



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

**Thursday, August 3, 2023**

**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



**Thursday, August 10th - 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



**Thursday, August 17th - 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



**Thursday, August 24th - 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 2024 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?**

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