What is Mentor/Preceptor?
Mentor/Preceptor is a program designed to equip each campus with the expertise to provide excellence in customer service. Nurse Mentors and Caregiver Preceptors assist in the onboarding process as well as the ongoing training of fellow employees.

What are the expectations of a Nurse Mentor and Caregiver Preceptor?
- Assist nurses and caregivers in balancing clinical, time management skills, and customer service excellence
- Empower nurses and caregivers to be cultural leaders and focus on the importance of personal interactions with both employees and customers
- Become leaders and educators of Trilogy Service Standards
- Assist nursing management with tours, questions, training, etc.
- Work with new clinical staff to assist them in becoming familiar with their jobs

What are the objectives of the Mentor/Preceptor program?
- Increase employee satisfaction and retention
- Exceed Trilogy clinical standards and service expectations
- Improve delivery of service to residents through effective execution
- Improve Communications – TC3
  - Content
  - Context
  - Connection
- Reduce employee turnover within the clinical area

What are the qualifications to become a Mentor/Preceptor?
- Minimum 6 months work experience at a Trilogy campus (exceptions can be made for start-up campuses with DVP approval)
- For Mentor - Minimum 1 year as Licensed or Registered Nurse
- Good attendance record with less than 5 occurrences in the past twelve months
- Full-time employee
- Demonstrates superior work performance. Past performance evaluations may be reviewed as part of the selection process
- Recommendation letter from ED and DHS
- Complete a skills validation prior to the training
  - Preceptor – Complete a skills validation
  - Mentor – Complete the Clinical Competency Test (80% is passing)
- Regular attendance at campus in-services
- Consistently demonstrates excellence in customer service
- Committed to, applies, and communicates Trilogy’s policies and mission statements
What are the training requirements for becoming a Mentor/Preceptor?

- Candidate must be able to participate in the off-site, two and a half day program
- Upon completion and graduation from the program, students will return to the campus as the Mentor or Preceptor

I’m ready to apply to be a Mentor/Preceptor. How do I apply?

Employees must apply through iCIMS. To do this, they need to log into eMerge and click on the Job Opportunities icon on the home page. Search for the appropriate keyword (Mentor or Preceptor). From the search results, click on the link for the appropriate division (if unsure of your division, ask your ED or DHS). From there, follow the prompts to apply for the job. Detailed instructions can be accessed in eMerge by locating the Caregiver Preceptor or Nurse Mentor icons at the bottom of the home page and clicking the Click here to learn how to apply link.

What are the training dates and location and what other timelines do I need to be aware of?

Attendees will attend the northern or southern location based on campus proximity to training site.

<table>
<thead>
<tr>
<th>Training Sites and Dates:</th>
<th>Southern Location:</th>
<th>Northern Location:</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Attendees arrive at the hotel the evening prior</td>
<td>Wooded Glen Henryville, IN</td>
<td>Courtyard Marriott Downtown Ft. Wayne, IN</td>
</tr>
<tr>
<td></td>
<td>Tuesday, November 1 – Thursday, November 3, 2016</td>
<td>Wednesday, November 2 - Friday, November 4, 2016</td>
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</tbody>
</table>

| Application Deadline in iCIMS | Monday, September 12, 2016 |

Who can I contact if I still have questions?

Contact Employee Services Support or Jeanette Jones.