

EMP Interpersonal Relations and Professional Development

Date	Check List Description	C.N.A.	Supervisor	Comments
	Communicate to present information in a positive, non-threatening way:			
	Verbal			
	Non verbal			
	Respond to residents' requests:			
	Effectively			
	Promptly			
	Observe and describe changes in resident:			
	Physically			
	Emotionally			
	Demonstrate communication skills with residents having sensory deficits			
	Use supportive communications in client interactions			
	Demonstrate appropriate written communication to describe:			
	Care interventions			
	Resident observations			
	Interact effectively with facility departments.			
	Answer phone identifying self and facility; uphold resident confidentiality in all discussions			
	Demonstrate customer service skills in response to family and visitor requests:			
	Obtain appropriate answers			
	Refer to appropriate individuals			
	Demonstrate appropriate care of:			
	Visual devices			
	Hearing devices			
	Demonstrate appropriate application of:			
	Visual devices			
	Hearing devices			
	Explain the Resident Rights and right to self-determination			
	Provide for resident privacy and dignity at all times			
	Maintain resident confidentiality			
	Adhere to HIPAA regulations			
	Promote residents' right to personal choice			
	Assist in resolving:			
	Grievances			
	Disputes			
	Maintain care of residents' personal possessions			
	Report instances of:			
	Potential abuse			
	Mistreatment			
	Neglect			
	Promote independence			
	Be aware of and respect residents' advance directives			
	Assist residents in participating in activities of choice			
	Human Relations Skills			
	Develop personal goals			
	Identify strategies to handle difficult behaviors			

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	Make proper introductions			
	Identify strategies to:			
	Solve problems			
	Make decisions			
	Job Retention Skills			
	Identify techniques used to work effectively with			
	co-workers			
	Demonstrate ability to accept counseling positively			
	Explain chain of responsibility			
	Professional Image Skills			
	Project professional image			
	Project professional attitude			

C.N.A. Signature _____

Staff Development/Designee _____