

Service Coordinator:	
Property:	
EHS Director:	

Hire Date:	
Property Name:	

<b>Administrative/Office Organization</b> (cover on Day 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Phone & voice message	x	x	x					
Office set-up	x	x	x					
Welcome to our Company	x			x	x			
Basic Office Organization	x		x	x				
E-mail Instructions (Daily)	x		x					
Communications/Newsletters	x	x	x	x				
SC Coordinator/History/Mission			x	x				
Scheduling (Hours, residents, & community education)		x						
Emergency Procedures		x						
Emergency Call System		x						
Recertifications/50059's/lease/504		x						
Employee Benefits					x			
Employee Handbook	x				x			
Other SC's in region (phone/address)	x		x	x				
Lease Policies/Evictions/Tenant Selection Policy		x						

<b>Program Policies, Procedures</b> (cover on Day 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Forms: review and Use	x		x	x				
Recommended Policies	x		x	x				
Reporting Procedures	x			x				
Job Description Review	x		x	x				
Program Files/Confidential Files	x		x	x				
Team Management	x			x				
Evaluation Form	x			x				
Daily Log	x		x	x				
Monthly Report	x		x	x				
Semi-Annual Report	x		x	x			x	
Liability - Do's & Don't's of SC	x			x				
Quality Assurance Program	x		x	x				
Sample Chart	x		x					

<b>Resident Relations</b> (cover on Week 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Manager/SC Relationship	x	x	x	x		x		
HUD's Definition of Frail			x					
Ethics/Confidentiality	x		x	x				
Resident Autonomy			x	x				
Resident Expectations		x	x	x				
Understanding the Aging Process			x			x		
Dealing with Difficult Behavior		x	x			x		
Communicating with Residents		x	x	x		x		
Bonding/Detachment			x			x		
Death of a Resident		x	x			x		
Long-term transitional decisions	x	x	x			x		
Memorandum of Understanding								

<b>Marketing/Community Relations</b> (cover on Week 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Welcome/Reception for Service Coord	x	x		x				
Media Relations		x	x	x				
Publications to have on hand	x		x	x				

<b>Service Provider Relations</b> (cover on Week 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Area Resources & Web Sites	x		x					
Building relationship w/ agencies	x	x	x	x		x		
Arranging Presentations	x	x	x	x				
Aging Network	x	x	x			x		
Non-aging Service Providers			x					
Importance of Networking	x		x	x				

<b>Corporate</b> (cover on Week 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Expense Reports	x			x			x	
Check Request	x			x			x	
Other Financial Forms	x			x			x	
Timesheets (Reporting, timelines, & processing)	x			x	x		x	
Exception Report	x			x	x		x	
New Hire Package	x			x	x		x	
Personnel Action Form	x			x	x		x	

<b>Training</b> (cover on Week 1 on the job)	EHS Supervisor	Prop Mgr	Peer/Mentor Serv Coord	EHS Prog Manual	Human Resources	Training	EHS Support Staff	Complete
Scheduled Training	x		x	x		x		
CEU Documentation	x		x	x		x		
Unscheduled Training			x			x		