

## Massachusetts Assisted Living Communities

Relias offers online learning, staff compliance training, and continuing education for post-acute care organizations.

Relias Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias libraries to ensure and demonstrate staff competence according to the training standards. In some cases, it may be useful for customer organizations to develop training specific to the organization's individual needs.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the Crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

Disclaimer: The following constitutes Relias, LLC's recommendation of course work for each listed Crosswalk Measure. Relias does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

Reference:

<https://www.mass.gov/doc/651-cmr-12-certification-procedures-and-standards-for-assisted-living-residences/download>

### Orientation - All Staff

12.07(1)

**Prior to active employment: All staff and contracted providers who will have direct contact with residents and all food service personnel must receive a seven (7) hour orientation. At least two (2) hours of the seven must be devoted to the topic of dementia and cognitive impairments, and at least one (1) hour must be devoted to the topic of elder abuse, neglect, and financial exploitation. General orientation must include the following topics:**

**NOTE: No more than two (2) of the seven hours required for orientation can be conducted by "unfacilitated" media presentations by such means as video or audio. According to the EOEA, online courses will be accepted as "facilitated" if Residences:**

- (1) Introduce new staff to the topic about to be covered through a Relias course, then**
- (2) Discuss the topic after the course has been viewed/completed, and**
- (3) Review the trainees' quiz results and answer any questions**

**Residences must record which Orientation trainings, if any, were unfacilitated.**

### Philosophy of independent living in an Assisted Living Residence

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-PAC-0-WAL	The World of Assisted Living	0.75

## Resident Bill of Rights

**Note: Relias modules do not review Massachusetts's specific Resident Bill of Rights**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-PAC-0-RESRAL	Resident Rights in Assisted Living	1.00

## Residence policies and procedures related to disaster and emergency preparedness

Module Code	Module Name	Hours
ORG EMERGENCY P&P	Organization-Specific Emergency Policies and Plans	0.00

## Communicable diseases, including but not limited to, AIDS/HIV and Hepatitis B

Module Code	Module Name	Hours
REL-ALL-0-UBBPAT	Understanding Bloodborne Pathogens	0.75

## Infection control in the Residence and the principles of universal precautions based on OSHA Guidelines

Module Code	Module Name	Hours
REL-ALL-0-BHH	Basics of Hand Hygiene	0.25
REL-ALL-0-ICBC	Infection Control: Basic Concepts	0.25
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00

## Communication skills

Module Code	Module Name	Hours
REL-ALL-0-COMME	Communicating Effectively	0.25

## Review of the aging process

Module Code	Module Name	Hours
REL-PAC-0-YB80	Your Body at 80	0.75

## Resident health and related problems

**Suggested module option, in addition to Residence review of specific resident health issues:**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-PAC-0-WIWELL	What is Wellness?	0.50

**General overview of the employee's specific job requirements**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**The Residence's policy on emergency response to acute health issues and first aid**

Module Code	Module Name	Hours
ORG EMERGENCY P&P	Organization-Specific Emergency Policies and Plans	0.00

**Sanitation and food safety**

Module Code	Module Name	Hours
REL-SRC-0-FSF	Food Safety Fundamentals	1.00

**At least one (1) hour on elder abuse, neglect and financial exploitation**

Module Code	Module Name	Hours
REL-PAC-0-ANAE	Abuse, Neglect, and Exploitation	0.75
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50

**At least two (2) hours on dementia/cognitive impairment, including a basic overview of the disease process, communication skills, and behavioral management**

Module Code	Module Name	Hours
REL-PAC-0-COMMPD	Communication and People with Dementia	1.00
REL-PAC-0-DCDCS	Dementia Care: Challenging Behaviors and Direct Care Staff	0.50
REL-PAC-0-DCNAAD	Dementia Care: Normal Aging vs. Alzheimer's/Dementia	0.50

## Orientation - All Staff

S 346/H 2892

Within twelve (12) months of employment, staff must take the Executive Office of Elder Affairs (EOEA) "LGBT and Aging" training, also known as "LGBT Aging in Massachusetts: Cultural Competency Training for EOEA Providers."

**IMPORTANT NOTE:** The course listed below is the official EOEA "LGBT and Aging" training module. To ensure this training is only available to Massachusetts providers, it must be shared specifically with your organization by a member of Relias's Client Care team.

- 1) To see if your organization already has access to this training, search for and select the "State Specific - Massachusetts" category (using the Module List tab/table). If your organization has access to the "Massachusetts" category, you should have access to the EOEA module (listed below).
- 2) If your organization doesn't currently have access to the "State Specific - Massachusetts" category or the module listed below, please contact Client Care.

