provides information on the signs and symptoms of compassion fatigue. You will learn the different phases of compassion fatigue and how to utilize best practices for addressing compassion fatigue.		
Mindful Eating	Online	2
Learn about mindfulness and how mindfulness influences eating. You will examine hunger through the lens of mindful eating and apply best practices of mindful eating.		
Opioids and Pain Management	Online	2
This course provides information on maintaining professional boundaries while working with clients.		
Preventing Slips, Trips, and Falls	Online	3
Learn how to collaborate with the client to address hazards inside and outside the client's home. You will also learn the best practices for protecting against slips, trips, and falls and perform balance exercises.		
BT30 Skills Lab: Mobility Including Bed-based Mobility Care	Online	3
In this class, you will practice the following skills: Common Care practices including handwashing, gloving, assisting a client to walk, transferring a client from bed to a wheelchair, turning and repositioning a client, and range of motion exercises.		

FOCUS COURSES: Limited Service Providers and Adult Child Caregivers	Format	Credit Hours
Control and Prevent Insect Infestations	Online	1
This course provides information on how to collaborate with a client to control and prevent insect infestations. You will learn how to recognize an insect infestation and how to collaborate with a client to implement control and prevention methods.		
Cultural Humility	Online	1
This course provides information on cultural humility and diversity. Learn the facets of cultural humility and how to communicate with the client to support their cultural values. Plus, learn about bias (both implicit and explicit) and learn ways to recognize and modify your own bias.		
Professional Boundaries	Online	1
Learn to recognize and report consumer/client abuse, neglect, and financial exploitation.		
Mold and Other Types of Fungi	Online	2
In this course, you will explain the effects of exposure to fungus and mold as well as ways to help support a client experiencing health problems due to mold. You will learn how to collaborate with the client to prevent and address mold problems and learn ways to help the client maintain a mold-free environment.		
Supporting a Client with Hearing Loss	Online	2
This course provides the skills needed to support a client with hearing loss, including reporting signs of hearing loss, communicating with a client who has hearing loss, and supporting a client who uses hearing aids or other devices/technologies. You will also learn to assist a client in preparing for their first audiology appointment, how to utilize best practices to prevent hearing loss and find the best resources to help clients with hearing loss.		

FOCUS COURSES: Parent Providers and Family Providers	Format	Credit Hours
Practical Approaches for Caring for Clients with Depression	Online	2
This course provides information about the signs and symptoms of depression in clients. You will learn how to recognize and report these symptoms and will learn about available resources and supportive measures to help clients with depression.		
Seizures and Epilepsy	Online	2
Learn about the types and signs of seizures, as well as how to support a client who has a seizure. You will also learn about the effects of epilepsy and ways to support a client with epilepsy.		
Traumatic Brain Injury	Online	2
Learn about the effects of traumatic brain injury and how to support a client affected by traumatic brain injury.		
Vaccines	Online	1
Learn about the importance of getting vaccinated. You will also learn about the safety and effectiveness of vaccines and the requirements associated with getting vaccinated.		

Basic Training 70

For Standard Home Care Aides (HCA)

Enroll in the version of Basic Training 70 (BT70) that works best for you. BT70 v4 offers more flexibility—with 5 weeks to complete your training and the addition of self-paced online courses. BT70 v4 is currently offered in English only at limited locations.

	V3 Basic Training 70 Version 3	V4 Basic Training 70 Version 4
Duration	70 hours that can be completed in 14 days.	70 hours that can be completed in 5-6 weeks.
Includes	8 full days of in-person classroom lessons. 6 days of webinars (3.5 hours per day).	5 full days of in-person classroom lessons. 4 days of webinars (less than 2.5 hours per day). 28.5 hours of self-paced online courses.
Locations	Available at multiple locations throughout the state.	Only available in limited locations.
Languages	English, Arabic, Amharic, Chinese, Khmer, Korean, Russian, Spanish, Ukrainian and Vietnamese. Course materials are also available in Tagalog, Ukrainian, Laotian, Samoan, Farsi, Nepali or Punjabi; course interpretation is also available.	Offered only in English, without interpretation options.



