



CENTER OF EXCELLENCE

GUIDEBOOK

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INTRODUCTION

Welcome to the Center of Excellence, a unique and innovative space designed to support interactive training and education opportunities for our caregivers, clients, and clients' families. The center is typically located within a Senior Helpers office and set up to mirror a client's home, allowing caregivers and families to practice essential skills in a realistic setting. The result is a truly interactive learning experience with the tools and resources to continue to provide compassionate care and improve the quality of life for our clients, their families, and our employees.

This overview provides a preview of how adding a Center of Excellence training facility in your office can improve caregiver knowledge and retention, lead to better outcomes for families, and strengthen your relationship with referral sources and your community.

Purpose & Goals

The primary purpose of implementing a Center of Excellence is for new caregiver orientation, but it is also an essential tool for ongoing caregiver training, family education, and marketing and referral efforts.

Purpose

The Center of Excellence is an integral part of the caregiver orientation process that begins by presenting a variety of topics, including the Senior Helpers' mission and values, services, and approach to care. Specialized skills training and exercises for new and current caregivers take place within the center so that caregivers feel confident and knowledgeable in the support they provide to our clients.

The center is also a perfect talking point and a great place to hold networking events and educational discussions. It is a clear example to referral partners that Senior Helpers is serious about providing excellent care for our clients by avoiding preventable accidents, removing risks from the home, and preparing caregivers for client care.

Furthermore, the center provides educational opportunities for primary caregivers to experience and practice real-life scenarios that they face every day and develop the confidence to safely perform essential skills for their loved ones. Knowing that Senior Helpers is engaged in the community and committed to providing the highest level of knowledge and training to our caregivers and our clients' families is a **strong differentiator** in our industry.



Goals

The goal in building a Center of Excellence is to create a skills training space that is meant to mimic a realistic simulation of a client's home that will help caregivers identify hazardous items, learn more about the safety of a client's home, and demonstrate the proper use of durable medical equipment (DME), so caregivers can assist with mobility, transfers, bathing, and toileting assistance.

The objective in building the center is to:

- Provide a comprehensive and consistent training program for new and experienced caregivers
- Practice mobility, care, and safety situations that are encountered in the client's home
- Provide practical training that follows our LIFE Profile assessment
- Become a differentiator for recruitment and marketing purposes
- Enhance the educational standards for essential skills needed to provide consistent and continual care for our clients
- Raise the standard of care for Senior Helpers' clients

CENTER OF EXCELLENCE USAGE

Caregiver Orientation

The Center of Excellence is predominantly used as part of Caregiver Orientation for new hires, during which a section of the day is devoted to skills assessment and a risk activity. More specifically, as part of the Caregiver Orientation Curriculum, trainers will utilize the center for *Module 13: Skills Assessment* and *Module 14: Introduction to Life Profile*.

Skills Assessment

The *Skills Assessment Checklist* in Module 13 allows the trainer to evaluate the caregiver's proficiency level in skills that drive the APS Autonomy Profile Score in LIFE Profile. Caregivers must demonstrate proficiency to cue and supervise as well as physically assist clients for the listed tasks. The trainer uses the *ADL Skills Assessment* document as a guide for the key skills to evaluate when determining proficiency.

Risk Activity

The *Identifying Risks Activity* in Module 14 takes caregivers into the Center of Excellence where risks and hazards have been set up throughout the space. Caregivers are given the *Identifying Risks Activity* sheet and asked to write down as many potential risks as they can spot within the time limit.

The *Risk Activity Setup Guide* shares examples of how to create risks within the Center of Excellence. Before the day of the training, staff members stage the center using the guide to set up the hazards and risks that the trainees will identify. After the activity, the group walks through the space to identify the risks present and discuss which items a caregiver can address and which items need to be reported to the office. This is also a fun and engaging activity for a networking event with referral sources, a training opportunity for families, or a community open house.

Caregiver Training Opportunities

Using the Center of Excellence to provide additional training opportunities allows caregivers to strengthen skills and excel at providing client care. The training held in the center focuses on skills that complement our current specialized programs, such as *Senior Gems®*, *Parkinson's Care*, and the *LIFE Profile assessment*.

Caregivers need to develop and practice skills with hands-on, real-life scenarios. They will become more aware of risks found in the home and proper procedures for basic care tasks. The hands-on training offered through the Center of Excellence will build caregiver confidence through a stronger understanding of their job and the care needs of their clients.

The center can also be used for licensed caregivers to reassess and refresh their skills, and in some states, to renew caregiver certifications. The training modules offered are meant to be flexible yet thorough, so they can be adapted to the needs of your office and local licensing requirements. In addition, the center is a great resource for holding in-depth monthly or quarterly skills training for caregivers.

Supplemental Training

A valuable way to use this space is to hold in-depth training on specific skills sets like transferring, bathing, stand-by assistance, or gait belt usage. Invite caregivers to attend monthly or quarterly training on specific activities of daily living skills and devote time to sharing techniques with caregivers. Allow plenty of time for attendees to practice the skills, providing tips and suggestions along the way. A *Center of Excellence Completion Certificate* is available for the completion of training.

Primary Caregiver and Family Training

Primary caregivers and families have often received little or no training on the skills needed to care for a loved one. They may not even know that there is a specific way to safely perform a skill or that DME is available to assist them. Offering monthly or quarterly classes for families in the Center of Excellence provides the opportunity for a hands-on experience that can lead directly to safer care for their loved ones, and less stress and injury for them. It also shows that Senior Helpers is committed to serving communities and to the safety and well-being of our clients and their families.

Events

Networking events, educational talks, or support group meetings are a great way to use the Center of Excellence space. Invite referral sources to tour the center, use it for educational talks, such as the Nurse's Series, or offer it as a space for families to share their experiences as a primary caregiver.

It is also the perfect space to hold the Virtual Dementia Tour, an individual experience through simulated dementia created for families, organizations, and companies seeking to better understand the physical and mental challenges faced by those living with dementia.

Using the Center of Excellence to host caregiver support nights where staff can use this space as a night out to mingle with coworkers and talk about specific topics builds staff engagement.

TYPES OF TRAINING

Typically, training will focus on risk assessment and hands-on skills practice, but there is other valuable coaching that can be held in the center, such as Senior Gems training.

Risk Assessment

The risk assessment follows the concepts of the LIFE Profile assessment to remove hidden risks in the home and reduce the likelihood of falls, injuries, and hospitalizations.

Skills Training

The individual skills trainings provide clear written instructions for the caregivers along with practical hands-on skills practice facilitated by the training instructor. The skills practice takes place in the



center, using a medical mannequin and the actual DME supplies and accessories that caregivers would encounter in the client's home.

Other Training

For offices who are training to becoming Senior Gems certified, the center is a perfect space to coach caregivers through difficult situations when caring for clients with dementia. Trainers can practice and review new techniques and solutions where caregivers can role play and talk through the changing needs of a client. The center can be utilized for ongoing support of skills learned so that caregivers can be more effective in the field.

COMPETITIVE ADVANTAGES

The advanced training provided at the Center of Excellence can be viewed as a competitive advantage in today's market. The instruction and guidance presented offer significant benefits depending on the staff receiving the information. Moreover, the skills acquired as a result along with the caliber of employees will help to distinguish you from your competition.

The center helps us to offer services that provide a better quality of care to our clients. The training and evaluations facilitated ensure that our caregivers' skills are well-matched with their loved one's needs. Matching a caregiver and client is the first step to ensuring a successful relationship and maintaining a client for a longer period. Families can feel confident knowing that Senior Helpers caregivers have taken the proper steps to gain the knowledge and skillset to assist their loved ones with their in-home care needs.

The sections below provide talking points for how to present the center as a competitive advantage when recruiting caregivers, speaking with referral sources, and meeting prospective families.

Caregivers

Because Senior Helpers has taken the time to invest in hands-on, immersive training, caregivers are better prepared to offer a high level of service and care to families and their loved ones. The skills training that occurs at the center helps caregivers become more aware of safety practices and proper procedures, providing them with a stronger understanding of the care needs of their clients and their job responsibilities.



Not only does our training program focus on the proficiencies needed to perform caregiver duties, but it also teaches caregivers how to skillfully execute them while continuing to expand on their current skill sets. With a more advanced understanding of best practices, Senior Helpers caregivers perform with fewer errors and delays, leading to better care and better outcomes.

Through training at the center, caregivers will be able to build a career as a caregiver, learning new techniques and strategies to feel comfortable and confident when performing tasks in the client's home. Interaction and collaboration with fellow caregivers and office staff is a fun way to learn these techniques, helping caregivers to feel supported and valued by the office while they get to know them in person. In valuing your caregivers, this builds trust and improves the chances of retaining the caregiver long term.

Referral Sources

When building your Center of Excellence, know your referral sources and the training options available that most align with their interests for their patients or residents. Some interests may include understanding fall risks, how to handle emergencies, and how to properly go about handling safety procedures while administering in-home care. Make sure to emphasize how the center provides a niche in the community as it trains caregivers to become home care experts.

Families

The Center of Excellence is the perfect place to provide skills training to family members who are caring for their loved ones. Most primary caregivers have little to no formal training on performing care tasks. Inviting families into the center to receive hands-on instruction helps them feel more comfortable with the tasks they perform and increases safety within the home.

MARKETING THE CENTER OF EXCELLENCE

Caregivers

Use caregiver feedback to market the center. After the risk activity, ask for caregivers to provide feedback and take short video clips on your phone to capture this. Ask them what they liked best about the Center of Excellence and how it helped enhance their skills. This can be great content to share in recruitment posts on social media. Note that the Senior Helpers Marketing team can help with adding branding to the clip, putting in an e-mail campaign, or posting to your website.

Referral Sources

To market the center to referral sources, you can hold a 'grand opening' event. You could also do a local press release to impact many audiences and use the press release to update your website, social media posts, and email campaigns, etc. Other ways to market the center include:

Center of Excellence Lookbook. Take pictures of the center and place them in a binder to share during referral source visits.

