

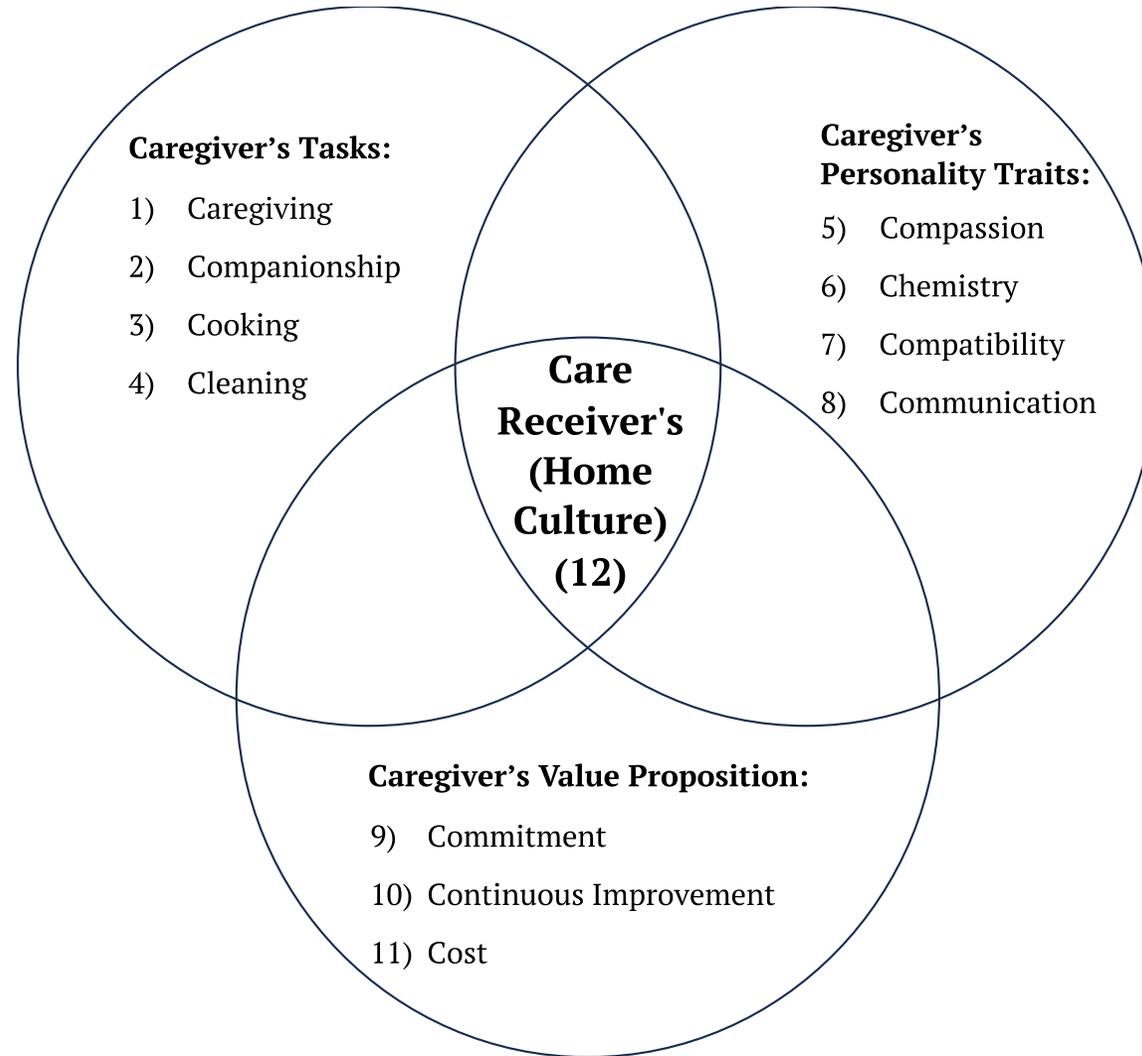
## ***The 12-Cs of In-Home Caregivers®***

According to estimates from the National Alliance for Caregiving, during the past year, 65.7 million Americans (or 29 percent of the adult U.S. adult population involving 31 percent of all U.S. households) served as family caregivers for an ill or disabled relative. This is a daunting task and at some point, the situation may require the family member to hire a paid caregiver to help give care in the home. Hiring a caregiver can be very demanding and requires special skills to interview and successfully onboard and motivate the right person.