Basic Training 70

Day	Module	Format	Duration
1	Module 1: Introduction to Home Care and the Consumer Rights (Part1)	In-Person	3.5 hrs
2	Module 2: Consumer Rights (Part 2), the Care Team and the Care Plan	Webinar	3.5 hrs
3	Module 3: Communication and Problem Solving	Webinar	3.5 hrs
4	Module 4: Infection Control	Webinar	3.5 hrs
5	Module 5: Blood Borne Pathogens	Webinar	3.5 hrs
6	Module 6: Human Development and Aging and Proper Body Mechanics	Webinar	3.5 hrs
7	Module 19: Developmental and Physical Disabilities	Webinar	3.5 hrs
8	Module 20: Dementia and Behavioral Health	Webinar	3.5 hrs
9	Module 7: Activities of Daily Living: Mobility and Assistive Devices (Part 1) Module 8: Activities of Daily Living: Mobility and Assistive Devices (Part 1)	In-Person	7 hrs
10	Module 9: Activities of Daily Living: Bowel and Bladder Module 10: Activities of Daily Living: Oral Health and Personal Hygiene	In-Person	7 hrs
11	Module 11: Activities of Daily Living: Skin and Dressing (Part 1) Module 12: Activities of Daily Living: Skin and Dressing (Part 2)	In-Person	7 hrs
12	Module 13: Activities of Daily Living: Nutrition and Food Handling Module 14: Activities of Daily Living: Medication - Managing the Consumer's Home	In-Person	7 hrs
13	Module 15: Grief, Loss and Self-Care Module 16: Practice Written Exam and Exam Preparation	In-Person	7 hrs
14	Module 17: Skills Practice Module 18: Skills Practice	In-Person	7 hrs

Basic Training 70

Module 1	12.25 hrs
Provides learners with foundational knowledge about their role as a caregiver, their relationship with the client, client rights, and infection control practices.	
Class 1 (In-person)	3.5 hrs
Welcome, Course Introduction, and Device Handout Technology Training for Assessments Preassessment Review Learner Handbook and Skills Reference Guide Lesson 1: Introduction to Caregiving Lesson 2: Handwashing Demonstration Lesson 3: Gloving Demonstration Lesson 4: Hand Sanitizer Demonstration	
Class 2 (In-person)	3.5 hrs
Lesson 2: Handwashing Skills Practice Lesson 3: Gloving Skills Practice Lesson 4: Hand Sanitizer Skills Practice Lesson 5: Your Role as a Mandatory Reporter Technology Training for Online and Webinar Learning Lesson 6: Assisting a Client During and After a Fall Lesson 7: Proper Body Mechanics* Lesson 8: Risk Factors for Falls*	
Online Learning	5.25 hrs
Lesson 9: Role of the Caregiver Lesson 10: Respecting a Client's Physical, Psychological, and Social Health Lesson 11: Cultural Humility Lesson 12: Client Rights Lesson 13: Alternatives to Restraints Lesson 14: Infection Control Practices Lesson 15: Cleaning and Disinfecting in the Home Lesson 16: Immunizations, Sharps, and Dirty Laundry Lesson 17: Blood-Borne Pathogens	

Module 2	15.5 hrs
Provides the learner with more knowledge about their role as a caregiver and about the rights of the client. It also demonstrates several tasks a caregiver may need to perform.	
Online Learning	3.5 hrs
Lesson 18: Critical Thinking in Caregiving Lesson 19: The Care Plan Lesson 20: Body Mechanics in the Home Lesson 21: The Five Rights of Medication Assistance Lesson 22: Safe Medication Storage and Disposal Lesson 23: When a Client Refuses Medication Lesson 24: Medication Side Effects and Interactions	
Class 3 (Webinar)	2.5 hrs
Problem-Solving Activity Lesson 25: Problem Solving Lesson 26: Collaborating to Prevent Falls Lesson 27: Medication Assistance	
Online Learning	3 hrs
Lesson 28: Mouth Care Lesson 29: Denture Care Lesson 30: Assisting With Eating Lesson 31: Hand Care Lesson 32: Foot Care Lesson 33: Shaving a Client's Face Lesson 34: Knee-High Elastic Stockings Lesson 35: Assisting With Dressing Lesson 36: Dressing With Assistive Devices On-Your-Own Skills Practice: Medication Assistance	
Class 4 (In-person)	3.5 hrs
Lesson 37: Medication Assistance Demonstration Lesson 38: Assisting With Eating Demonstration Lesson 39: Knee-High Elastic Stockings Demonstration Lesson 37: Medication Assistance Skills Practice Lesson 38: Assisting With Eating Skills Practice Lesson 39: Knee-High Elastic Stockings Skills Practice Lesson 40: Mouth Care and Flossing Demonstration Lesson 41: Denture Care Demonstration Lesson 40: Mouth Care and Flossing Skills Practice Lesson 41: Denture Care Skills Practice	
Class 5 (In-person)	3.5 hrs
Lesson 42: Passive Range of Motion Demonstration Lesson 43: Foot Care Demonstration Lesson 44: Hand Care Demonstration Lesson 42: Passive Range of Motion Skills Practice Lesson 43: Foot Care Skills Practice Lesson 44: Hand Care Skills Practice Lesson 45: Dressing Demonstration Lesson 46: Dressing With Assistive Devices Demonstration Lesson 47: Shaving Demonstration	

