

Mentor Program

Mentors are very dedicated individuals with a strong commitment to quality resident care.

Our Mentors have strong belief in our Community and feel a great responsibility to help develop the new associate.

The new associate is equally important to us. For this reason, our Mentors continually work together to develop ideas and acquire information to better train the new associate. With personalized mentoring, the Mentor and the new associate establish a training plan based on the experience of the new associate and the needs of our customers. The new associate is guided by the Mentor until the associate is fully trained and comfortable with working independently. The mentor relationship then continues to assist the new associate in achieving professional success.

Mentor Mission Statement:

*"To create excellence in caring through positive
mentor relationships"*

What is a Mentor?

Wise and Trusted: Team Leader!

"Look up to " person

Resource

Friend

-trustworthy

-respectful

Role Model

Trusted , reliable, experienced person

-supportive

Humble yet proud of the work we do

Team Member

Has a high standard

Mentor Goals

To provide the highest standard of quality care for our customers.

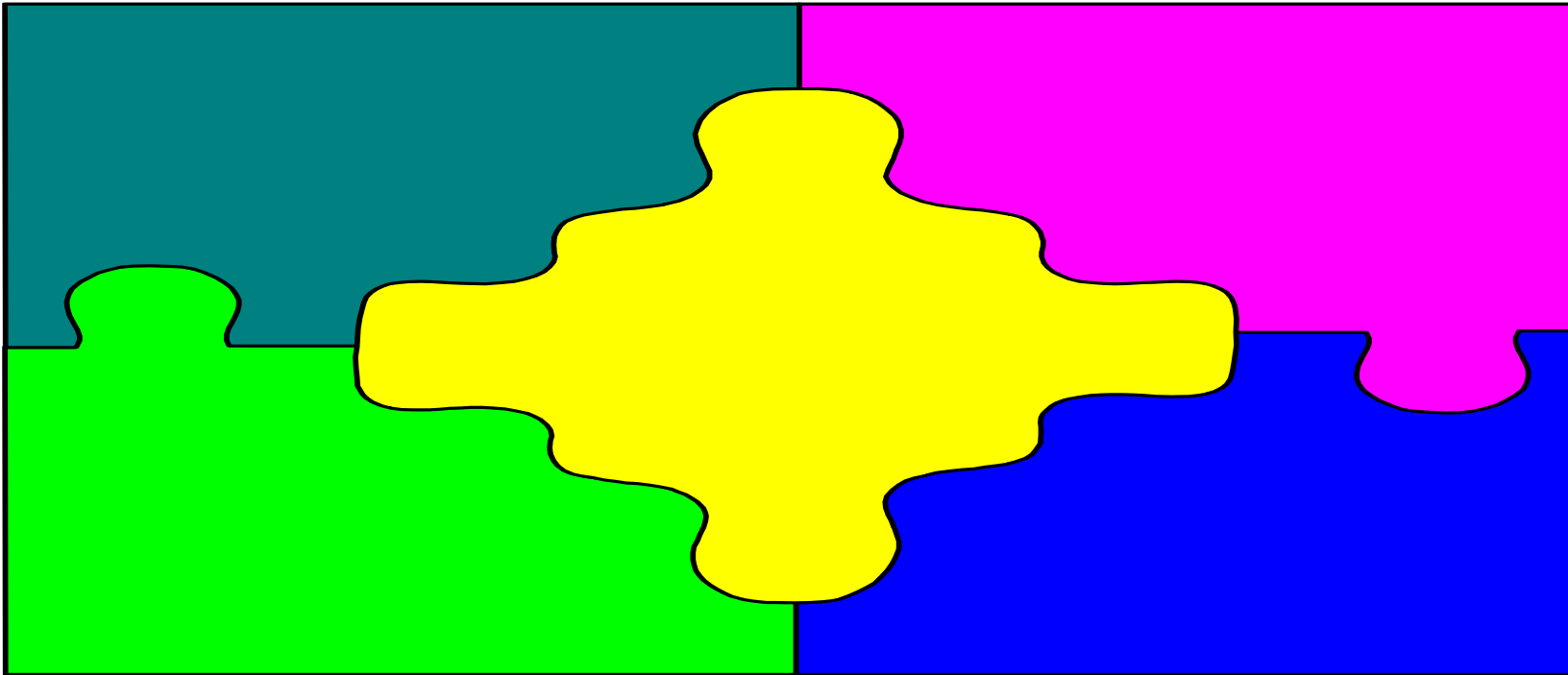
To empower new associates with the “tools” they need to do the same.

To exemplify positive behavior.

To share our vision for achieving quality through the development and retention of quality associates.

To appreciate the diversity of our team and what each individual has to offer.

To welcome you, to help you grow, to be a resource.



Setting up the Program

Putting the Pieces
Together

Mentor Job Description

Definition:

The mentor is specially selected by the department supervisor and is an experienced associate who functions as both a role model and a source/training person for the newly hired associate to create a supportive and thorough orientation period.