Tours. Invite referral sources to stop by for a tour of the center.

Risk Activity. Invite a group of contacts to participate in the risk activity. It is a fun way to show one of the ways the center is used. Take the opportunity to introduce LIFE Profile and explain how Senior Helpers assesses and addresses risks and hazards in our clients' homes.

Networking Events. Hold networking events in the center. It is a unique space and provides plenty of conversation starters for the attendees. The Risk Activity is a great ice breaker.

Education Events. Hold educational talks, CEU courses, or experiences, such as the Virtual Dementia Tour in the center.

Families

Center of Excellence Lookbook. Take pictures of the center and place them in a binder to share during an assessment to show the family our commitment to excellent training and care.

Tours. Invite families to stop by for a tour of the center.

Risk Activity. Invite a group of family caregivers to participate in the risk activity. It is a fun way to show one of the ways the center is used. Take the opportunity to introduce LIFE Profile and how Senior Helpers assesses and addresses risks and hazards in our clients' homes.

Skills Training. Offer skills training to family caregivers, who are often unaware of how to perform specific skills that can keep their loved ones safe and prevent injury.

Educational Events. Hold educational talks or experiences such as the Virtual Dementia Tour in the center.

SELECTING A TRAINER

It is important for the person leading the skills training to have a health care certification, bachelor's degree, or health care degree. This can be a part-time or contractual position and could be filled by a caregiver manager or client services manager with significant caregiving experience, a certified occupational therapy assistant (COTA), a licensed practical nurse (LPN), or a registered nurse (RN).

It is also imperative that this person has classroom teaching experience as well as clinical and real-world experience caring for the elderly. This enables them to share examples, properly evaluate skills, and document outcomes.

The trainer should utilize a variety of training methodologies, techniques, concepts, learning tools, and practices to ensure maximum effectiveness. They should also be able to identify student learning needs, strengths, and limitations, and then select learning opportunities that will build on these strengths and overcome limitations.

Review the Center of Excellence Trainer job description in FranConnect for more information and modify, as needed for your specific requirements.

CREATING A SPACE

The Center of Excellence provides training that can be tailored to the size of your office, licensing requirements, and training needs. The size of the office will dictate how the room can be designed. Each Center of Excellence room (except bathroom) needs approximately 100 sqft at a minimum. Typically, the bathroom can be smaller but can require attaching a toilet/sink/tub to the floor/wall. If you want to practice using water, you can use the office bathroom that has plumbing already installed. This will save cost.

There are several options for creating a Center of Excellence space for your business, ranging from a multi-room apartment replica to a small office outfitted with the most commonly used DME equipment. The option you choose will depend on space availability, budget, and landlord flexibility. The important factor is for you to dedicate a separate, defined space in your office for the Center of Excellence that is recognized for practicing and improving caregiver skills.

Refer to the *Center of Excellence Implementation Checklist* and blueprint images in the Appendices section for more detailed information.

Option 1: Multi-Room Apartment Replica

A room size of 10' x 15' or larger is ideal. This area needs to be at least big enough to replicate a realistic apartment with a separate bedroom and living area, but if you have more space available to you, there is no restriction on how large it can be. More space will allow you to create a more realistic environment for the training. The room should be well lit, quiet, and private. See next page for a list of suggested household items and DME.



Option 1: Multi-Room Apartment Household Items & DME

Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of household items to include in your skills training space.

LIVING ROOM

- ☐ Regular Stationary Chair with armrests
- ☐ End Table next to chair
- ☐ Rocking or Swiveling Recliner Chair
- ☐ Throw Rug
- ☐ Candy Boxes/Container
- ☐ Photo Albums
- ☐ Flowers/Plants
- ☐ Candles (LED)
- ☐ Big Button Photo Phone
- ☐ Big Button Remote
- ☐ Item Grabber
- ☐ Chucks/Protective Pads

KITCHEN

- ☐ Small Table & Chair
- ☐ Pots & Pans
- ☐ Plates, Silverware, Cups, Knives
- ☐ Coffee Maker
- ☐ Cordless Phone
- ☐ Potholders & Towels
- ☐ Throw Rug
- ☐ "Expired" Food
- ☐ Cookbooks
- ☐ Calendar
- ☐ Cleaning Supplies
- ☐ Weekly Pill Box with pills
- ☐ Modified Eating Utensils

BATHROOM

- ☐ Shower Toiletries
- ☐ Toilet Paper
- ☐ Flushable Wipes
- ☐ Cleaning Supplies
- ☐ Toothbrush & Paste
- ☐ Tub Mat
- ☐ Bath Rug
- ☐ Towels
- ☐ Grab Bars in shower over toilet rack
- ☐ Raised Toilet Seat with handles
- ☐ Shower Chair

BEDROOM

- ☐ Hospital Bed with Mattress (Manual or Electric)
- ☐ Or Twin/Full Bed with an adjustable base
- ☐ Bedside Commode
- ☐ Urinal/Bed Pan
- ☐ Incontinence Toiletries
- ☐ Wash Basin
- ☐ Towels
- ☐ Wheelchair with removable arm and leg rests
- ☐ Med Alert Necklace
- ☐ Cabinet or Wardrobe for clothes
- ☐ Nightstand
- ☐ Gait Belt
- ☐ Slide Board
- ☐ Hoyer & Sling and/or Sit to Stand Lift
- ☐ Rollator/Walker/Cane (Straight or Quad)

Option 2: Studio Apartment Replica

A room size of 10' x 15' or larger is ideal. This area needs to be at least big enough to replicate a realistic studio apartment, but if you have more space available to you, there is no restriction on how large it can be. More space will allow you to create a more realistic environment for the training. The room should be well lit, quiet, and private. See next page for a list of suggested household items and DME.



Option 2: Studio Apartment Household Items & DME

Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of household items to include in your skills training space.

LIVING ROOM

- ☐ Regular Stationary Chair with armrests
- ☐ End Table next to chair
- ☐ Rocking or Swiveling Recliner Chair
- ☐ Throw Rug
- ☐ Candy Boxes/Container
- ☐ Photo Albums
- ☐ Flowers/Plants
- ☐ Candles (LED)
- ☐ Big Button Photo Phone
- ☐ Big Button Remote
- ☐ Item Grabber
- ☐ Chucks/Protective Pads

KITCHEN

- ☐ Small Table & Chair
- ☐ Pots & Pans
- ☐ Plates, Silverware, Cups, Knives
- ☐ Coffee Maker
- ☐ Cordless Phone
- ☐ Potholders & Towels
- ☐ Throw Rug
- ☐ "Expired" Food
- ☐ Cookbooks
- ☐ Calendar
- ☐ Cleaning Supplies
- ☐ Weekly Pill Box with pills
- ☐ Modified Eating Utensils

BATHROOM

- ☐ Shower Toiletries
- ☐ Toilet Paper
- ☐ Flushable Wipes
- ☐ Cleaning Supplies
- ☐ Toothbrush & Paste
- ☐ Tub Mat
- ☐ Bath Rug
- ☐ Towels
- ☐ Grab Bars in shower over toilet rack
- ☐ Raised Toilet Seat with handles
- ☐ Shower Chair

BEDROOM

- ☐ Hospital Bed with Mattress (Manual or Electric)
- ☐ Or Twin/Full Bed with an adjustable base
- ☐ Bedside Commode
- ☐ Urinal/Bed Pan
- ☐ Incontinence Toiletries
- ☐ Wash Basin
- ☐ Towels
- ☐ Wheelchair with removable arm and leg rests
- ☐ Med Alert Necklace
- ☐ Cabinet or Wardrobe for clothes
- ☐ Nightstand
- ☐ Gait Belt
- ☐ Slide Board
- ☐ Hoyer & Sling and/or Sit to Stand Lift
- ☐ Rollator/Walker/Cane (Straight or Quad)