Module 3	17.25 hrs
Provides the learner knowledge about hearing loss, communication, and nutrition, and demonstrates several tasks a caregiver may need to perform.	
Online Learning	5.5 hrs
Midterm Assessment Lesson 48: Observing and Reporting Hearing Loss Lesson 49: Verbal and Nonverbal Communication Lesson 50: Healthy Nutrition Guidelines Lesson 51: Fat and Sodium Lesson 52: Preventing Poor Nutrition and Dehydration Lesson 53: Shopping and Meal Planning Lesson 54: Special Diets Lesson 55: Safe Food Handling	
Class 6 (Webinar)	1.5 hrs
Welcome and Problem-Solving Activity Lesson 56: Communicating About Potential Hearing Loss Lesson 57: Communicating With Individuals From Other Cultures Lesson 58: Collaborating to Meal Plan and Shop	
Online Learning	3.25 hrs
Lesson 59: Maintaining Professional Boundaries Lesson 60: Managing Stress and Self-Care Lesson 61: Introduction to Perineal Care Lesson 62: Introduction to Bathing Lesson 63: Mobility and Ambulation Lesson 64: Ambulation Assistive Devices	
Class 7 (In-person)	3.5 hrs
Lesson 65: Skills Demo: Perineal Care Lesson 66: Skills Demo: Assist With Walking Lesson 65: Skills Practice: Perineal Care Lesson 66: Skills Practice: Assist With Walking Performance-Based Assessment: Medication Assistance	
Class 8 (In-person)	3.5 hrs
Lesson 67: Skills Demo: Assist With Bathing Lesson 68: Skills Demo: Assist to Walk With an Assistive Device Lesson 67: Skills Practice: Assist With Bathing Lesson 68: Skills Practice: Assist to Walk With an Assistive Device Performance-Based Assessment: Medication Assistance	

Module 4	12 hrs
Provides the learner with more knowledge about their role as a caregiver and about communicating with the client. It also demonstrates several tasks a caregiver may need to perform.	
Online Learning	3 hrs
On-Your-Own Skills Practice: Passive Range of Motion (PROM) Performance-Based Assessment: Passive Range of Motion (PROM) Lesson 69: Verbal and Nonverbal Active Listening Lesson 70: Active Listening Barriers Lesson 71: Caring for Skin	
Class 9 (Webinar)	1.5 hrs
Problem-Solving Activity Lesson 72: Verbal Active Listening Skills Lesson 73: Avoiding Communication Barriers Lesson 74: Skin Care Best Practices	

Online Learning	.5 hrs
Lesson 75: Nondressing Assistive Devices Lesson 76: Best Practices for Safely Positioning a Client in a Bed or Wheelchair	
Class 10 (In-person)	3.5 hrs
Lesson 77: Skills Demo: Safely Move a Client to the Side of the Bed Lesson 78: Skills Demo: Safely Transfer a Client to a Wheelchair or Chair Lesson 77: Skills Practice: Safely Move a Client to the Side of the Bed Lesson 78: Skills Practice: Safely Transfer a Client to a Wheelchair or Chair	
Class 11 (In-person)	3.5 hrs
Lesson 79: Skills Demo: Safely Position a Client in a Bed or Wheelchair Lesson 80: Skills Demo: Safely Reposition a Client in Bed Lesson 79: Skills Practice: Safely Position a Client in a Bed or Wheelchair Lesson 80: Skills Practice: Safely Reposition a Client in Bed Performance-Based Assessment: Foot Care and Perineal Care	