Qualifications:

1. Basic knowledge of job skills and duties of the department
2. Ability to provide all of the skills required.
3. Ability to communicate through the use of direct, tactful and sensitive speech.
4. Interest in teaching and working with new associates in a one to one relationship.
5. Knowledge of facility policies and procedures.
6. Must possess organizational skills.
7. Must be employed for 6 months.
8. Must have not disciplinary actions within the last 12 months (or 6 months if employed 6 mos)
9. Must be willing to accept the responsibilities and duties of a coach.

Reports to: The Department Supervisor

Essential Job Functions:

1. Orient new associate to the routine of the department, location of equipment, and required documentation.
2. Facilitate the new associate's practice of skills to perform their job functions.
3. Serve as the initiator of social integration and involvement in the facility, for the new associate. Make regular contacts with the new associate as designated by the department supervisor to monitor, reinforce, identify and assist with correcting problems in work performance, and encourage the new associate
4. Provide ongoing feedback in a constructive manner to the new associate regarding his/her job performance
5. Provide feedback to the department supervisor regarding the progress of the new associate via written evaluations the Mentor has reviewed with the associate.
6. Perform other duties as assigned.

Job Description Review

I understand this job description and its requirements, and that I am expected to complete all duties as assigned. I understand this role will be incorporated into my current job function and that the role may be altered at any time by the department supervisor.

I have noted below any accommodations that are required to enable me to perform these duties. I have also noted below any job responsibilities or functions which I am unable to perform with or without accommodation.

Mentor Role Assigned _____

Associate Signature _____ Date _____

Department Supervisor Signature _____ Date _____

Hi

I would like to welcome you to our facility. By now you have met our Executive Director, Director of Nursing Services, and some of our Department Supervisors. My name is _____ and I will be your Mentor. I hope you enjoy working here as much as I do. I am writing this letter to make your days of orientation a little easier.

You will be learning a lot of new information during your first couple of months. One helpful hint I can give you is “Always ask questions”! It doesn’t matter if you have to ask the same question several times, just keep asking until you feel confident. If you ask me or another associate a question and we are not sure of the answer, then we will go together to someone else who will be able to provide us with the information we need.

Being dedicated to your career and your co-workers is essential. You need to take this job seriously. You are responsible for human lives every day you walk into the door to work. The associates who work with you share these responsibilities. We work as a team. Your presence at work when you are scheduled to be here is extremely important. If you are unable to attend due to illness, you must notify us at least two hours in advance.

Here is a list of some suggestions you may want to consider during your orientation:

- ◆ Carry a small notebook and pen to write things down that you think are important or on which you want to follow up.
- ◆ Always, always, ask questions if you do not understand something.
- ◆ Offer your assistance whenever you can. We all work as a team and we need to help each other. Call lights in the facility are everyone’s responsibility.

I hope this information will help you a little during orientation and for the weeks to follow.

On behalf of the staff and residents, we extend a warm welcome to you.

Sincerely,

Your Mentor

Contacts with New Associates

New Associate: _____
Position: _____
Hire Date: _____

Mentor Assigned: _____
Date Assigned: _____

Orientation Dates:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Weekly Contact Dates (6 months):

Month #1: _____
Month #2: _____
Month #3: _____
Month #4: _____
Month #5: _____
Month #6: _____

Dates of New Associate Evaluations (by coach):

1 Month: _____
2 Months: _____
3 Months: _____

Date of New Associate Evaluation by Supervisor:

90 day: _____

Date of Mentor's Performance Evaluation by New Associate:

3 Months: _____

Date of Mentor's Evaluation by Supervisor:

3 Months: _____

Dates of Bonus:

90 Day: _____
6 Months: _____
12 Months: _____

I have noted below any accommodations that are required to enable me to perform these duties. I have also noted below any job responsibilities or actions which I am unable to perform, with or without accommodation.

Please sign upon completion:

Associate Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Reward and Celebrate

"We don't recommend you retain staff. Dirt and urine are retained. We encourage you to seek to reward, acknowledge, recognize, nurture, train, promote, and value your staff.

Few of us want to leave homes or workplaces where we feel honored and respected. Retaining staff is not unlike restraining residents. Both are sloppy, disrespectful, and inadequate ways of relating as human beings. Retaining and restraining are only necessary when people don't want to stay..

Retaining is an end, not a means. Staff will stay and even invite friends to become their co-workers when they are respected and have ongoing opportunities to grow. The secret is to create such a heart- healthy workplace without needing to recruit because you attract good staff."

...Bethany Knight

Defining Quality

Good quality, like fine art is very much in the eye of the beholder.

