# Why you should attend:

Get ahead of the curve

Set the standard

Implement best practices

Networking opportunities and peer support



## HEATHER O. BERCHEM, ESQ.

Murtha Cullina LLP

MARK GARILLI

Chief Operating Officer, Masonicare

JOANNE KUNCAS, RN, MS

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ROBERT NOONAN, ESQ.

Robert Noonan & Associates

BENJAMIN W. PEARCE









2018 20, March 19

Water's Edge Resort & Spa, Westbrook, CT







# **EXECUTIVE DIRECTOR**

Certification Course







# What will the course cover?

#### RESIDENT CARE MANAGEMENT

The creation and execution of services consistent with residents' needs and preferences. Skills in:

- Creating and implementing policies and procedures regarding resident care management
- Conflict resolution
- Recognizing changes in residents' physical, emotional, and psychosocial states
- Informing residents of and protecting their rights
- Grievance procedures for resident and responsible party
- Motivating residents to participate in recreational activities
- Developing and applying resident support programs (volunteers, activities, etc)

#### **HUMAN RESOURCES** MANAGEMENT

The planning, implementation, and assessment of the effectiveness of recruitment, performance appraisal, training, and retention policies and procedures to develop competent staff who display positive values and attitudes. Skills in:

- Developing policies and procedures regarding human resources
- Predicting comprehensive effect of personnel policies on the organization
- Auditing personnel policies and communicating results to appropriate individuals

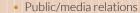


- Conducting employment and exit interviews
- Enhancing employee self-esteem through recognition
- Performance-based measurement
- Personnel recruiting
- Basic employee counseling
- Negotiating wages, salaries, and benefits
- Matching qualifications of candidates to job requirements
- Evaluating procedures to recruit, train, and retain employees
- Injury prevention programs
- Reporting injuries and follow-up
- Auditing employee health and safety programs and communicating results to appropriate persons

#### **ORGANIZATIONAL** MANAGEMENT

The development and implementation of principles and practices of management in the overall operations of a residential care/assisted living community. Improve your understanding of older consumers and your aging work force. Skills in:

- Oral and written communication with residents, responsible parties, staff, governing/ownership bodies, the community/public, and regulatory agencies
- Applying planning techniques to accomplish the organization's mission, goals, and objectives



- Government relations
- Assessing resident satisfaction
- Consider how gerontology trend data impacts your residents and staff

#### PHYSICAL ENVIRONMENT MANAGEMENT

The development and maintenance of a health and safe physical environment that is consistent with residential care/assisted living management philosophy and programming. Skills in:

- Creating emergency and safety plans that reflect identified and resident limitations
- Supervising staff and leading residents during emergency situations
- Preparing, executing, and evaluating vendor contracts
- Selecting products and materials that are appropriate, safe, and aesthetically pleasing in order to create a home-like environment for the residents

#### BUSINESS/FINANCIAL MANAGEMENT

The development and implementation of procedures and systems that enable the administrator to operate a financially viable facility. Skills in:

 Data collecting, quantifying, and analysis





# EXECUTIVE DIRECTOR

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# **Program Schedule**

#### MONDAY, MARCH 19

Physical Environment Management Mark Garilli

Resident Care Management Risk Management Regulatory Compliance **Government Relations** Jo Anne Kuncas, RN Heather Berchem, Esq.

Dinner & Reception (overnight accommodations included)

#### **TUESDAY, MARCH 20**

Business/Financial Management Benjamin Pearce

Organizational Management Mark Garilli

Human Resource Management Robert Noonan, Esq.

> For the latest on CALA/ISLE events. scan the code at right



## **Registration Form**

PLEASE PRINT OR TYPE

#### REGISTRATION FEE

CALA members: \$750 per person includes: two-day retreat with dinner and overnight accommodations on the first night. Breakfast and lunch on both days. Non-CALA members: \$1500 per person.

REGISTER TODAY!

Registration is limited

to 20 participants.

Name		
Address		
City/State/Zip		
Email / Phone / Fax		
Title / Organization / Y	ears of Experience	
What do I hope to ge	et out of this course?	
	<b>47</b> 50	
	\$750 x =+	
	\$1500 x =	
TOTAL due to CALA	\$	
O Credit Card (circle	e one): MasterCard VISA	DISCOVER
Name on card		
Credit Card Number		
Expiration date	// Security C	ode
Signature		

• Check enclosed made payable to: CALA.

Payment is due with registration. Mail or fax to:

CALA, 100 Halls Road, P.O. Box 483, Old Lyme, CT 06371 Telephone 860.434.5760 / fax 860.434.5790