

Guidelines and Expectations to Lead as a CNA Task Force Member

As CNA Task Force Members, you are the voice of the CNAs at your facility, a leader for positive change for you and your team, and part of a larger support network for troubleshooting and discussion among CNAs in your sister facilities. As such, there will be some expectations that go along with this role, not only to be a positive example to other CNAs in your building, but also to maximize your abilities to contribute to the task force.

- **You should actively be reaching out to your CNA peers at your facility.**

Talking to, calling, or meeting with other CNAs can help you become aware of potential growth areas on other shifts, help you to discuss solutions that you've gotten from meetings, and will help foster a feeling of community and togetherness that will reinforce the idea that you are someone they can go to and that you're all on a team, together. If you hear recurring problems (like equipment that needs improving, problem areas with scheduling, and so on), you can bring that to a task force meeting. With the support of fellow task force members, you will be able to collaborate solutions to bring to your CNA Leads/Administrators.

- **You should attend every CNA Task Force Zoom Meeting.**

Obviously, sometimes things happen, but your attendance should be regular. Some of our CNAs attend on days off or before/after their shift, and are of course paid for this extra time they put in. It is vital that you join us in our discussions, and you have earned this role specifically to be a part of them.

- **It is mandatory that no CNA on the task force has any current disciplinary actions against them.**

This is especially important regarding your ability to provide quality care to your residents, attendance at work, and interactions with your fellow CNAs. Regular call-ins and tardiness, and unacceptable interactions towards your team will result in an automatic disqualification from eligibility to be part of the task force.

- **This is the team to come up with solutions and improve communication and leadership skills.**

CNAs on the task force must also understand that their role is not to be the person who complains to everyone about issues they are having. Complaining is very different from discussing a problem and seeking solutions. Keep in mind that when you are presenting a problem in your building, you should also be coming up with possible solutions to discuss with everyone. As a leader and mentor, your priority should be to fix what's broken and showcase what works well.

- **You should be open to furthering your CNA education.**

CNA task force members should also be open to, and seeking out, opportunities for further education. Our industry often changes at a moment's notice, and all residents are different. Be it dementia training, learning about fall risks, or brushing up on laws and practices, CNAs should be ready to share their knowledge.

- **Be the change in training and retaining new staff.**

CNAs who have earned a spot on the task force should be at the front of the line to welcome, teach, and encourage newly hired CNAs in your building. Offering to answer questions during training, actively showing you are there to support them, and helping trainers with their normal floor workload is a critical step in maintaining staff and preserving the community feeling that we encourage at each home. That little extra can go above and beyond in retention and training – the more you can help with making sure a new CNA knows their job, the easier life will be on the residents and everyone that cares for them.

We are here to help you succeed in all of these things, so that you can succeed in your building. Thank you for joining us on the CNA Task Force.

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Task Force Member Signature: _____ Date: _____

Task Force Leader Signature: _____ Date: _____