



WellsBrooke Difference: Caregiver Certification Program

This program was created and used in an effort to ensure the quality of our employees and encourage ongoing training of our staff.

How it works:

Employees are offered three courses of continuing education geared toward customer satisfaction and work environment practices. To be eligible to participate in these courses the employee must be invited by WellsBrooke to attend. There are three course levels: Bronze, Silver, and Gold. The requirements to receive an invitation increase with each course.

Bronze Training requires that you have been continuously employed with us for one month, attend Caregiver Code of Conduct training, and pass the Caregiver Code of Conduct training test.

Silver Training requires that the employee is employed with WellsBrooke for at least three months, has 0-2 call offs and no disciplinary letters within a 90 day period. They must also turn in all timesheets as required and attend the WellsBrooke in-service on Communication and Defusing Anger.

Gold Training requires that the employee has continuously worked for WellsBrooke for 5 or more months, has had no call offs or disciplinary letters within a 90 day period. They must also be submitting all timesheets as required, attend WellsBrooke in-service on Dementia and Alzheimer's and receive a recommendation letter from a WellsBrooke client.

Not only does this program strive to encourage our employees to perform in a certain manner, but it is also used as a reward for their continued exemplary employment. To further motivate the employees, as well as reward them for the efforts, they are given a \$250 dollar bonus upon completion of the Gold Training level.