Module 5	12.5 hrs
Provides the learner with more knowledge about supporting a client who is aging or dying. It also demonstrates several tasks related to toileting and catheter care.	
Online Learning	.75 hrs
Lesson 81: Bowel Care Lesson 82: Bladder Care	
Class 12 (Webinar)	1 hrs
Problem-Solving Activity Lesson 83: Supporting Toileting Lesson 84: Responding to Challenging Behavior	
Online Learning	3.75 hrs
Lesson 85: Introduction to Mechanical Lifts Lesson 86: Introduction to Urinals, Bedpans, and Commodes Lesson 87: Introduction to Catheter Care Lesson 88: Supporting a Client Who Is Aging Lesson 89: Supporting a Client With Dementia Lesson 90: Grief and Attitudes About Death Lesson 91: Supporting a Client at End-of-Life	
Class 13 (In-person)	3.5 hrs
Lesson 92: Skills Demo: Assist a Client With Catheter Care Lesson 93: Skills Demo: Assist a Client With Condom Catheter Care Lesson 94: Skills Demo: Assist a Client With Using a Commode Lesson 92: Skills Practice: Assist a Client With Catheter Care Lesson 93: Skills Practice: Assist a Client With Condom Catheter Care Lesson 94: Skills Practice: Assist a Client With Using a Commode	
Class 14 (In-person)	3.5 hrs
Lesson 95: Skills Demo: Assist a Client With Using a Urinal Lesson 96: Skills Demo: Assist a Client With Using a Bedpan Lesson 97: Skills Demo: Mechanical Lifts Lesson 95: Skills Practice: Assist a Client With Using a Urinal Lesson 96: Skills Practice: Assist a Client With Using a Bedpan Lesson 97: Skills Practice: Mechanical Lifts Performance-Based Assessment: Transfer to a Wheelchair Final Assessment	

Continuing Education

For Standard Home Care Aide (HCA) and Adult Child Providers

Continuing Education courses are an opportunity to refresh important skills or learn new skills that are specific to the needs of client(s).

📌 Some courses cannot be enrolled in via the Caregiver Learning Center (CGLC). If you cannot find a course in the CGLC, please call the Membership Resource Center to enroll.



Accident Prevention

Online	Language: English	Credit Hours: 1
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This course explains common risk factors for falls, burns, and poison and shows prevention practices that will help minimize the risk of accidents to you and the client.

Alcohol Misuse

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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This course provides you with an overview of alcohol misuse in clients. You will learn the negative effects of alcohol misuse as well as how to report signs of alcohol misuse. You will also describe available resources to help a client who misuses alcohol and understand how to safeguard yourself if a client misuses alcohol. This course will also describe best practices to support a client with the effects of intoxication, challenges related to long-term alcohol misuse, and problems with mixing alcohol with medications.

Assertive Communication

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 3
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In this course, you will learn about assertive and nonassertive communication styles and how assertive communication helps on the job. You will also learn to use nonverbal and verbal assertive communication techniques to protect against unwanted behaviors.

Assisting with Body Care (CCS)

Webinar	Languages: English, Russian, Somali, Spanish, Vietnamese	Credit Hours: 3
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This class focuses on the importance of body and skin care and the HCA's role in promoting healthy skin. The class will include a review of infection control and body mechanics.

Caring for a Client who Communicates Nonverbally*

In-Person or Online	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 3
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In this course you will learn how to provide care for clients who communicate nonverbally. You will learn: reasons a client may communicate nonverbally, best practices for forming relationships with clients, some of the resources available to help a client communicate their needs, how to recognize challenges unique to people who communicate nonverbally for various reasons, how to address those challenges, and how to support and calm clients when challenges lead to agitation.

Caring for Clients With Autism

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 4
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This course provides information on assisting a client with autism. You will learn how to report changes from baseline, how to use appropriate strategies to communicate, and how to use appropriate measures to support a client with autism.

