

IHSS Provider Basic Training: Trainer Timeline

Time	Topic	Slide(s)	Notes
8:30 – 8:45 (15 minutes)	Welcome/Introductions	1-3	<ul style="list-style-type: none"> • Welcome • Housekeeping • Introductions • Training Objectives • Training Overview
8:45 – 9:00 (15 minutes)	Pre-Test	4	<ul style="list-style-type: none"> • Pre-Test
9:00 – 9:30 (30 minutes)	Introduction to IHSS	5-25	<ul style="list-style-type: none"> • <i>Introduction & Services</i> Video 0:00-2:03 • IHSS Program Overview • Service Assessment/Authorization • IHSS Authorized Tasks/Hours • IHSS Non-Authorized Tasks/Hours • Timesheets & Paychecks <ul style="list-style-type: none"> ○ “Paid or Delayed” Q&A classroom discussion ○ Telephone Timesheet Approval (TTS) • Provider Requirements & Responsibilities • Confidentiality • Mandated Reporting
9:30 – 9:45 (15 minutes)	Activity #1	26	<ul style="list-style-type: none"> • Class review and answer questions
9:45 – 10:45 (1 hour)	Working with the IHSS Consumer	27-34	<ul style="list-style-type: none"> • Flip Chart: classroom discussion • Ethics of the Professional IHSS Provider • Building and Keeping Good Relationships • Setting and Maintaining Boundaries <ul style="list-style-type: none"> ○ <i>Supervising Your Provider</i> Video 3:20-4:20 • Understanding the IHSS Consumer’s Rights and Responsibilities
10:45 – 11:00 (15 minutes)	Break		
11:00 – 11:15 (15 minutes)	Activity #2	35	<ul style="list-style-type: none"> • Class review and answer questions
11:15 – 11:55 (40 minutes)	Communication Skills	36-50	<ul style="list-style-type: none"> • Flip chart: classroom discussion • Communication Tips • Communication Techniques • Q&A classroom discussion • Communicating with Deaf and Hard of Hearing Consumers • Communicating with Consumers with Speech Impediments • Communicating with Third Parties • Cultural Differences • Basic Normal Changes of Aging • Self-Care
11:55 – 12:10 (15 minutes)	Activity: Relaxation Response Technique	51	<ul style="list-style-type: none"> • Relaxation music and complete exercises
12:10 – 12:40 (30 minutes)	Universal Precautions	52-57	<ul style="list-style-type: none"> • Universal Precautions <ul style="list-style-type: none"> ○ Classroom Discussion • Home Safety Tips • Planning for Emergencies
12:40 – 12:45 (5 minutes)	Wrap-up	58-59	<ul style="list-style-type: none"> • Review key concepts • Helpful Websites
12:45 – 1:00 (15 minutes)	Post-Test	60-61	<ul style="list-style-type: none"> • Post Test • Thank you: dismiss