### EOEA "LGBT and Aging" training module

Module Code	Module Name	Hours
REL-ALL-0-LGBTQMA	LGBTQ and Aging - Massachusetts	1.00

## Orientation - Personal Care Staff

12.07(2)(c)

In addition to the general orientation outlined on the previously, all personnel providing personal care services must receive at least one (1) hour of orientation devoted to the topic of:

Self-Administered Medication Management (SAMM)

### Self-Administered Medication Management (SAMM)

Suggested options (for additional/alternative options, refer to the module library):

Module Code	Module Name	Hours
REL-PAC-0-ASMG	Assisting with Self-Administration of Medications: Guidelines	1.00
REL-PAC-0-ASMB	Assisting with Self-Administration of Medications: The Basics	1.00

## Orientation - Residence Manager and Service Coordinator

12.07(2)d

In addition to the general orientation outlined previously, the Residence Manager and Service Coordinator must receive two (2) hours of training devoted to dementia care topics.

Two (2) hours of training devoted to dementia care topics

Module Code	Module Name	Hours
REL-PAC-0-AOQDC	An Overview of Quality Dementia Care	1.00
REL-PAC-0-MANEL	Managing Elopement	0.50
REL-PAC-0-MBBEH	The Meaning Behind Behaviors	0.50

## Orientation - Memory Care for Staff Working Within Special Care Residences (SCR) - All Staff/Staff With Direct Resident Contact

12.07(3)

In addition to completing the general orientation noted previously, all new employees who work within a Special Care Residence and have direct contact with residents (i.e. regular face-to-face contact) must receive seven (7) hours of additional training on topics related to:

The specialized care needs of the resident population (e.g., communication skills, creating a therapeutic environment, dealing with difficult behaviors, competency, sexuality, and family issues)

The specialized care needs of the resident population (e.g., communication skills, creating a therapeutic environment, dealing with difficult behaviors, competency, sexuality, and family issues)

Module Code	Module Name	Hours
REL-PAC-0-ADRDAC	Alzheimer's Disease and Related Disorders: ADL Care	1.00
REL-PAC-0-ADRDB	Alzheimer's Disease and Related Disorders: Behaviors	1.00
REL-PAC-0-ADRDR	Alzheimer's Disease and Related Disorders: Recreational Activities	1.00
REL-PAC-0-ADRDE	Alzheimer's Disease and Related Disorders: The Environment	1.00
REL-PAC-0-ECPLD	Ethics and the Care of Persons Living with Dementia	1.00
REL-PAC-0-HFFDC	Helping Friends and Family with Dementia Care	0.75
REL-PAC-0-MANEL	Managing Elopement	0.50
REL-PAC-0-PARDC	Preventing Adverse Reactions to Dementia Care	0.50
REL-PAC-0-MBBEH	The Meaning Behind Behaviors	0.50

## Annual In-Service - All Staff

12.07(4)(a)(f)

All employees and providers must complete at least ten (10) hours of ongoing education and training per year, with at least two (2) hours on the specialized needs of residents with Alzheimer's disease and related dementia. Ongoing in-service education must be provided from among the following topics (as applicable):

**NOTE: No more than 50% (5/+) of the ten (10) hours required for annual training can be conducted by 'unfacilitated' media presentations by such means as video or audio; see the note under "Orientation"**

for EOEA-indicated methods of online learning facilitation.

**Note: Self-administered Medication Management (SAMM)**

**Mandatory topic: Behavior management, including prevention of aggressive behavior and de-escalation techniques**

Module Code	Module Name	Hours
REL-PAC-0-MANABEH	Managing Aggressive Behaviors	0.50

**Mandatory topic: Defining, recognizing, and reporting elder abuse**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-ALL-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.50

**Communication and teamwork**

Module Code	Module Name	Hours
REL-PAC-0-COMHI	Communication and the Hearing Impaired	0.50
REL-ALL-0-ITB	Introduction to Team Building	0.50

**The aging process, including physical and cognitive changes**

Module Code	Module Name	Hours
REL-PAC-0-ABODSY	Aging and Body Systems	1.00

**The causes and prevention of falls, and related injuries**

Module Code	Module Name	Hours
REL-PAC-0-IFRAL	Identifying Fall Risk in Assisted Living	1.00

**The Effects of Dehydration**

Module Code	Module Name	Hours
REL-PAC-0-UNUTH	Understanding Nutrition and Hydration	0.75

**Alzheimer's disease and cognitive impairments (2 hours)**

Module Code	Module Name	Hours
REL-PAC-0-AADD	About Alzheimer's Disease and Dementia	1.00
REL-PAC-0-ECPLD	Ethics and the Care of Persons Living with Dementia	1.00