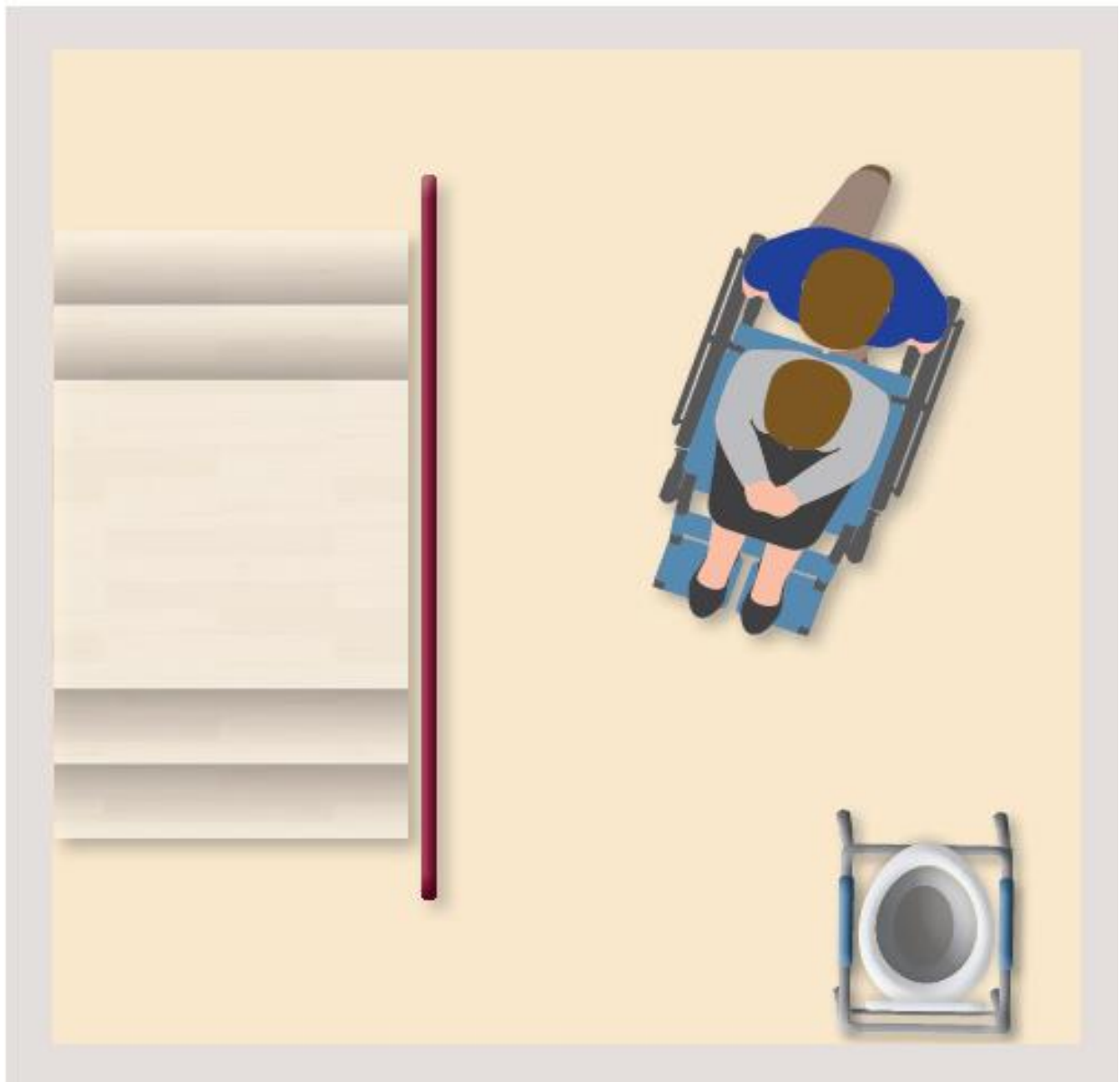
Option 3: Cubicle or Enclosed Office

A cubicle or specific office with a door dedicated to the Center of Excellence helps to put caregivers in the mindset of being in a client's living space. With office furniture removed, you may have space for a chair and even a bed to provide the opportunity for caregivers to practice essential skills.



Option 4: Collection of DME

If additional office space is not available, have a collection of the most commonly used DME equipment available for caregivers to practice using. Together with a chair and false staircase, many of the necessary skills can be performed and practiced. This collection can grow over time, and as your business grows, plan to expand to a larger Center of Excellence space. Suggested examples of DME to use in this space include gait belts, walkers, transfer chairs, or hoist & sling lifts.



Single Room: Kitchen (100 sqft)



Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of items to include in your skills training space.

KITCHEN

- ☐ Modified Eating Utensils
- ☐ Coffee Maker
- ☐ Cordless Phone
- ☐ Small Table & Chair
- ☐ Potholders & Towels
- ☐ Pots & Pans
- ☐ Plates, Silverware, Cups
- ☐ Knives
- ☐ "Expired" Food
- ☐ Cookbooks
- ☐ Cleaning Supplies
- ☐ Safety Tools
- ☐ Calendar
- ☐ Healthcare/Services Binder
- ☐ Weekly Pill Box with Pills
- ☐ "Cluttered" Mail Holder
- ☐ Caregiver Schedule
- ☐ Items On the Fridge (DNR, Emergency Contacts)
- ☐ Apron
- ☐ Throw Rug

Single Room: Bedroom (100 sqft)



Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of items to include in your skills training space.

BEDROOM

- ☐ Hospital Bed with Mattress (Manual or Electric)
- ☐ Gait Belt
- ☐ Slide Board
- ☐ Hoyer & Sling and/or Sit to Stand Lift
- ☐ Rollator/Walker/Cane (Straight or Quad)
- ☐ Bedside Commode
- ☐ Urinal/Bed Pan
- ☐ Incontinence Toiletries
- ☐ Briefs/Pads
- ☐ Wash Basin
- ☐ Wheelchair With Removable Arm and Leg Rests
- ☐ Med Alert Necklace
- ☐ Cabinet Or Wardrobe for Clothes
- ☐ Nightstand
- ☐ Pillows & Pillowcases
- ☐ Waste Basket
- ☐ Under Bed Storage Container
- ☐ Bedside Lamp
- ☐ Epson Salt
- ☐ Rubbing Alcohol
- ☐ Mock Dentures

Single Room: Living Room (100 sqft)



Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of items to include in your skills training space.

Living Room

- ☐ Regular Stationary Chair with Armrests
- ☐ End Table Next to Chair
- ☐ Rocking Or Swiveling Recliner Chair
- ☐ Crochet/Knitting Needles & Yarn
- ☐ Crochet Blanket
- ☐ Magazines/Puzzle Books
- ☐ Pencil/Pen Holder
- ☐ Throw Rug
- ☐ Flowers/Plants
- ☐ Potpourri
- ☐ Wax Fruit
- ☐ Item Grabber
- ☐ Chucks/Protective Pads
- ☐ Big Button Photo Phone
- ☐ Movies/Music
- ☐ Headphones
- ☐ Big Button Remote
- ☐ Reading Glasses

Single Room: Bathroom (100 sqft)



Below you will find a list of suggested household items and DME. Refer to the *Implementation Checklist* for a more detailed list of items to include in your skills training space.

Bathroom

- ☐ Grab Bars in Shower Over Toilet Rack
- ☐ Raised Toilet Seat with Handles
- ☐ Shower Chair
- ☐ Briefs/Pads
- ☐ Shower Toiletries
- ☐ Shower Cap
- ☐ Gloves
- ☐ Toilet Paper
- ☐ Flushable Wipes
- ☐ Cleaning Supplies
- ☐ Toothbrush & Paste
- ☐ Tub Mat
- ☐ Bath Rug
- ☐ Scale
- ☐ Towels
- ☐ Washcloths

LAYOUT SQUARE FOOTAGE

Each Center of Excellence room (except bathroom) needs approximately 100 square feet at a minimum.

	Bathroom	Kitchen	Living Room	Bedroom	Stairs/Hallway	Total
Example 1	142	171	155	155	127	750
Example 2	62	83	120	105	65	435
Example 3	69	149	390	135	57	800

EQUIPMENT & DECOR

Every little detail you include will help to enhance the training experience. There are several different types of furnishings and supplies you will need to purchase to provide the best training experience possible. This includes furniture and typical household items, as well as DME, assistive devices, and adaptive equipment that caregivers will encounter when caring for clients.

Inexpensive furniture and decor can be found using online marketplaces, flea markets, yard sales, thrift and charity shops, and donations from the community, families, and facilities. Other household items, such as pots and pans, utensils, or toilet paper can be found at online retailers, big box stores, online marketplaces, and thrift stores.

DME and assistive devices can be expensive, but it is important to have these tools available to maximize your training potential. There are opportunities to acquire gently used equipment for your training space. These include thrift shops, equipment recycling centers, online marketplaces, donations from families and facilities, and medical supply stores.

The *Implementation Checklist* is a comprehensive list of DME, supplies, furnishings, and decor you will need to create a realistic home environment. The list covers supplies for the bedroom, bathroom, kitchen, living room, and other supplies needed.

SOURCING MATERIALS

Almost all materials can be sourced from local donation shops like Good Will, Salvation Army, etc. You will likely have to shop at various stores at various times, as products come/go quickly.

Bedroom

If you decide to install a bed, you will most likely need to buy a mattress, as these are not sold at donation shops. You can usually find inexpensive mattresses at places like Ikea and can have them shipped if they are not local. The bed frame can be purchased at a donation shop.

Bathroom

For the bathroom, ask a contractor or purchase the least expensive material from box stores like Lowe's or Home Depot.

Kitchen

For the kitchen, ask a contractor or purchase the least expensive material from box stores like Lowe's or Home Depot.

Appliances

Appliances may be found at donation shops. You can also look online for sellers, for example on eBay. Keep in mind, these do not have to work. As a last result, you can purchase the least expensive brands/models at a box store like Lowe's or Home Depot.

Durable Medical Equipment

To purchase DME, use Amazon or go to a DME equipment store.

BUDGET

New Site

For a new buildout, the budget range should be \$35-\$65 per square foot—this will also vary on the region, as union-based cities may be slightly higher.

NOTE: As of early 2022, the current supply chain/labor shortages are driving prices higher in some markets (e.g., Milwaukee, WI is approximately \$105 p/SF)."

Existing Site

A budget of \$2,000 - \$5,000 should cover all apartment items (couch, bed, appliances, décor, etc.) For existing space, the costs can vary widely:

- If you are looking to “rebuild” existing space (e.g., move/add walls) you may be required to have an architect design the change, permits, contractor, etc. In this case, the costs could be \$50 per square foot or greater.
 - If this route is taken, you should consider not extending the walls to the ceiling. Having them about a foot short could save on HVAC, sprinkler, and lighting reengineering.
- If you are just converting an existing office or two (no construction), the costs will be minimal and kept to décor (wallpaper, rugs, furniture, appliances, etc.)
- A smaller Center of Excellence would likely make sense for a smaller business given the expense of buildout and office space costs; however, if budget allows, building a multi-room center would be beneficial.

SENIOR HELPERS' SITES

New Site

During Letter of Intent and lease negotiations, discuss the need for a Center of Excellence, describe what it is, and show our layout plans. Make sure to explain that the Center of Excellence is for training purposes only and sinks, bath, toilet, oven, fridge, etc. will not be hooked up. The Landlord may be concerned about the usability of the center space after you leave. You can reiterate nothing is hooked up and the four rooms can easily become an office space and stairs can become a hallway.

Work with an architect to design a “test fit” to ensure that the center and rest of the office space will fit; sometimes the architect may consider not extending the walls to the ceiling. Ideally, this would be an exhibit attached to the lease. The architect can use the finish schedule, material list, and drawing notes as a reference. See Appendix D: *Finishes, Materials, Notes*.

