



DO YOU HAVE A HEART OF GOLD?

DEPARTMENT HEADS & ADMIN RNS

Upon completion will receive uniform with patch, certificate and recognition during in-service.

10K

- Orientation and Silver Chair Compliant.
- Telephone etiquette completed.
- Customer Service Training 101.
- Attendance and Punctuality compliance.
- Dress code policy followed.
- Positive attitude and good teamwork skills.
- Job competency.
- 90-day probationary period complete.

Upon completion will receive pay increase, patch, certificate and recognition during in-service.

14K

- Customer Service Training #2
- Cross train with one department
- Teamwork Training
- Complete Emergency Preparedness Planning Orientation and Walk-through
- Silver Chair Compliant
- Management Training #1
- Hospice and Home Health 101
- CPR certified (*Crown Point to provide cost and class.*)

Upon completion will receive pay increase, patch, certificate and recognition during in-service.

18K

- Cross train with one department head
- Task Organization Training
- Behavior Management Training
- Team Building Training
- Silver Chair Compliant
- Grief Training—attend a support group
- Customer Service Training #3
- Internal Marketing Training

Upon completion will receive pay increase, seniority status, patch, certificate and recognition.

24K

- Develop in service related to career and train
- Advanced State survey readiness training.
- Management Training #2
- Positive Leadership and teamwork exhibited and noted by peers
- External marketing training and at least one call per month.
- Silver Chair Compliant
- One year of service at Health Suites complete