📌 Some courses cannot be enrolled in via the Caregiver Learning Center (CGLC). If you cannot find a course in the CGLC, please call the Membership Resource Center to enroll.

*Class will be available Spring 2024. Visit the Caregiver Learning Center for up-to-date availability.

Caring for Clients with Bipolar Disorder

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
In this course, you will learn how to report signs and symptoms of bipolar disorder, how to report changes from baseline, and how to use appropriate measures to support a client with bipolar disorder. In addition, you will learn how to use appropriate measures to help aid in suicide prevention and will be provided resources that can help with bipolar disorder.		

Communicating With Clients Who Have Dementia*

Online	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 2
In this course, you will learn the importance of communicating effectively and respectfully with clients who have dementia. You will also learn how to use verbal and nonverbal strategies to communicate with clients who have dementia.		

Control and Prevent Insect Infestations

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
This course provides information on how to collaborate with a client to control and prevent insect infestations. You will learn how to recognize an insect infestation and how to collaborate with a client to implement control and prevention methods.		

COVID-19 and Caregiver Self-Care

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
In this course, you will review the importance of self-care during the COVID-19 pandemic, including managing the short-term and long-term challenges that this pandemic presents for caregivers. You will also review activities and techniques to relieve stress and to incorporate self-care into your everyday life.		

Cultural Humility

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
This course provides information on cultural humility and diversity. You will learn the facets of cultural humility and how to communicate with the client to support their cultural values. You will also learn about bias (both implicit and explicit) and learn ways to recognize and modify your own bias.		

Diabetes Care*

In-person	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 3
In this course you will learn about the different types of diabetes, the symptoms of diabetes, and how to help clients with diabetes manage their symptoms. You will also learn methods for preventing the development or worsening of diabetes.		

Emergency Care and Disaster Preparedness

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
In this course, you will learn how to recognize and respond to medical emergencies and disasters.		

End of Life Care

Online	Language: English	Credit Hours: 2
This course will help you recognize and support the grief process, understand and adapt to the different feelings and attitudes about death, identify basic guidelines in caring for a dying client, and recognize how to treat the client and their family with dignity.		

Environmental Sensitivities

Online	Language: English	Credit Hours: 1
This course will help you collaborate with the client to utilize environmental control measures and reduce exposure to allergies and triggers.		

Family Boundaries

Online	Language: English	Credit Hours: 2
In this course, you will learn about family boundaries and examine topics such as caring for a family member or loved one and dialectical thinking. You are provided with resources to identify boundary ambiguity and techniques to establish and maintain healthy boundaries.		

Food Allergies and Sensitivities

Online	Language: English	Credit Hours: 2
This course describes allergy-safe food zones in the home and the many types of food allergies and sensitivities. You are provided with resources and techniques to identify allergens on food labels, avoid cross-contamination, and prepare and serve food in an allergy-safe zone.		

📌 Some courses cannot be enrolled in via the Caregiver Learning Center (CGLC). If you cannot find a course in the CGLC, please call the Membership Resource Center to enroll.

*Class will be available Spring 2024. Visit the Caregiver Learning Center for up-to-date availability.

Improving Time Management Skills

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will practice techniques and strategies to better manage and prioritize your time, including time spent supporting clients.

Influenza (The Flu)

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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This course provides information on influenza. You will learn to tell the differences between cold and flu symptoms, to identify which groups are at higher risk of flu-related complications, and to recognize emergency warning signs of the flu. You will also model ways to protect against the flu using infection control practices and learn how to create a comfortable environment for clients who are sick.

Insect Bite and Infestation Safety

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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Insect infestations are a common issue caregivers encounter while caring for clients. In this course, you will learn how to help prevent adverse reactions from a bite or sting and how to keep yourself safe while working in an insect-infested environment.

Introduction to Caring for LGBTQ+ Clients*

Online	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 1
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In this course, you will learn about the care needs of LGBTQ+ clients and how to provide affirming care for these clients.

Introduction to Dementia

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn about the signs and symptoms of dementia at different stages, the difference between delirium and dementia, and the different types of dementia. You will also learn about common challenges a person with dementia may face.

Introduction to Rheumatoid Arthritis

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn about the signs and symptoms of rheumatoid arthritis. You will also learn best practices to support a client in treatment for rheumatoid arthritis.