Existing Site

Check with the landlord for approval; give them a call and explain the concept, showing some of our plans. Make sure to explain that the Center of Excellence is for training purposes only and sinks, bath, toilet, oven, fridge, etc. will not be hooked up. The landlord may be concerned about the usability of the Center of Excellence space after you leave. You can reiterate nothing is hooked up and the four rooms can easily become an office space and stairs can become a hallway.

CONTRACTORS

General Contractor

Overall Process

- Try to have at least three general contractors, so they can bid out the project.
 - This will give you three different quotes to compare costs, etc.
- The architect will design the plans based on your vision and our plans.
- Once the plans are complete, apply for permits and put out to bid with the general contractor.
- After you review the bids, select the general contractor, and receive the permits, then the building begins.

Roles & Responsibilities

General contractors organize and oversee a project as a whole. Some of a general contractor’s duties include:

- Estimate the entire project
- Negotiate with, hire, coordinate, and supervise subcontractors
- Establish a payment schedule and disburse the money
- Obtain permits
- Review plans and root out potential problems

- Order materials and schedule deliveries
- Troubleshoot
- Schedule inspections
- Ensure that everything is up to code
- Guide the job to completion at the quoted price

Finding a Contractor

If working with the landlord, architect, or realtor, ask them for recommendations. You can start with referrals.

Helpful Questions

Ask friends, realtors, architects, landlord, etc. about who they have hired.

- How did the job go?
- Were there any problems?
- Were there any cost overruns or delays?
- How was the work quality?
- Did the contractor listen well, explain things, and return calls quickly?
- Did they take care of any problems that cropped up after the job was complete?

Talk to potential contractors, narrowing it down with interviews.

- How many jobs like yours have they done?
- What is the average square-foot cost for a job like yours?
- Are they experienced with any special requirements or materials you have in mind?
- How will they keep things clean and safe while they work?

Written Estimates

Written estimates should include the following:

- Exact cabinets, hardware, flooring, etc.
- Waste removal plan
- Permit costs
- Installation costs
- General contractor fee
- How design changes will be handled
- Warranty of the work (a good contractor will offer this)

Note: Estimates are not free for the contractor. Accommodate them as much as possible and notify them right away if you choose someone else.

Tips for Choosing A Contractor

Bids

- Get at least three bids or estimates
 - Make sure the bid covers the same plans or you will not be able to compare them.
- Avoid “cost plus” or “time and material” bids.
 - These can be very costly as there is no ceiling on how much the contractor can spend.
- Be wary of low bidders: the contractor might be inexperienced, cutting corners, or desperate.

Credentials & References

- Check credentials and confirm that they are state-licensed, bonded, and insured. Ask the contractor to provide a current certificate.
- Ask for at least two references: they should be for work similar to what you need completed.
- Contact the Better Business Bureau or your attorney general’s office to see if any complaints have been filed against the contractor.

Licensing

- Requirements can vary by state, county, and municipality. Check with your state website and local building department.
 - Electricians, plumbers, HVAC professionals, and home improvement contractors are among the trained professionals who typically need a license to legally do their work. In most states, you can use license numbers to check for complaints at the Better Business Bureau.

Insurance & Bonding

- Bonding: ask for a bond number and certification.
 - In case something goes wrong, the tradesperson or company should be covered by a bonding company. This allows you to file a claim against them. Claims can be filed for failure to complete the job, poor work, failure to pay for permits, theft, and more.
- Liability insurance covers them if they damage your property.
 - Ask for certificates of insurance and make sure the policies are current.
- You can also get information about companies in your area from trade groups like the Associated Builders and Contractors, Inc. or The Associated General Contractors of America.

BEST PRACTICES / HELPFUL TIPS

Office Space

There are many creative ways to create your Center of Excellence if the landlord is not willing to work with you or you do not have the ideal office space available.

- Review the lease, perhaps there is some language that allows you to make modifications without the landlord's approval.
- If the lease does not give you the ability to modify, do not modify.

Additional Space

- Look for other space in the same building.
 - This space does not have to be connected to your office.
- If space permits, try to convert an existing office or two into the center.
 - For example, you could use an employee kitchen for training by including furniture.
- If you have access to a parking lot, perhaps the landlord will allow you to use or rent space for a "storage container" and that can be converted to a Center of Excellence.
- You will not need a lot of electrical or network jacks. You might consider an outlet by the bed or one in the kitchen. They really are not used given use of the space, unless you want to have them around just in case (e.g., to plug in a clock radio or a lamp).
- Add a closet, if room permits, for training and storage.

LOGO

The Center of Excellence logo can be found in the FranConnect Library: *Employees > Train > Caregivers > Center of Excellence > Center of Excellence Logos.*

TIMELINE

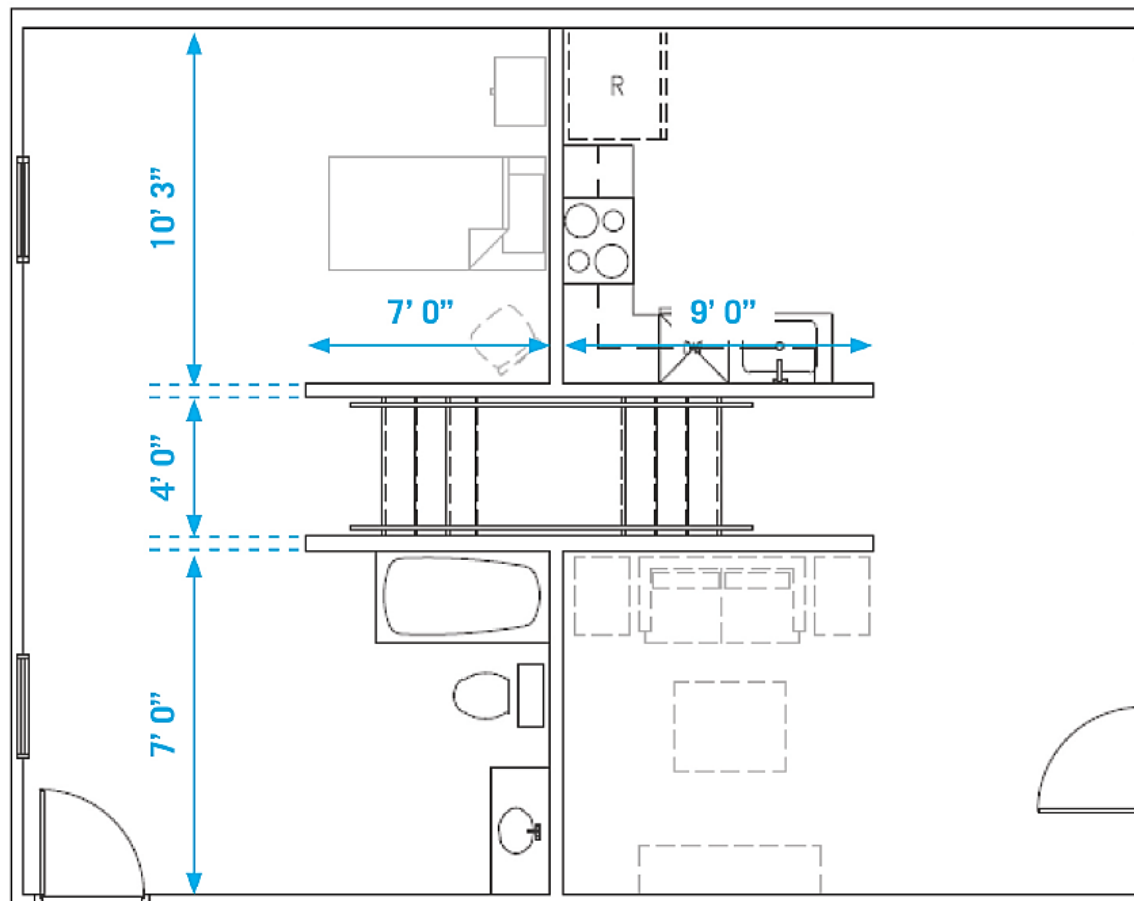
Depending on the type and size of the center you are looking to build, the timeline may vary.