- ♥ Start the day with a positive attitude.
- ♥ Have a moment of silence.
- ♥ Ask for help.
- ♥ Don't leave the floor unless everyone is caught up.
- ♥ Say thank you.
- ♥ Help the other team when your team is finished
- ♥ Work together as a team
- ♥ Communicate with everyone
- ♥ Keep updated on changes
- ♥ Get reports
- ♥ Know about Dr. appointments
- ♥ Have appropriate dining room conversation
- ♥ Have appropriate conversations at the nurse's station, with residents and with co-workers.
- ♥ Everyone answer call lights.
- ♥ Handle problems individually, then follow the chain of command if needed.
- ♥ Respect each other's feelings.
- ♥ Everyone helps in the Dining Room.
- ♥ Don't walk around empty handed.

"Define Quality, or it is defined for you."

Mentor Evaluation of New Associate

Yes	No	To be completed at 1 month, 2 months, and 3 months
		Demonstrates understanding of his/her responsibilities.
		Knowledgeable of duties, routines, and infection control practices.
		Demonstrates an interest in this position and willingness to continue to learn.
		Completes duties thoroughly.
		Demonstrates "teamwork", asks for and offers assistance.
		Asks questions and responds to questions asked of them.
		Demonstrates proper use of equipment.
		Demonstrates the ability to prioritize duties and is able to complete duties in the desired timeframe.
		Communicates appropriately with residents.
		Demonstrates independence in finding equipment, supplies, etc.
		Documentation is done completely and correctly.
		Demonstrates ability to handle behavior events with residents.
		Expresses comfort level regarding ability to perform job duties.
		Understands my role as a Mentor.
		Is dependable and comes to work as scheduled.
		Has developed a good relationship with residents.
		Has developed a good relationship with peers.
		Has developed a good relationship with supervisor.
		Expresses enjoyment with working at our facility.

Comments:

Goals:

Signature/Position of New Associate

_____ Date_____

Signature of Mentor

_____ Date_____

Evaluation of Mentor and Orientation Program by New Associate

Yes	No	
		Complete after 90 days of employment.
		I enjoy working at this facility.
		I feel comfortable working in my position.
		I received the training I needed to do my job well.
		My Mentor was available to help me and answer my questions.
		Having a Mentor assigned to me has helped me learn my job.
		I know what my job duties and routines are.
		I know where equipment/supplies are located and how to use them.
		I am comfortable asking questions when I need to do so.
		I am comfortable asking my co-workers for assistance.
		I know how to document what is needed in my job.
		I have been taught how to handle resident behavior problems.
		I know who my supervisor is and I am comfortable approaching him/her when needed.
		I understand the infection control procedures.
		I would like to be a Mentor in the future.

Has the "Mentor Program" helped you as a New Associate?

It has helped me because:

It has not helped me because:

Recommendations for the "Mentor Program":

Associate
Signature/Position _____ Date _____

Supervisor
Signature _____ Date _____

New Associate Survey

We value you and your opinion. Please comment on the questions below and return this form to the Executive Director.

1. Are your co-workers and other associates friendly and helpful to your needs?

If not, how can this be improved?

Name one person who has made you feel the most welcomed.
2. What was your first impression of the physical environment/appearance of the facility?
3. Have you completed your orientation? _____ YES _____ NO
Comments:
4. How can we improve the orientation process?
5. How can your Supervisor help more?
6. Are you having any problems getting to work as scheduled? (ei. Childcare, transportation, etc)
7. Please rate the work atmosphere at Beverly Healthcare:
_____ Excellent _____ Good _____ Fair _____ Poor
8. Do you have any questions about the benefits package? (Circle all that apply)
Health Insurance Dental Insurance 401K
Tuition reimbursement Scholarships Paid Time Off (PTO)
Vision Insurance Short Term Disability Cancer Insurance
Health Care Spending Acct Life Insurance Dependent Care
Nursing Home Discount Holidays
9. What are this facility's Strengths:

What are this facility's Weaknesses:
10. How can the work environment be improved?
11. Are you comfortable with the Emergency Procedures (ie. Fire Drills, Extinguishers, Tornado Drills, etc)
12. Other comments/suggestions:

Thank you for your help. We wish you continued success.

Evaluation of Mentor by Supervisor

Yes	No	To be completed at 90 days and annually thereafter
		Familiarizes New Associates with the routine of the department/unit/shift. (1)
		Effectively teaches the location and use of equipment and supplies. (1)
		Effectively orientates the New Associates to the documentation requirements of the position. (1)
		Facilitates the New Associate's practice of skills to perform his/her job by observing procedures done and providing opportunities to practice skills. (2)
		Assists New Associate in prioritizing duties into a realistic time frame. (2)
		Demonstrates acceptable behavior/responses in specific situations. (2)
		Introduced New Associates to other members of the dept. (3)
		Introduced New Associates to other members of the facility.(3)
		Encourages involvement in facility activities and events. (3)
		Provided ongoing feedback directly to the New Associate in a timely fashion in a tactful and sensitive manner. (5)
		Provided timely feedback to supervisor regarding the progress of the new associate per the written evaluation schedule. (6)
		Maintained the "Contacts with New Associate" schedule and completed the required documentation. (4)
		Other duties as assigned. (7)

Comments:

Goals:

Mentor Signature _____ Date _____

Supervisor Signature _____ Date _____