### Conflict resolution

Module Code	Module Name	Hours
REL-ALL-0-CR	Conflict Resolution	0.50

### Resident Rights

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-PAC-0-RESRAL	Resident Rights in Assisted Living	1.00

### Self-administered Medication Management (SAMM)

Option; for additional/alternative options, refer to the module library:

Module Code	Module Name	Hours
REL-PAC-0-ASMP	Assisting with Self-Administration of Medications: Procedure	1.00

### Death and dying

Module Code	Module Name	Hours
REL-PAC-0-CPPEOL	Care Planning: Preparing for End of Life	0.50

### Maintaining skin integrity

Module Code	Module Name	Hours
REL-PAC-0-HRRSC	How to Recognize and Report Skin Conditions	1.00

### Nutrition

Module Code	Module Name	Hours
REL-PAC-0-EDEX	Enriching the Dining Experience	1.25

REL-PAC-0-UNUTH	Understanding Nutrition and Hydration	0.75
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**Emergency procedures (Disaster and Emergency Preparedness Plan)**

Module Code	Module Name	Hours
REL-ALL-0-FSBASIC-V2	Fire Safety: The Basics	0.50
ORG EMERGENCY P&P	Organization-Specific Emergency Policies and Plans	0.00

**Training which addresses topics required in the general orientation**

Refer to modules suggested under "Orientation," or refer to the module library for additional/alternative options:

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00

**Also suggested:**

Module Code	Module Name	Hours
REL-ALL-0-LOTOP	Lockout/Tagout Procedures	0.25

**Annual In-Service - Personal Care Staff**

12.07(4)(f)(1)

In addition to the annual/ongoing training outlined previously, all staff providing assistance with personal care services (except licensed nurses and validated nurse aides, Home Health Aides, and Personal Care Homemakers) must receive:

Note: At least one (1) hour of ongoing education and training per year on the topic of Self-Administered Medication Management (SAMM).

**Training in the Residence's policy on emergency response to acute health issues and first aid**

Module Code	Module Name	Hours
ORG EMERGENCY P&P	Organization-Specific Emergency Policies and Plans	0.00

At least one (1) hour of ongoing education and training per year on the topic of Self-Administered Medication Management (SAMM)



**Options include:**

Module Code	Module Name	Hours
REL-PAC-0-ASMG	Assisting with Self-Administration of Medications: Guidelines	1.00
REL-PAC-0-ASMMO	Assisting with Self-Administration of Medications: Medication Orders	1.00
REL-PAC-0-ASMP	Assisting with Self-Administration of Medications: Procedure	1.00
REL-PAC-0-ASMB	Assisting with Self-Administration of Medications: The Basics	1.00

**Annual In-Service - Residence Manager and Service Coordinator**

12.07(4)(c)

**In addition to the ten (10) hours of annual training outlined previously, the Residence Manager and Service Coordinator must complete five (5) hours of:**

**Note: Training intended to complement the individual's background and experience.**

**Training intended to complement the individual's background and experience**

**Suggested options; for additional/alternative options, refer to the module library:**

Module Code	Module Name	Hours
REL-ALL-0-AAD	About Advance Directives	0.50
REL-SRC-0-CSDR	Customer Service in Dining Rooms	1.00
REL-SRC-0-ERA	Empowering Residents through ADLs	1.00
REL-PAC-0-HKPRC	Housekeeping Procedures in Residential Care Settings	1.00
REL-PAC-0-PRE	Personal Rights and Ethics	1.00
REL-PAC-0-WWF	Working with Families	0.50

**Annual In-Service - Memory Care for Staff Working Within Special Care Residences (SCR) - All Staff/Staff With Direct Resident Contact**

12.07(4)(b)

**In addition to the 10 (+) hours of ongoing/annual training described previously, employees working in a Special Care Residence must receive four (4) hours of training per year related to:**

**Note: The residents' specialized needs, which must include the development of communication skills for residents with dementia.**

**The residents' specialized needs, which must include the development of communication skills for residents with dementia**

<b>Module Code</b>	<b>Module Name</b>	<b>Hours</b>
REL-PAC-0-ADR DAB	Alzheimer's Disease and Related Disorders: ADLs and Behaviors	1.00
REL-PAC-0-ADR DCN	Alzheimer's Disease and Related Disorders: Communication Needs	1.00
REL-PAC-0-ADR DPN	Alzheimer's Disease and Related Disorders: Psychosocial Needs	1.00
REL-PAC-0-ADR DRA	Alzheimer's Disease and Related Disorders: Recreational Activities	1.00