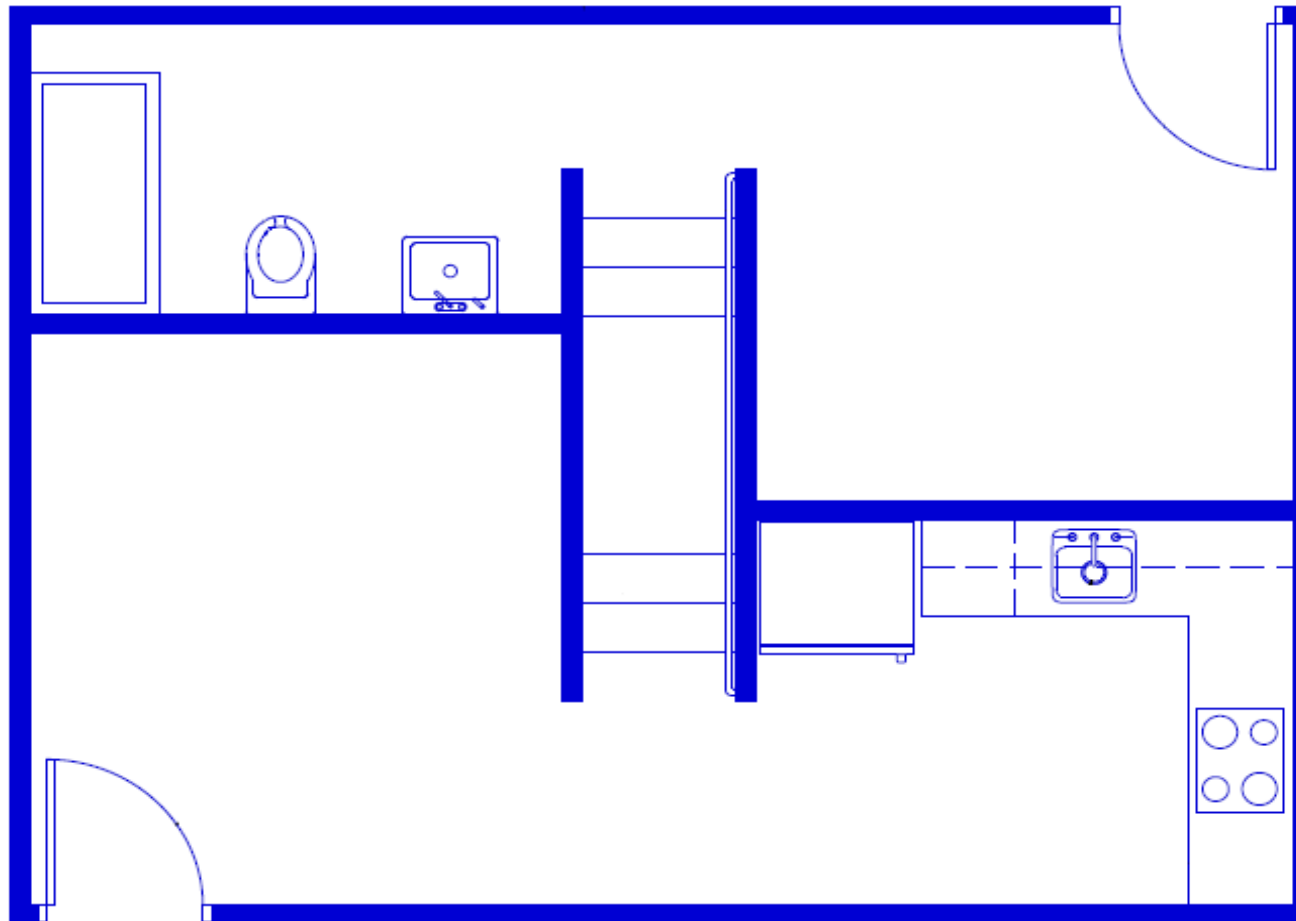
APPENDICES

Appendix A: Multi-Room Floorplans

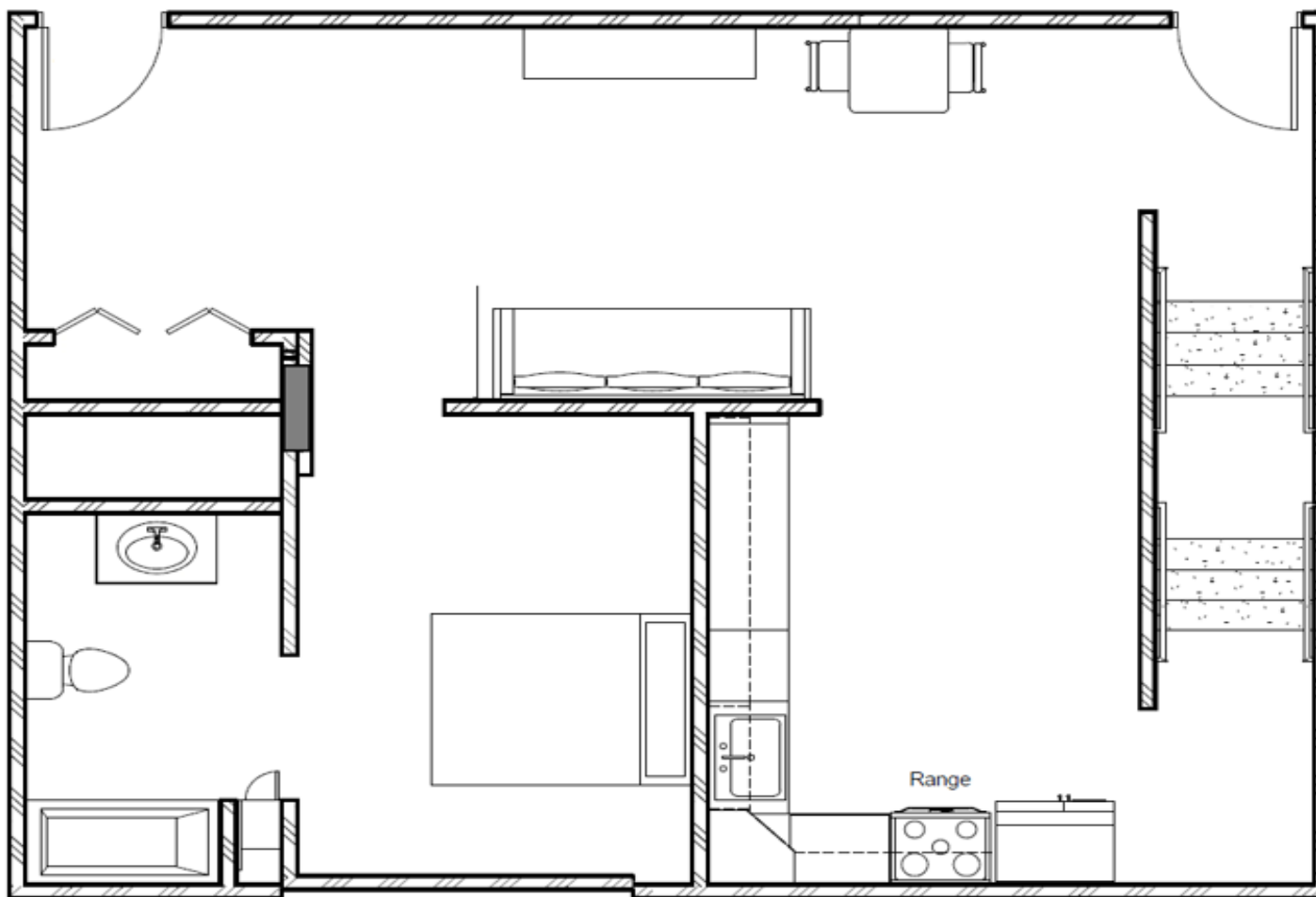
Sample 1 Multi-Room Floorplan



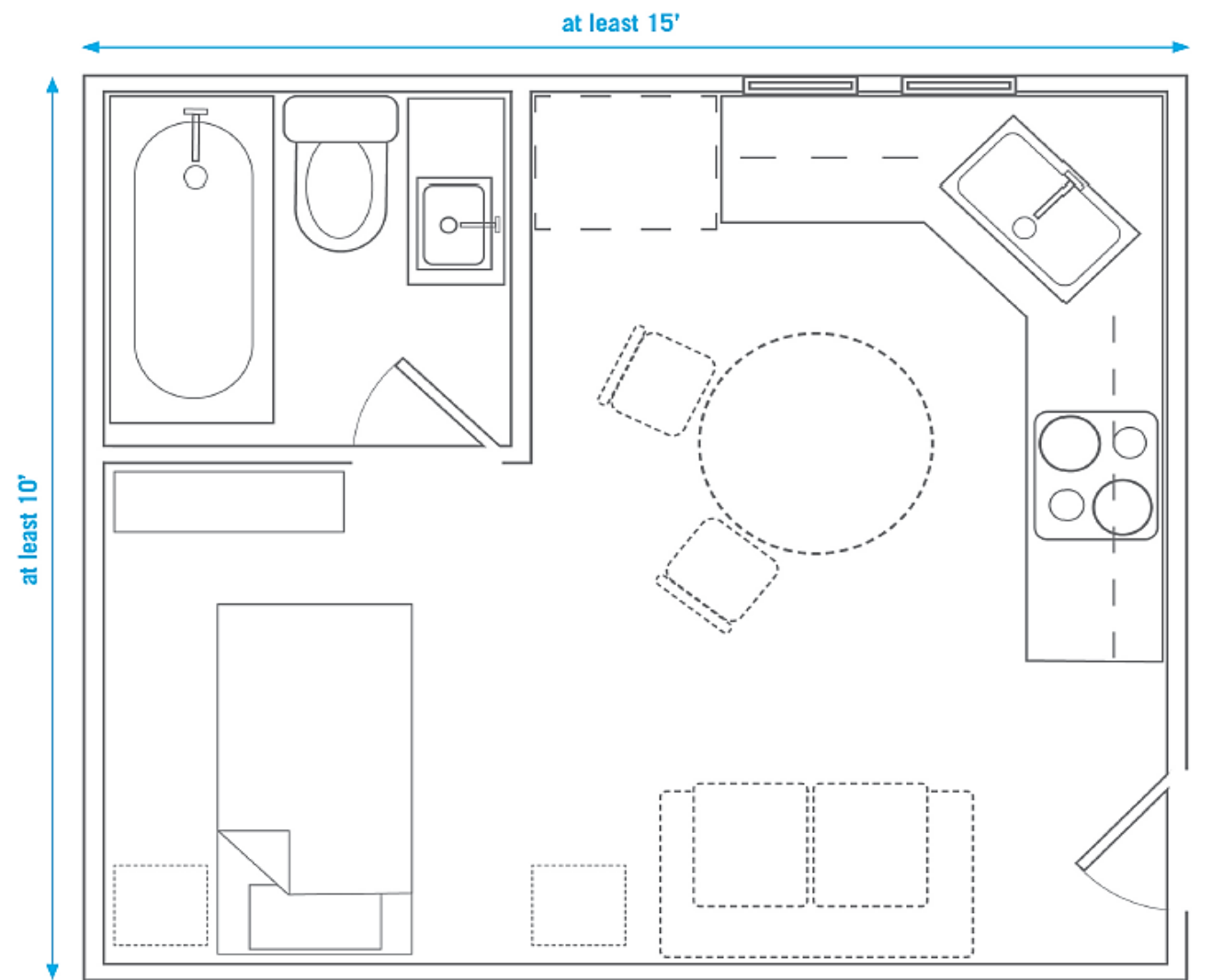
Sample 2 Multi-Room Floorplan



