

As a Direct Care Professional, how can I enroll in "A Call to Mentoring"© training?

If you have an interest in this training, simply contact the Iowa CareGivers office by:

- Calling us at 515.223.2805, or
- Visiting our website at:
www.iowacaregivers.org

If you are an employer and would like to offer the Peer Mentor training to at least 12 of your direct care staff, just contact Iowa CareGivers and we will arrange for on-site training. Maximum class size is 25.

Iowa CareGivers partners with several Iowa Community Colleges to offer this training. A regional training can be offered at one of the community colleges in response to interest from employers and/or Direct Care Professionals in the area. The training can be held at other venues also.

"The Iowa Caregiver's Mentor Program has helped to strengthen the hiring and onboarding of new associates and has helped us to retain this invaluable asset to our team."

*– Linda Larson,
RN, LTC, Grundy
County
Memorial
Hospital*

What is included in the registration fee for the two-day Peer Mentor training?

A Mentor Magic Kit packed full of great tools for successful mentoring, two-days of training provided by an Iowa CareGivers certified instructor, a student handbook, a mentor pin, a certificate, and continental breakfast and lunch each day.

Contact the Iowa CareGivers for additional information about the Mentor Manager Toolkit, Peer Mentor class offerings, and registration fee: www.iowacaregivers.org or 515.223.2805 or information@iowacaregivers.org

Iowa CareGivers offers these valuable Peer Mentor resources so that the Iowa network of Direct Care Professionals and employers of direct care staff have proven resources available to increase retention of this growing segment of Iowa's workforce that provides hands-on care to thousands of Iowans.



1231 8th Street, Suite 236
West Des Moines, IA 50265

"A Call to Mentoring":©
ARE YOU READY?

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ORGANIZATION
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IOWA CareGivers

"A Call to Mentoring":©

**ARE
YOU
READY?**

**Learn How to
Develop A Peer
Mentor Program &
How to Become
a Peer Mentor**

Made possible with funding from the Iowa
Department of Public Health Contract # 5882NW23

PURPOSE: “A Call to Mentoring”© Program is designed to provide Direct Care Professionals and their employers with tools and skills to create and or expand a Peer Mentor Program to:

- Improve retention rates of direct care staff,
- Enhance the work experience and job quality for existing and new direct care staff, and
- Improve the quality of care and support to those receiving care.

Why is Mentoring so Important?

- Direct care makes up the largest sector of Iowa’s workforce.
- Direct care is a high demand occupation.
- Direct Care Professionals change jobs or leave the profession at alarming rates, often over 60% annually.
- Turnover costs employers and Iowa tax payers millions of dollars every year.

Who are Direct Care Professionals?

Direct Care Professionals provide over 80 percent of the hands-on-care and support for Iowans of all ages in all settings. They help Iowans of all ages maximize their independence, their health, and their quality of life.

Direct Care Professionals go by many titles, certified nurse aide, home care and home health aide, personal care attendant, direct support professional, and many more. This valuable segment of the workforce serve in private homes, assisted living and nursing facilities, hospitals, adult day centers, and a variety of settings for people with disabilities.

Reasons Direct Care Professionals leave the field:

- Feelings of not receiving enough education to confidently perform their job duties
- The job duties are not what they expected
- Limited opportunities for advancement within the field of direct care
- Lack of respect for the important work they do
- Lack of access to health coverage and other benefits
- Low wages
- Physical and emotional demands of the work

Does Mentoring Work? YES!

- Proven to help retain staff
- Attracts new workers
- More consistent care from more consistent staff
- Job satisfaction is increased
- Direct Care Professionals learn better communication skills, professionalism, and how to work as a team
- Provides employers with opportunities to elevate wage levels of mentors

“A Call to Mentoring”© Program Consists of Two Components

1. “A Call to Mentoring”: Manager Toolkit ©
2. “A Call to Mentoring”:© A Direct Care Professional’s Guide to Mentoring

“A Call to Mentoring”: Manager Toolkit © is designed especially for employers of Direct Care Professionals who provide most of the hands on care and support to older Iowans and children and adults with disabilities. The free, online, downloadable program prepares employers in a variety of settings to implement a Direct Care Professional Peer Mentor Program. Originally developed by Iowa CareGivers as part of a recruitment and retention pilot project, “A Call to Mentoring”© Program has proven to be effective in significantly reducing turnover of Direct Care Professionals.

Employers have free access to this toolkit that provides invaluable resources, including:

- printable sample templates,
- lessons learned from employers who have implemented mentor programs, resources,
- frequently asked questions, and
- checklists that will enable the organization to prepare for the peer mentor program at a customized pace considering time and resources.

As an employer, how can I access the Mentor Manager Toolkit?

The Mentor Manager Toolkit is available at no cost on our website at: www.iowacaregivers.org/programs

“A Call to Mentoring”:© A Direct Care Professional’s Guide to Mentoring is a two-day educational program for Direct Care Professionals to enhance peer mentoring skills to help retain direct care staff. This program is a thoughtful presentation that uses a number of teaching strategies and tools. Each participant in the program receives a Mentor Magic Kit full of useful and fun tools for use in becoming successful mentors!

What will Direct Care Professionals learn in the Peer Mentor training? Participants will be able to:

- Define the meaning of mentoring
- Explain how personal and professional values affect the ability to mentor others
- Identify qualities of effective mentors
- Discuss how different personalities impact a mentor program
- Describe the link between effective mentoring and retention of staff
- Discuss roles of mentors
- Demonstrate effective communication, recognition, and other skills and techniques that will enhance effectiveness of mentors
- Describe how to promote a peer mentor program and foster an environment where a peer mentor program can succeed
- Discuss how to use mentoring tools and resources
- Self-evaluate your effectiveness as a mentor

This Peer Mentor training is an opportunity for Direct Care Professionals to enhance their skills and to inspire new staff and other co-workers to provide the best possible care for those being served.

On average, 97% of those who complete the Peer Mentor training say they would recommend it to a co-worker.

On average, 86% of those who complete the Peer Mentor training say they are more likely to continue working for their current employer because of participation in the Peer Mentor training.

“I was reminded not to be judgemental, give everyone a chance and just because something is not done my way, does not mean it is the wrong way!”

– A Call to Mentoring graduate

“Iowa Caregivers mentor program has been our biggest asset. Our turnover has reduced from 100% to 13%.”

– Martha Toben, Good Samaritan Society – Le Mars

