



LeadingAge Washington's Assisted Living Leadership & Management Certification 4-Day Training

Thursday, September 8, 2022

8:30 a.m. Welcome and Introductions with Dave and Carol Foltz

Carol Foltz

- What is Assisted Living?
- Who Lives Here - Resident Characteristics in Washington
- Common Diseases of Assisted Living Residents
- Service Levels in Assisted Living

Dave Foltz

- Customer Payment Options

Noon – 12:45 p.m.

Lunch

Carol Foltz

- Policies and Procedures Regarding Residents/Care & Services Care and Services
- WAC's vs RCW's
- Inspection Process
- Building a Great Team "Building Staff & DSHS"
- Culture
- Care Programs

Dave Foltz

- Education and Training

MOMENTUM

Thursday, September 15th - Day 2

8:30 – 10:00 a.m.

Wellness

- Activities/Lifestyles Opportunities
- Transportation

10:15 – 11:15 a.m.

Dining and Best Practices

- Dining Experience: therapeutic Diets
Meals, Snacks

LUNCH 11:30 a.m. – 12:15 p.m.

12:30 – 2:30 p.m.

Clinical Situations in Assisted Living

- Residents
- Assessment and Service Plans
- Intermittent Nursing Services
- Medication Management

2:30 – 4:45 p.m.

Human Resources

- Staff – People: Building a great team – Hiring
- Employee Handbook
- Communication Methods Among Management and Staff

MOMENTUM

Thursday, September 22nd - Day 3

8:30 a.m.

Welcome and Intro's by Dave and Carol

9:00 – 10:30 a.m.

The Department of Social and Health Services

- Types of Licensing, Inspections, Complaint Investigation
- Communication with the Department:
- Get your team ready for an Inspection:

10:45 – 12:00 p.m.

Ombudsman

Lunch 12:00 – 1:00 p.m.

1:00 – 3:00 p.m.

Marketing and Branding

- Census Building (Know Who You are Looking For)
- Branding
- Customer Service/Care

3:00 – 4:15 p.m.

Working with the EMS

- Coordination with EMS
- When to Call

MOMENTUM

Thursday, September 29th - Day 4

8:30 a.m.

Welcome and Introductions

8:45 – 9:45 a.m.

Investigations! Good, Bad and Ugly

10:00 – 10:30 a.m.

Update on the upcoming Legislative 2023 Session

10:45 - Noon

Dave Foltz

The Birds – Leadership

Lunch Noon – 12:30 p.m.

1:30 – 3:00 p.m.

Fiscal Solutions in Assisted Living

3:15 – 4:00 p.m.

Closing and Graduation

Questions?

Contact Pat Sylvia psylvia@leadingagewa.org

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