Sample 3 Multi-Room Floorplan

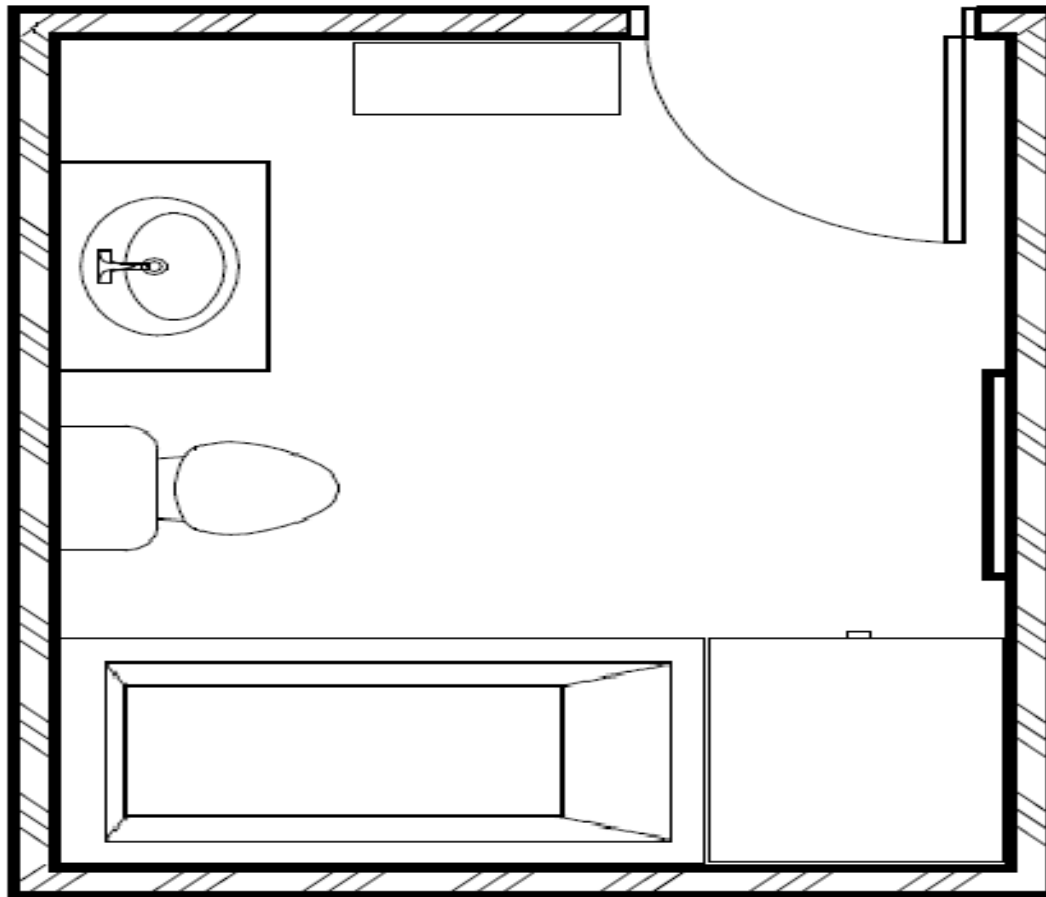


Appendix B: Studio Room Floorplans

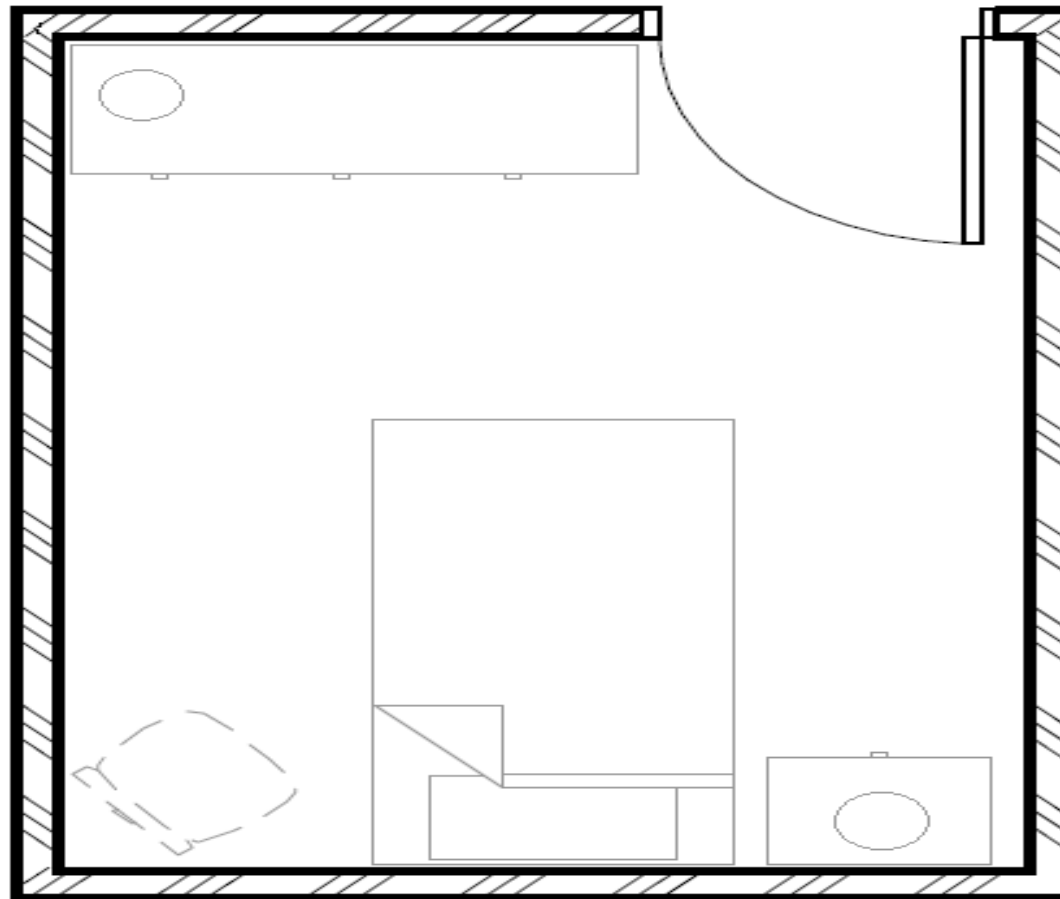


Appendix C: Single Room Floorplans

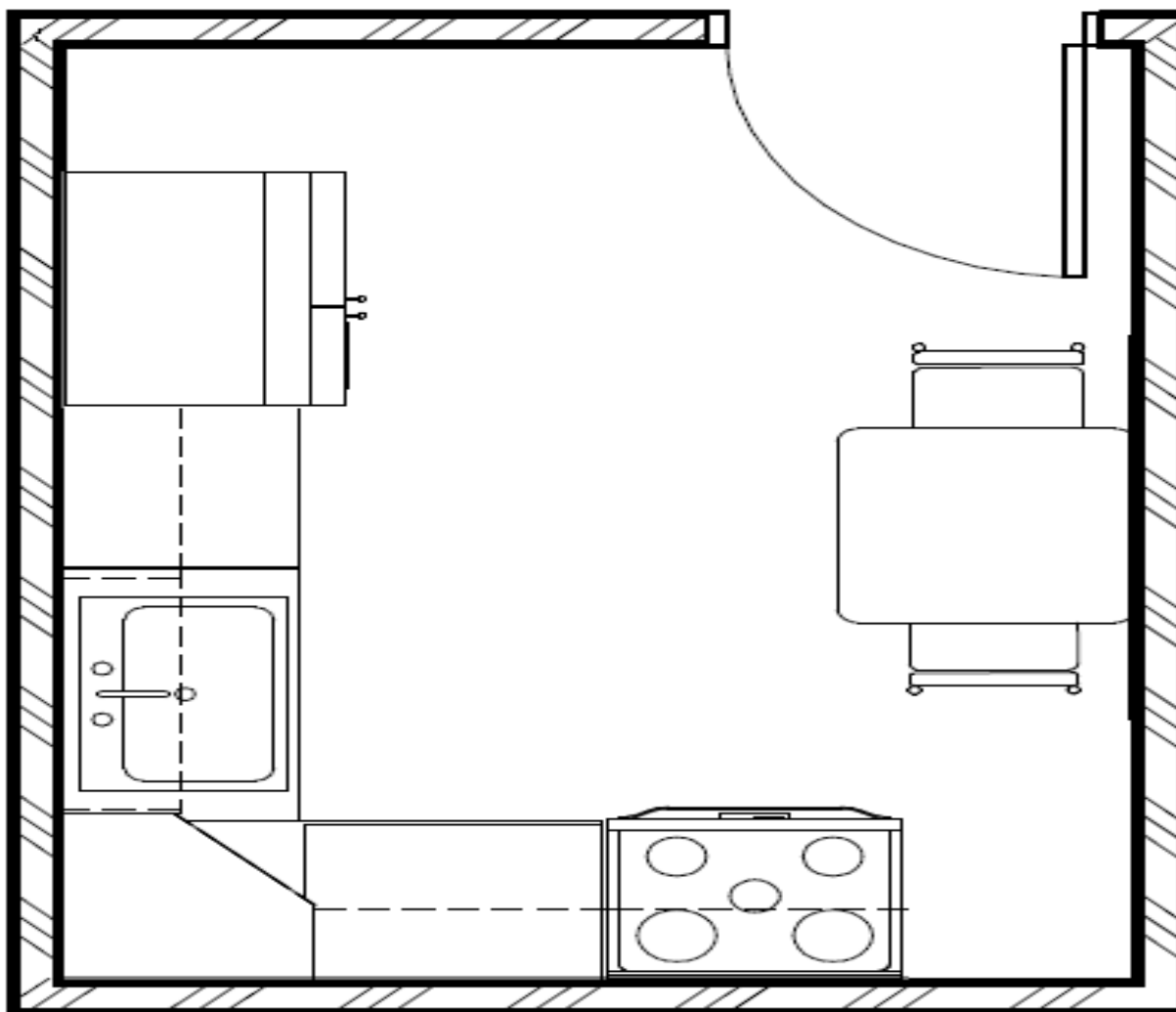
Sample Bathroom (100 square feet)