To help in interviewing, hiring, onboarding and evaluating the work performed by the caregiver, I have created a guideline called, “The 12Cs® of In-Home Caregivers.” This guideline is divided into four groups:

- a) Caregiver’s tasks (caregiving, companionship, cooking and cleaning)
- b) Caregiver’s personality traits (compassion, chemistry, compatibility and communication)
- c) Caregiver’s values proposition (commitment, continuous improvement and cost)
- d) Care receiver’s Home Culture

# The 12-Cs of In-Home Caregivers®



## **The *12-Cs of In-Home Caregivers*®**

**Hiring and onboarding:** To ensure a good match in hiring and onboarding a home caregiver, the exact care required and the roles and responsibilities of the caregiver should be well defined and communicated. When each party's expectations are not matched, strain, conflict or a termination can occur. To prevent this, the care receiver and the caregiver, during the hiring and onboarding process, should discuss and agree upon the tasks to be performed by using the 12Cs® guideline.

## The 12-Cs of In-Home Caregivers®

**Caregiver’s work assessment:** Once the caregiver is onboarded, a periodic assessment should be made to ensure the tasks performed are satisfactory to the care receiver. The 12Cs® guideline provides an assessment tool to evaluate the caregiver’s work performance by filling out an Excel worksheet. This worksheet can be accessed by using the QR code on the next page.

Figure 1. A hypothetical assessment of two caregivers who perform similar tasks. They are rated on a 1 to 10 scale. Higher numbers are better and lower numbers need improvement.

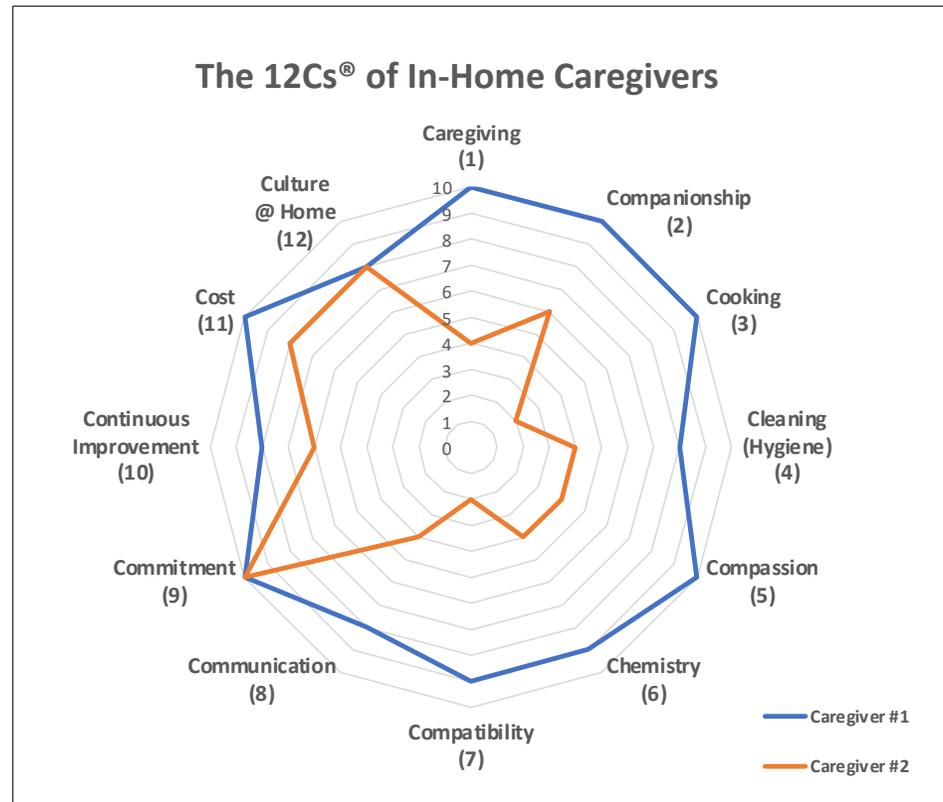
	Caregiver's Tasks				Caregivers Personality Traits				Caregiver's Value Proposition			
	Caregiving (1)	Companionship (2)	Cooking (3)	Cleaning (Hygiene) (4)	Compassion (5)	Chemistry (6)	Compatibility (7)	Communication (8)	Commitment (9)	Continuous Improvement (10)	Cost (11)	Culture @ Home (12)
Caregiver #1	10	10	10	8	10	9	9	8	10	8	10	8
Caregiver #2	4	6	2	4	4	4	2	4	10	6	8	8

