

### Training Resource

- Getting the Facts: Effective Communication with Elders Support Materials  
<https://pogoe.org/sites/default/files/Commun-Support-Mat.pdf>
- Mental Illness: <https://www.mentalhealth.gov/talk>  
<https://www.nami.org/Find-Support/Family-Members-and-Caregivers/Maintaining-a-Healthy-Relationship>

**NOTE:** References to non-U. S. Department of Health and Human Services (HHS) sources or sites on the internet are provided as a service and do not constitute or imply endorsement of these organizations or their programs by CMS. CMS is not responsible for the content of pages found at these sites. URL addresses were current as of the date of this publication.

### PROBES

If there is a concern about effective communication utilize interviews and review of training records to determine the following:

- Does the facility provide on-going in-service training, as necessary, for permanent, temporary and volunteer direct care staff to improve their ability to communicate effectively?
- Does the facility admit and care for residents that do not use the English language?
- How does the facility assessment reflect the need for direct care staff training related to communication with residents who do not speak English? What communication tools are provided and how are staff educated about using those tools?
- Does the facility have alternative means of communication for residents in need who require them and how are staff educated about using them (e.g. communication boards)?
- How are ethnic and cultural differences reflected in communications?
- How well do permanent and temporary direct care staff and volunteers communicate with residents?
- Does the facility have a process in place to communicate with residents including those with a language/communication barriers during an emergency?
- How does the facility train direct care staff on identifying resident non-verbal communication?
- How does the facility train direct care staff on identifying and understanding their own non-verbal communication?

### **F942**

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#### **§483.95 Training Requirements.**

**Training topics must include but are not limited to**