Managing Compassion Fatigue

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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This course provides information on the signs and symptoms of compassion fatigue. You will learn the different phases of compassion fatigue and how to utilize best practices for addressing compassion fatigue.

Masks and N95 Respirators

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn about the different types of required respiratory protection needed during the COVID-19 pandemic. You will also learn how to compare protective face coverings that are used to prevent the spread of coronavirus. You will explain best practices for using an N95 respirator and the importance of obtaining certified respiratory PPE. Lastly, you will have an opportunity to learn and identify the available respiratory PPE resources.

Medication Assistance

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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This course provides information on assisting a client with medication. You will learn the differences between medication assistance and medication administration and the best practices for medication storage. You will also learn how to apply the Five Rights and how to respond if a client refuses medication. In addition, you will learn how to report medication-related concerns or errors.

Mindful Eating

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will learn about mindfulness and how mindfulness influences eating. You will examine hunger through the lens of mindful eating and apply best practices of mindful eating.

Mold and Other Types of Fungi

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will explain the effects of exposure to fungus and mold as well as ways to help support a client experiencing health problems due to mold. You will learn how to collaborate with the client to prevent and address mold problems and learn ways to help the client maintain a mold-free environment.

ⓘ Some courses cannot be enrolled in via the Caregiver Learning Center (CGLC). If you cannot find a course in the CGLC, please call the Membership Resource Center to enroll.

*Class will be available Spring 2024. Visit the Caregiver Learning Center for up-to-date availability.

Nurse Delegation Core Self-Study & Test

In-person Languages: English¹ Credit Hours: 9

In this course, you will learn about the basics of nurse delegation. You will also learn how to administer medication and how to perform specific health care procedures. To complete this course, please complete all of the readings and all of the specified sections in the workbook. Be sure to bring the completed workbook to the exam. Someone will contact you to confirm your testing date and location. You will receive your course materials in the mail 2 weeks before the exam. Please check that the address in your profile is correct.

¹Per the [DSHS website](#), translations will be available soon.

Nurse Delegation Diabetes Self-Study & Test

In-person Languages: English² Credit Hours: 3

You must complete the nurse delegation core exam before taking this course. In this course, you will learn about diabetes, different kinds of insulin, and how to safely inject insulin. To complete this course, please complete all of the readings and all of the specified sections in the workbook. Be sure to bring the completed workbook to the exam. Someone will contact you to confirm your testing date and location. You will receive your course materials in the mail 2 weeks before the exam. Please check that the address in your profile is correct.

²Learners can access materials in Cambodian, Chinese, Korean, Laotian, Russian, Samoan, Somali, Spanish, Tagalog, Ukrainian and Vietnamese on the [DSHS website](#).

The exam can only be taken in English. English materials are required for classroom and testing review by instructors and exam proctors.

Opioids and Pain Management

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 2

This course will provide an understanding of opioid medications for pain management, the risks associated with opioid use, and how to support clients in minimizing these risks.

Pet Safety in a Client's Home

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 2

In this course, you will learn about basic safety precautions while working around dogs and cats in a client's home. You will also learn how to respond to wounds caused by a dog or a cat.

Planning and Preparing for Mindful Meals

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 1

In this course, you will explore various methods for creating meals that are quick, within budgetary considerations, and appropriate for the client's culture.

Postsurgical Care

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 3

Surgical procedures are very common and it is important to be aware of potential problems after a client has surgery. In this course, you will learn how to collaborate with a client to reduce the chance of developing respiratory tract infections, constipation, surgical site infections, and blood clots. You will also learn how to support a post-surgical client in managing their pain and how to appropriately respond to emergencies.

Post-Traumatic Stress Disorder (PTSD)

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 3

In this course, you will learn how to report signs and symptoms of post-traumatic stress disorder (PTSD), how to report changes from baseline for a client with PTSD, and how to use appropriate measures to support and collaborate with a client with PTSD. You will also learn how to use appropriate measures in suicide prevention and will be provided with resources that can help clients with PTSD.

Practical Approaches for Caring for Clients with Anxiety

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 2

This course provides information about the signs and symptoms of anxiety disorders in clients. You will learn how to recognize and report these symptoms and will learn about available resources and measures to help support a client with anxiety.