Once the assessment is done, both parties should discuss areas to improve to meet the care receiver’s current or changing care requirements. This will ensure that the care receiver’s expectations are met and the work continues seamlessly.

# The 12-Cs of In-Home Caregivers®

Data from Figure 1 is shown in a graph in Figure 2. The larger the area, the better the caregiver's performance resulting in a delighted care receiver.

- Caregiver #1 (blue) performs all the tasks at the most optimum level (large area)
- Caregiver #2 (red) performs these tasks at the sub-optimal level (smaller areas)



# ***The 12-Cs of In-Home Caregivers®***

Caregiver's On-Boarding and Evaluation Process

Roles & Responsibilities Checklist

# The 12-Cs of In-Home Caregivers®

## 1 - Caregiving

1		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Caregiving		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
1-a	Bathing, washing hair and Dressing							
1-b	Personal Hygiene and grooming							
1-c	Oral hygiene - Frequency and products to be used							
1-d	Medical appointments							
1-e	Managing Medications							
1-f	Toileting: Assist with going to bathroom or, bedpan/urinal. Empty urinary drainage/catheter bag							
1-g	Continence management (prepare underwear, sanitary pads, gloves, wipes, absorbent sheets, change of clothes)							
1-h	Skin care (heat sensitivity - prepare cooling scarves, washcloths or cold packs, etc.)							
1-i	Monitor for bed/pressure sores. Turn position in bed							
1-j	Mobility equipment used - hospital bed, wheel chair, Hoyer lift, etc.							
1-k	Mobility assistance (transfer encouragement, transfer assistance from wheelchair, assist with home exercises - physical therapy, range of motion, supplement exercise							
1-l	Organizing mail							
1-m	Accompanying to appointments							
1-n	Encourage the use of safety items: Hand rails, grab bars, raised toilet seat, non-skid mats, motion sensor night lamps							
1-o	Other -							
1-p	Other -							
<b>Total of all Ratings (A) ---&gt;</b>								
<b>Total Numbers of Items Rated (B) ---&gt;</b>								
<b>Caregiving - Average of all Ratings C = (A) / (B) ---&gt;</b>								

# The 12-Cs of In-Home Caregivers®

## 2 - Companionship

2		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Companionship		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
2-a	Accompany on a walk, physical activities and excursions							
2-b	Emotional support							
2-c	Providing transportation - scenic drives							
2-d	Coordinating outings in the community - musicals, shows, zoo, arboretum, etc.							
2-e	Reading aloud							
2-f	Watch videos together							
2-g	Engage in playing games or do puzzles together							
2-h	Play music							
2-i	Other -							
2-j	Other -							
<b>Total of all Ratings (A) ---&gt;</b>								
<b>Total Numbers of Items Rated (B) ---&gt;</b>								
<b>(2) Companionship - Average of all Ratings C = (A) / (B) ---&gt;</b>								