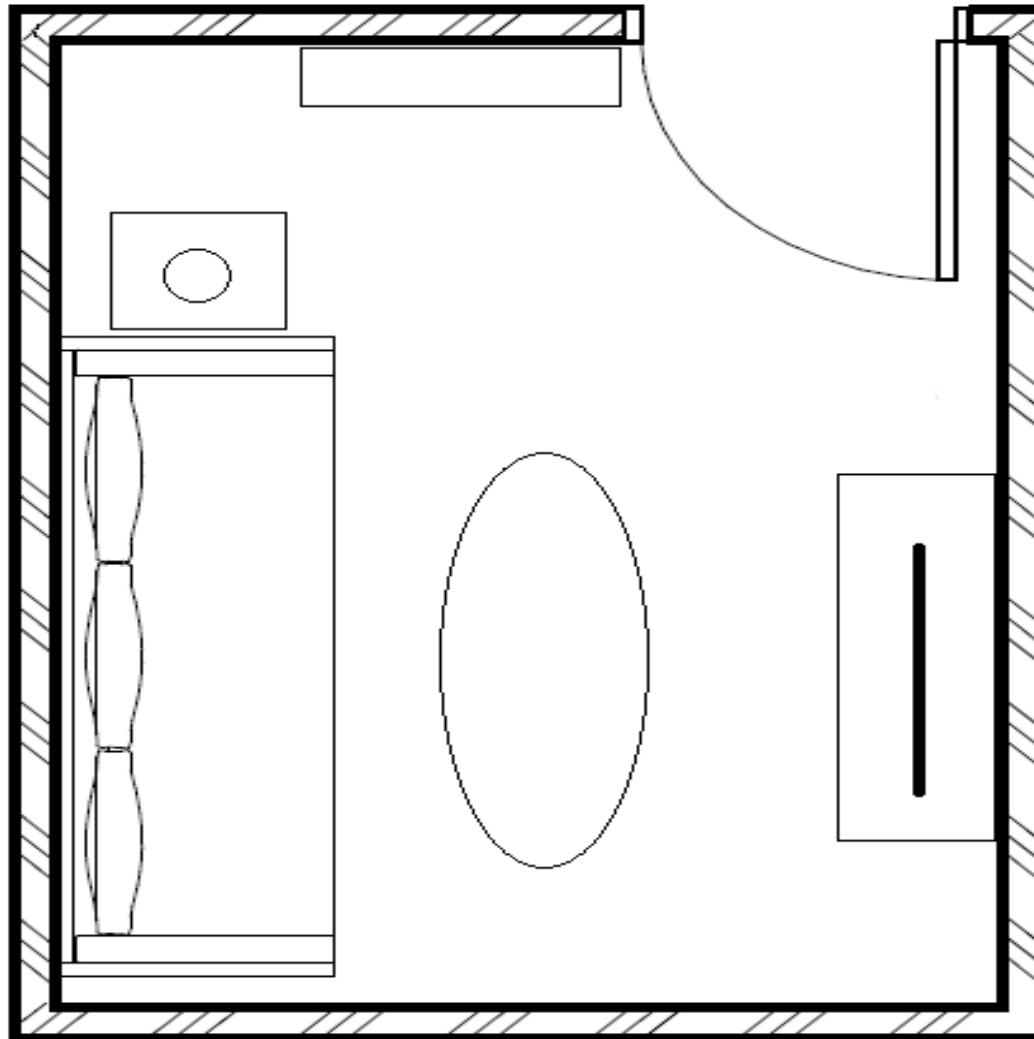
Sample Bedroom (100 sqft)



Sample Kitchen (100 sqft)



Sample Living Room (100 sqft)



Appendix D: Finishes, Materials, Notes

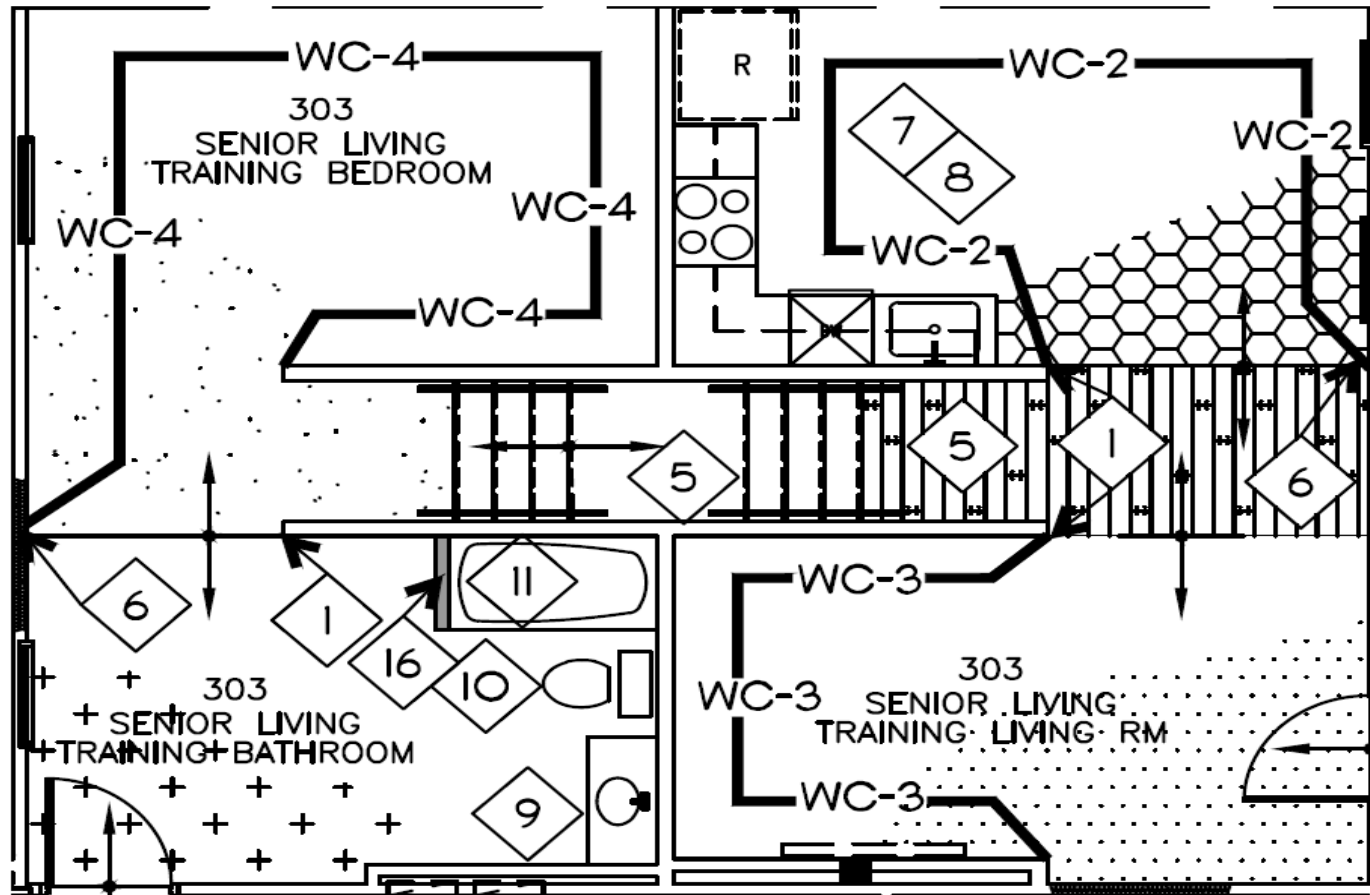
Drawing Notes

DRAWING NOTES:

FINISH PLAN

- 1 ALIGN EDGE OF FLOORING TRANSITION WITH THIS CORNER.
- 5 PROVIDE AND INSTALL WF-1 IN SENIOR TRAINING HALLWAY AND ON STAIR LANDING. TREADS AND RIDERS OF STAIRS TO BE STAINED TO MATCH WOOD FLOOR. BEDROOM CARPET TO BE INSTALLED ON TOP OF STAIRS AS A RUNNER ON BEDROOM SIDE, BIND EDGES OF CARPET TO ENSURE FINISHED EXPOSED EDGE. CARPET TO STOP AT UNDERSIDE OF LANDING NOSE.
- 6 TRANSITION FROM WALLCOVERING TO DRYWALL TO OCCUR AT FLOORING CHANGE. INSTALL 1/4" WOOD MOLDING AT LOCATION WHERE WALLCOVERING TRANSITIONS TO DRYWALL. MOLDING TO EXTEND FROM TOP OF WOOD BASE TO UNDERSIDE OF CEILING. PAINT MOLDING SAME COLOR AS WALL.
- 7 PROVIDE & INSTALL HOME DEPOT HAMPTON BAY ASSEMBLED WALL AND BASE CABINETS IN COGNAC. COUNTERTOP AND 4" H BACKSPLASH TO BE PL-8. SEE ARCHITECTURAL DRAWINGS FOR ELEVATION. COORDINATE INSTALL OF APPLIANCES WITH TENANT, OR USE PL-3 FOR BASE & WALL CABINETS AT CONTRACTOR DISCRETION AND TENANT'S APPROVAL.
- 8 PROVIDE & INSTALL ELKAY DAYTON SERIES, #DI25223, SINGLE BOWL DROP-IN, 3 HOLE STAINLESS STEEL SINK IN MILLWORK RUN, OVERALL DIMENSIONS: 25" WIDE X 22" DEEP X 6" H. FAUCET TO BE DELTA FOUNDATIONS SINGLE-HANDLE STANDARD KITCHEN FAUCET IN CHROME # B131OLF.
- 9 PROVIDE & INSTALL HOME DEPOT GLACIER BAY 36-1/2 IN. W BATHROOM VANITY IN WHITE WITH CULTURED MARBLE VANITY TOP IN WHITE WITH WHITE BASIN # GB36P2-WH. FAUCET TO BE GLACIER BAY ARAGON 4 IN. CENTERSET 2-HANDLE LOW-ARC BATHROOM FAUCET WITH POP-UP DRAIN IN CHROME # 67O9OW-6AOI.
- 10 PROVIDE & INSTALL GLACIER BAY 2-PIECE 1.28 GPF HIGH EFFICIENCY SINGLE FLUSH ROUND TOILET IN WHITE # N2428RB/N2428T.
- 11 PROVIDE & INSTALL STERLING ALL PRO 30 IN. X 60 IN. X 74 IN. BATH AND SHOWER KIT WITH RIGHT-HAND DRAIN IN WHITE # 61O4OI2O-O. TUB AND SHOWER FIXTURE TO BE GLACIER BAY ARAGON WATERSENSE 2-HANDLE I-SPRAY TUB AND SHOWER FAUCET IN CHROME (VALVE INCLUDED) # 833X-OOOI. GC TO CONSTRUCT WALL TO ENCLOSE TUB AS REQUIRED.
- 16 PROVIDE DRYWALL PARTITION TO CONCEAL SIDE OF SHOWER/TUB COMBO UNIT, COORDINATE WITH SHOWER/TUB SPECIFICATIONS.

