



Survey Training Handbook for Housekeeping, Laundry and Maintenance Staff: Your Lifeline for Survey Success

HCPPro, Cindy Frakes LNHA

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Survey Training Handbook for Housekeeping, Laundry, and Maintenance Staff: Your Lifeline for Survey Success

You need an easy and effective way to inform frontline staff about what they need to know regarding surveys and how the survey process relates to their job. This user-friendly handbook, **Survey Training Handbook for Housekeeping, Laundry, and Maintenance Staff: Your Lifeline for Survey Success**, was created to explain simply what role these staff members play in the survey process.

STAFF WILL LEARN

Your employees will learn how to react when surveyors are in the building and how the regulations affect their specific jobs. These handbooks are perfect for nursing homes, like yours, to use during orientation and as a refresher when you're within your "survey window." **TOP 5 REASONS YOU NEED THIS HANDBOOK**

This handbook will quickly become your most-used training resource because it:

IS READER FRIENDLY. This handbook is written in plain, simple terms so frontline staff can fully grasp what is expected of them in the survey process.

PROVIDES many practical tips that are easy to remember and that will help staff ace the survey process.

GIVES a quick overview on key issues that surveyors will focus on, including what staff need to know about safety, handwashing, glove use, preventing resident abuse, and how to respect resident rights.

EXPLAINS the nursing home regulations and tells your employees what it all means in terms of how they do their jobs on a day-to-day basis.

LISTS commonly-asked questions that staff should be prepared to answer, gives tips on how to answer a surveyor's questions, and explains what staff should do if they "go blank" and can't think of the correct response to a surveyor's question.

The handbooks are sold in **packs of 25 for just \$55**. Order your copies today.

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Marcie Johnson:

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