# The 12-Cs of In-Home Caregivers®

## 4 - Cleaning

4		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Cleaning		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
<b>Light housekeeping with daily general cleaning , sweeping or vacuuming floors, moping floors using hand held mop, maintenance, clutter free and neatness of the areas care receiver uses, such as:</b>								
4-a	Kitchen and eating area, countertops. Cleaning and putting away dishes after meals. Wiping down spills and sanitizing							
4-b	Bedroom							
4-c	Bathroom including the shower, sink, toilet area and commode and the floor							
4-d	Living room							
4-e	Family room, Den and foyer area							
4-f	Laundry (wash, dry, iron, fold and/or hang)							
4-g	Linen change, make bed, as required							
4-h	Trash removal							
4-i	Organizing closets and drawers							
4-j	Watering indoor plants							
4-k	Other -							
4-l	Other -							
<b>Total of all Ratings (A) ---&gt;</b>								
<b>Total Numbers of Items Rated (B) ---&gt;</b>								
<b>(4) Cleaning - Average of all Ratings C = (A) / (B) ---&gt;</b>								

# The 12-Cs of In-Home Caregivers® Exception

## Caregiver CANNOT assist in performing the following tasks:

**Skilled care such as:** Physical, speech & occupational therapy, wound care, injection)  
Hair cutting  
Administering medications  
Full body massage  
Moving heavy furniture  
Scrubbing carpets and floors  
Clean areas not used by the care receiver  
Scrubbing the cabinets  
Pest control  
Pet grooming

Use of power washer to clean garage, driveway or house  
Washing windows  
Washing the car  
Snow removal  
Lawn/garden maintenance  
Weeding  
Planting flowers  
Cutting the grass  
Raking or blowing leaves  
Pool maintenance

# The 12-Cs of In-Home Caregivers®

## 5 - Compassion

<b>5</b>	<b>Caregiver Onboarding Checklist</b>	
<b>Compassion</b>	<b>Now</b>	<b>3-Months from Now</b>
5-a	<p>Compassion is a social feeling that motivates people to go out of their way to relieve the physical, mental, or emotional pains of others and themselves. Compassion involves "feeling for another" and motivating ourselves to be moved by suffering to help alleviate and prevent it.</p> <p>The virtues of compassions are: To be helpful with warmth, care, patience, wisdom, kindness, perseverance, and resolve. "compassion consists of three facets: noticing, feeling, and responding."</p>	
<b>(5) Compassion - Rating ---&gt;</b>		

<b>Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver</b>				
Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
<b>Ratings</b>				
1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
<b>(5) Compassion - Rating ---&gt;</b>				

# The 12-Cs of In-Home Caregivers®

## 6 - Chemistry

6		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Chemistry		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
6-a	<p>Chemistry is the emotional connection between two people. It can provide a sense of excitement, safety, and respect to the relationship. Chemistry might begin with shared interests and values, and can be preserved over time through communication and trust.</p> <p><b>Characteristics of good Chemistry</b>                      Being kind and expressing your admiration.                      Building trust. The safer you feel in a relationship, the more open you will be.                      Keep things interesting: Mix up your caregiving chores such as, cooking habits, recreational activities. It can increase the chemistry in your relationship.                      Open communication can lead to a greater understanding and improve chemistry significantly.                      Take and give space. Set boundaries to maintain your and your care receiver's personal space.</p>							
<b>(6) Chemistry - Rating ---&gt;</b>								

# The 12-Cs of In-Home Caregivers®

## 7 - Compatibility

7	<b>Caregiver Onboarding Checklist</b>		
<b>Compatibility</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; vertical-align: middle;">Now</td> <td style="width: 50%; text-align: center; vertical-align: middle;">3-Months from Now</td> </tr> </table>	Now	3-Months from Now
Now	3-Months from Now		
7-a	<p>Compatibility is about the core value system (ethics, honesty, integrity, kindness, generosity, courage and confidence).</p> <p>It is an ability to perform tasks or solve problems by being on the same page to get along by negotiating, compromising and respecting each other's agreed roles and responsibilities</p>		
<b>(7) Compatibility - Rating ---&gt;</b>			

Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
Ratings				
1 to 2	3 to 4	5 to 6	7 to 8	9 to 10

# The 12-Cs of In-Home Caregivers®

## 8 - Communication

<b>8</b>	<b>Caregiver Onboarding Checklist</b>	
<b>Communication</b>	Now	3-Months from Now
8-a	The ability to humbly and clearly exchange ideas, thoughts, opinions, knowledge and data so the messages are received and well understood between the caregiver and the care receiver.	
<b>(8) Communication - Rating ---&gt;</b>		

Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
Ratings				
1 to 2	3 to 4	5 to 6	7 to 8	9 to 10

# The 12-Cs of In-Home Caregivers®

## 9 - Commitment

9		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Commitment		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
9-a	Giving care to other is your calling. You are dedicated and willing to give your time and energy to caregiving.							
9-b	Keep your promises and make promises you can keep.							
9-c	To keep on treating your care receiver with respect, even if you are upset or angry.							
<b>Total of all Ratings (A) ---&gt;</b>								
<b>Total Numbers of Items Rated (B) ---&gt;</b>								
<b>(9) Commitment - Average of all Ratings C = (A) / (B) ---&gt;</b>								

# The 12-Cs of In-Home Caregivers®

## 10 - Continuous Improvement

10		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Continuous improvement		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
				Ratings				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
10-a	<p><b>Kaizen:</b> The Japanese concept of Kaizen means continuous improvement of products and processes.</p> <p><b>Key features of kaizen include:</b> Improvements are based on many small changes rather than the radical changes.</p> <p>The ideas come from the talents of the existing workforce which is easy to implement, as opposed to using research, consultants or equipment – any of which could be very expensive</p> <p>It helps encourage workers to take ownership for their work, and can help reinforce team working, thereby improving worker motivation.</p>							
(10) Continuous improvement - Rating --->								

# The 12-Cs of In-Home Caregivers®

## 11- Cost

11		Caregiver Onboarding Checklist		Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Cost		Now	3-Months from Now	Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
<p>11-a</p> <p>Cost is the expense incurred in acquiring a caregiving service.</p> <p>Value is the benefit or worth a care receiver perceives in relation to the price they pay.</p> <p>Setting: Price is set by the seller, cost is determined by the expenses involved, and value is perceived by the care receiver.</p> <p>Does care receiver get the value (proper care) for his money?</p>				<b>Ratings</b>				
				1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
<b>(11) Cost - Rating ---&gt;</b>								

# The 12-Cs of In-Home Caregivers®

## 12 - Culture – at the Home of Care Receiver

12		Caregiver Onboarding Checklist	
Home Culture of the Care Receiver		Now	3-Months from Now
12-a	<p>While perks and benefits are certainly great to have, and can help employees to feel supported and appreciated, but they are not enough.</p> <p>A great home culture goes much deeper: It involves open communication, mutual respect, shared goals, and a commitment to employee growth and development.</p>		
<b>(12) Home Culture of the Care Receiver - Rating ---&gt;</b>			

Care Receiver or Care Arranger's Feedback on the Care Provided by the Caregiver				
Does Not Meet	Barely Meets	Meets	Exceeds	Far Exceeds
Ratings				
1 to 2	3 to 4	5 to 6	7 to 8	9 to 10
<b>(12) Home Culture of the Care Receiver - Rating ---&gt;</b>				

## Blank Grid for Assessing Caregiver's Performance

- Please use a pencil for rating so the grid can be used multiple times by erasing the previous ratings
- Take ratings of each of the 12 items from the previous pages and put a dot on the 1 to 10 grids corresponding to the rating of that item
- Connect all the dots to form a circular pattern
- With five (5) being an average rating, higher numbers are better and lower numbers need improvement