Practical Approaches to Caring for Clients with Depression

Online Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese Credit Hours: 2

This course provides information about the signs and symptoms of depression in clients. You will learn how to recognize and report these symptoms and will learn about available resources and supportive measures to help clients with depression.

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*Class will be available Spring 2024. Visit the Caregiver Learning Center for up-to-date availability.

Preventing Accidents in the Home*

Online	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 1
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In this course, you will learn how to help a client prevent falls and poisoning in the home. You will also learn how to help a client prevent burns and other accidents in the home.

Preventing HCA Compassion Fatigue (CCS)

Webinar	Languages: English, Russian, Somali, Spanish, Vietnamese	Credit Hours: 3
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This class focuses on understanding what compassion fatigue is and how it can impact the care of the client. The class includes signs and symptoms and prevention techniques.

Preventing Stigma Associated With COVID-19

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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This course provides information about stigma related to COVID-19 and how to prevent and respond to it.

Professional Boundaries

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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This course provides information on maintaining professional boundaries while working with clients.

Providing Care Using a Person-Centered Approach

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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After completing this course, you will be able to identify the skills related to a person-centered approach. You will determine what is important for a consumer/client to inform their caregiving, identify key information needed to create a one-page profile, and analyze the importance of a one-page profile in supporting the consumer/client.

Recognizing and Reporting Consumer Abuse, Neglect, and Financial Exploitation

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn to recognize and report consumer/client abuse, neglect, and financial exploitation.

Reducing the Spread of Infection Through Standard Precautions

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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This course will review risks of infection and how to safely clean equipment and handle waste.

Respectful, Sensitive Care (CCS)

Webinar	Languages: English, Russian, Somali, Spanish, Vietnamese	Credit Hours: 3
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This class focuses on ensuring HCAs maintain a client's comfort in their own home by providing culturally sensitive home care. The class includes guidelines for demonstrating cultural sensitivity.

Schizophrenia

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will learn about the signs and symptoms of schizophrenia, common misconceptions about schizophrenia, and how to communicate appropriately with a client with schizophrenia. You will also learn best practices to support a client with schizophrenia and how to report worsening symptoms.

Seizures and Epilepsy

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will learn about the types and signs of seizures, as well as how to support a client who has a seizure. You will also learn about the effects of epilepsy and ways to support a client with epilepsy.

Social Support for Clients With Intellectual and Developmental Disabilities*

In-person	Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese	Credit Hours: 3
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In this course, you will learn about the social barriers clients with intellectual and developmental disabilities (IDD) may face. You will also learn to support clients with IDD using communication and positive behavior. Lastly, you will learn about the decision-making process for clients with IDD.

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Stroke

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 3
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In this course, you will learn about the effects of stroke. You will also learn best practices to support a client experiencing the cognitive, emotional, behavioral, and physical effects of stroke. Lastly, you will learn how to respond to signs and symptoms of stroke and how to collaborate with a client to follow lifestyle changes that can prevent stroke.

Substance Misuse

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 3
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In this course, you will learn how to identify signs of substance misuse. You will also learn how to provide support for a client who is misusing substances.

Supporting a Client with Dementia

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will learn what person-centered care is and how to use it to support a client with dementia. You will also learn about resources to help a client with dementia.

Supporting a Client with Hearing Loss

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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This course provides the skills needed to support a client with hearing loss, including reporting signs of hearing loss in a client, communicating with a client who has hearing loss, and supporting a client who uses hearing aids or other devices/technologies. You will also learn to assist a client in preparing for their first audiology appointment. By the end of the course, you will be able to utilize best practices to prevent hearing loss and find the best resources to help clients with hearing loss.

Supporting a Client Using Telehealth Services

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn how telehealth works, the benefits and limitations of telehealth, and how to support a client who uses telehealth services.

Supporting Young Consumers

Online	Language: English	Credit Hours: 1
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This course will provide information on young consumers/clients so you can better support child and young adult consumers/clients.

Supporting a Client With Rheumatoid Arthritis

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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In this course, you will learn how to support a client with rheumatoid arthritis manage their daily activities and how to report changes from baseline. You will also learn about available resources to help a client with rheumatoid arthritis.