Finishes Schedule Floorplan



Material Legend

MATERIAL LEGEND					
ITEM	MATERIAL	MANUFACTUERER	STYLE	COLOR	REMARKS
CPT-3	CARPET	SHAW	CCS33 MILFORD SOUND	00401 MEDITERRANEAN	BROADLOOM CARPET IN SENIOR HELPER TRAINING BEDROOM AREA, INSTALL PER MANUFACTURER'S INSTRUCTIONS
CPT-4	CARPET	PATCRAFT	10203 COLOR CHOICE	00122 FLAX	BROADLOOM CARPET IN SENIOR HELPER TRAINING LIVING ROOM AREA, INSTALL PER MANUFACTURER'S INSTRUCTIONS
PT-4	PORCELAIN TILE	ARCHITECURAL CERAMICS	MONROE	BLACK & WHITE MATTE	HALF OCTAGON MOSAIC IN SENIOR TRAINING RESTROOM AREA
VS-1	VINYL SHEET	SHAW	O612V PROMETHEUS	00545 SAMOS	PREP FLOOR PER MANUFACTURER'S INSTRUCTIONS. INSTALL IN SENIOR TRAINING KITCHEN AREA
P-2	PAINT-DOOR & FRAMES	PPG	PPG 1001-5	DOVER GRAY	SEMIGLOSS AT DOORS AND FRAMES THROUGHOUT. <u>DO NOT COLOR MATCH PAINT</u>
P-5	PAINT - SENIOR TRAINING	SHERWIN WILLIAMS	SW 7636	ORIGAMI WHITE	SATIN FINISH ACCENT PAINT. SENIOR HELPER TRAINING KITCHEN AREA AND RESTROOM. <u>DO NOT COLOR MATCH PAINT.</u>
WC-2	WALLCOVERING	BREWSTER HOME FASHIONS	PURE COUNTRY DEEDLE SWEET	HOMY PORTRAIT - BROWN	15'X 6.8" FLORAL 3D EMBOSSSED BORDER WALLPAPER. INSTALL PER MANUFACTUERER'S INSTRUCTIONS
WC-3	WALLCOVERING	EYKON	STUDIO SOURCE SIGNATURE	TRUNK SHOW BX4332	INSTALL PER MANUFACTUERER'S INSTRUCTIONS
WC-4	WALLCOVERING	SEABROOK	RG60905	GARDEN ROSE	INSTALL PER MANUFACTURER'S INSTRUCTIONS
WB-1	WOOD BASE	KELLEHER	LWM623	P-9	9/16 IN X 3 ¼ IN MDF BASE MOULDING #MDF221A

Room Finish Schedule

ROOM FINISH SCHEDULE								
ROOM NUMBER	ROOM NAME	FLOOR	BASE	WALLS	DOORS & DOOR FRAMES	MILLWORK		
						BASE CABINET	WALL CABINET	COUNTERTOP AND SPLASHES
303	SENIOR TRAINING KITCHEN	VS-1	WB-1	P-5 / WC-2	P-2	SEE NOTES	SEE NOTES	SEE NOTES
	SENIOR TRAINING LIVING	CPT-4	WB-1	P-5 / WC-3	P-2			
	SENIOR TRAINING BEDROOM	CPT-3	WB-1	P-5 / WC-4	P-2			
	SENIOR TRAINING BATHROOM	PT-4	WB-1	P-5	P-2	SEE NOTES		SEE NOTES

Appendix E: Center of Excellence Implementation Checklist

This Implementation Checklist provides a list of household items to include in your skills training space. This space is meant to mimic a realistic simulation of a client's home to help caregivers identify hazardous items, learn more about the safety of a client's home, and demonstrate the proper use of durable medical equipment (DME) to assist with mobility and transfers.

LIVING ROOM

- ☐ Item Grabber
- ☐ Chucks/Protective Pads
- ☐ Big Button Photo Phone
- ☐ Baby Monitor/Receiver
- ☐ Record Player/Radio
- ☐ VCR
- ☐ Movies/Music
- ☐ Headphones
- ☐ Big Button Remote
- ☐ Reading Glasses
- ☐ Regular Stationary Chair with armrests to practice transfers
- ☐ End Table next to chair
- ☐ Rocking or Swiveling Recliner Chair
- ☐ Crochet/Knitting Needles & Yarn
- ☐ Crochet Blanket
- ☐ Magazines/Puzzle Books
- ☐ Pencil/Pen Holder
- ☐ Throw Rug
- ☐ Rag Doll
- ☐ Candy Boxes/Container
- ☐ Antique Knick Knacks
- ☐ Folded Military Flag
- ☐ Photo Albums

- ☐ Flowers/Plants
- ☐ Potpourri
- ☐ Wax Fruit
- ☐ Candles (LED)
- ☐ Medical Mannequin (these can be expensive so you can ask training participants to volunteer instead)

KITCHEN

- ☐ Modified Eating Utensils
- ☐ Coffee Maker
- ☐ Cordless Phone
- ☐ Small Table & Chair
- ☐ Potholders & Towels
- ☐ Pots & Pans
- ☐ Plates, Silverware, Cups
- ☐ Knives
- ☐ "Expired" Food
- ☐ Cookbooks
- ☐ Cleaning Supplies
- ☐ Safety Tools
- ☐ Calendar
- ☐ Healthcare/Services Binder
- ☐ Weekly Pill Box with pills
- ☐ "Cluttered" Mail Holder
- ☐ DNR (taped to fridge)

- ☐ Caregiver Schedule (taped to fridge)
- ☐ Items on the fridge: Pictures, Magnets, Emergency Phone Numbers, etc.
- ☐ Apron
- ☐ Throw Rug
- ☐ Clothing Protector

BATHROOM

- ☐ Grab Bars in shower over toilet rack
- ☐ Raised Toilet Seat with handles
- ☐ Shower Chair
- ☐ Briefs/Pads
- ☐ Shower Toiletries
- ☐ Shower Cap
- ☐ Gloves
- ☐ Toilet Paper
- ☐ Flushable Wipes
- ☐ Cleaning Supplies
- ☐ Toothbrush & Paste
- ☐ Tub Mat
- ☐ Bath Rug
- ☐ Scale
- ☐ Towels
- ☐ Washcloths

BEDROOM

- ☐ Hospital Bed with Mattress (Manual or Electric)
or
Twin/Full Bed with an adjustable base
- ☐ Gait Belt
- ☐ Slide Board
- ☐ Hoyer & Sling and/or Sit to Stand Lift
- ☐ Rollator/Walker/Cane (Straight or Quad)
- ☐ Bedside Commode
- ☐ Urinal/Bed Pan
- ☐ Incontinence Toiletries
- ☐ Briefs/Pads
- ☐ Wash Basin
- ☐ Towels
- ☐ Wheelchair with removable arm and leg rests
- ☐ Med Alert Necklace
- ☐ Baby Monitor
- ☐ Cabinet or Wardrobe for clothes
- ☐ Nightstand
- ☐ White sheets (2 sets that fit the bed)
- ☐ Pillows & Pillowcases
- ☐ Waste Basket
- ☐ TV/DVD Combo
- ☐ Clock
- ☐ Throw Rug

- ☐ Under Bed Storage Container
- ☐ Bedside Lamp
- ☐ Rubber Gloves
- ☐ Non-Skid Socks
- ☐ Epsom Salt
- ☐ Rubbing Alcohol
- ☐ Hearing Aids
- ☐ Mock Dentures
- ☐ Foot Cushions
- ☐ Hospital Gown
- ☐ Lip Balm
- ☐ Wallet with (fake) credit cards, cash, and ID
- ☐ Purse with (fake) credit cards, cash, ID; candy, lipstick, and tissues
- ☐ Overflowing Jewelry Box
- ☐ Keys (house & car)
- ☐ Memorial Cards
- ☐ Sleep Cap
- ☐ Clothes & Shoes
- ☐ Books/Magazines
- ☐ Air Freshener
- ☐ Shaving Accessories
- ☐ Sheet Grabbers (holds sheets on the bed)
- ☐ Framed Photos on nightstand and walls
- ☐ Artificial Flowers/Plants
- ☐ Laundry Basket

ADDITIONAL SUPPLIES

- ☐ Draw Sheet
- ☐ Disposable Gloves
- ☐ Compression Stockings
- ☐ Dirty Linen Receptacle
- ☐ Masks
- ☐ Gowns
- ☐ Safety Goggles
- ☐ Catheter Bag (to empty)
- ☐ Pill box
- ☐ Hand Sanitizer
- ☐ Mock Pills – jellybeans or fake blister packs
- ☐ Gait Belt

