



Osborn Home Care
From The Osborn to Your Home

Training Caregivers to Provide Five Star Service

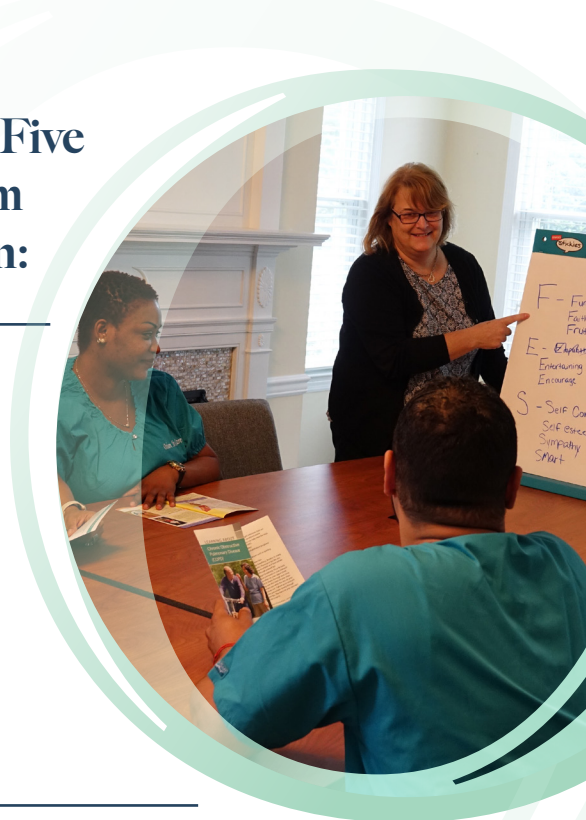
Five Star Training is Osborn Home Care's proprietary program for our staff of personal care providers. It is an essential part of how Osborn Home Care consistently provides Excellent services.

Every caregiver graduates from our intensive Five Star Training Program with the ability to provide exceptional personal care services to meet the needs of our clients.



Osborn Home Care's Five Star Training Program provides instruction in:

- 1. Roles, Responsibilities and Professionalism Requirements**
- 2. Caring with Compassion:**
Caring with sensitivity, dignity and respect
- 3. Mobility Issues:**
Falls avoidance, safe lifting and transferring clients
- 4. Clinical Competencies:**
Hands-on healthcare experience and skills assessment with the use of oxygen, colostomy care and appliances, Foley catheter, and diabetic care
- 5. Medication Reminders and Safety Procedures**
- 6. Telephone Skills:**
Phone answering skills, use of Osborn Home Care "Telephony" call-in system
- 7. Household Management:**
Use of appliances for cooking, laundry, and light housekeeping



In New York, call 914-925-8221 | In Connecticut, call 203-641-7683
www.osbornhomecare.org CT License HCA 0000933