The Art of Communication (CCS)

Webinar	Languages: English, Russian, Somali, Spanish, Vietnamese	Credit Hours: 3
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This class focuses on communication skills HCAs can use to confidently and professionally interact with clients. This class includes guidelines for meeting clients for the first time and communicating professional boundaries.

Tools for Calm

Webinar	English	Credit Hours: 6
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This course covers practical cognitive tools and skills caregivers can integrate into their daily activities to increase mindfulness, i.e. increase their awareness of their environment, body, behaviors, and internal thoughts and emotions. This increased awareness helps caregivers better cope with stress and anxiety, more effectively manage intense situations, and improve their efficacy as caregivers.

Traumatic Brain Injury

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 2
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In this course, you will learn about the effects of traumatic brain injury and how to support a client affected by traumatic brain injury.

Understand Basic Medical Terminology

Online	Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese	Credit Hours: 1
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This course explains common word parts used in medical terminology. You will practice translating medical terminology and abbreviations into plain language.

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Vaccines

Online

Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese

Credit Hours: 1

In this course, you will learn about the importance of getting vaccinated. You will also learn about the safety and effectiveness of vaccines and the requirements associated with getting vaccinated.

Vicarious Trauma

Online

Languages: Cantonese, English, Korean, Russian, Spanish, Vietnamese

Credit Hours: 2

In this course, you will learn about the potential risks associated with vicarious trauma and how to report your own signs and symptoms of vicarious trauma. You will use appropriate strategies to manage vicarious trauma as well as protect yourself from vicarious trauma.

Workplace Injuries*

Online

Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese

Credit Hours: 2

In this course, you will learn the importance of recognizing and addressing workplace injuries, using first aid responses for common workplace injuries, and reporting workplace injuries. You will also receive resources to help address and report workplace injuries.

Workplace Violence*

In-person or Online

Languages: Cantonese, English, Korean, Russian, Somali, Spanish, Ukrainian, Vietnamese

Credit Hours: 3

In this course, you will learn the importance of addressing violence in the workplace. You will also learn how to use strategies to protect and deter potential violent behavior in a client's home and how to use strategies to respond to verbal abuse and warning signs of physical violence. Lastly, you will learn the appropriate action to take when witnessing violence.

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Advanced Training

Advanced Home Care Aide Specialist Training

Advanced Training includes key skills labs that help take your caregiving for your client with complex needs to the next level. The course consists of 70 hours of training over 8 weeks, both online and one day a week in the classroom. You and your client need to meet eligibility requirements to take Advanced Training.

Languages: English



Module 1

Week 1	In-Person Skills Lab	Hours: 6
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Person-Centered Care: You will learn the differences between a Medical Model and a Person-Centered approach, as well as create a client profile that addresses what's important to, and for, your client.

Module 2

Week 2	Online & In-Person Skills Lab	Hours: 12
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Motivational Interviewing: Find ways to encourage positive and effective conversations about your client's care.

Problem-Solving: Learn tips for dealing positively with potentially stressful situations and identify the steps you can take toward smart solutions.

Module 3

Week 3	Online & In-Person Skills Lab	Hours: 10
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De-escalation: Learn important observational skills, escalation triggers, techniques to avoid escalation as well as techniques for de-escalation.

Module 4

Week 4	Online & In-Person Skills Lab	Hours: 12
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Treatment and Care Plans: Identify tasks and goals and facilitate updates for different types of care plans with appropriate parties.

Monitoring, Observation, & Reporting: Monitor your client's wellbeing over time.

Module 5

Week 5	Online & In-Person Skills Lab	Hours: 8
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Medication Management: Learn detailed ways to document, track, organize and store medications, and learn tips to ensure your client takes medication when needed.

Module 6

Week 6	Online & In-Person Skills Lab	Hours: 8
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Health Literacy and Client Engagement: Identify your client's engagement and literacy levels, and target your support accordingly.

Module 7

Week 7	Online & In-Person Skills Lab	Hours: 7
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Organizing Care Activities: Learn tips for organizing appointment reminders, provider questions, medication coordination and discharge information.

Module 8

Week 8	Online & In-Person Skills Lab	Hours: 7
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Wrap-up: Bring together what you've learned and practice applying it to complex situations.