

# What to Look for in Staff Training: Consumer Questions as featured on [www.InsideAssistedLiving.com](http://www.InsideAssistedLiving.com)

by Debra Fox

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## **BRING THIS QUESTIONNAIRE TO YOUR NEXT ELDERCARE FACILITY TOUR**

1. How does the staff interact with the residents? Is there an overall climate of respect?
2. Does the staff look content? Are they rushed or irritated?
3. Do they address the residents by their names? Calling an elder “honey” or “sweetie” is not acceptable, unless that is the resident’s preferred nickname.
4. How much training has the staff received? Ask to see the training logs. Do they have some measure of competency showing that not only did staff attend a training session, they actually understood the material? Pressure ulcer prevention, elder abuse education and dementia care are essentials that all staff should master.
5. How is training delivered? Is it lecture or computer-based “PowerPoint”? Is there a hands-on or a multimedia computer program that brings life to the training sessions?
6. What is the staff turnover rate in the facility? Is it more than 30% per year? More than 50%? How does this compare to other facilities in the region?
7. Is there potential for good employees to move up the ladder? How does good work get rewarded?

***About the Author:** Debra Fox is the CEO of [Fox Learning Systems](http://www.foxlearning.com) and a long-time veteran of elder care staff training. A former television anchor, Debra pioneered the use of interactive documentary techniques to improve training and elder care quality.*