

Assisted Living Certificate Program

One program for housing-with-services based assisted living with two learning tracks:

- **AL/HWS Managers**
- **Home Care Nurse Managers**

**2019
Assisted Living
Certificate Program**



**2019
Spring Series**

Minnesota Masonic
Heritage Center, Bloomington
Combined training days (all)

Thursday, April 25
Friday, April 26
Wednesday, May 22
Thursday, May 23
Monday, June 3
Tuesday, June 4
Wednesday, June 5

**2019
Late Summer/Fall Series**

Rush Creek Golf Club,
Maple Grove
Combined training days (all)

Tuesday, August 6
Wednesday, August 7
Wednesday, September 11
Thursday, September 12
Monday, September 30
Tuesday, October 1
Wednesday, October 2

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About This Program

This program for housing-with-services based assisted living has separate learning tracks for the AL/HWS Manager and the Home Care Nurse Manager. It is designed to sharpen the specific skills and knowledge required for these essential leadership positions. Most of the days are joint sessions for optimal training and shared learning on critical legal and operational topics. It will also explore the critical intersections between the housing and home care components of assisted living and the necessity of understanding the whole. Managers and nurses may attend individually or in teams.

Suggested audience:

This certificate program is specifically designed for AL/HWS Managers and Home Care Nurse Managers working in housing-with-services based assisted living settings who have some experience in and knowledge of AL/HWS settings, home care or another sector of the aging services provider community. It is not designed for individuals without prior experience in the field seeking to learn more about/prepare for the role of the housing manager or the home care nurse manager.

Manager Track

- AL/HWS/Senior Housing Management Staff
- Campus Directors
- Long-Term Care Administrators
- Department Heads

Nurse Manager Track

- Nurses as arranged home care providers in a housing-with-services/ assisted living setting

About the Assisted Living Certificate

Participants who attend all modules in their designated six-day track (manager or nurse manager) will earn a *Certificate of Completion* which demonstrates in-depth professional study of a topic area on a voluntary or individual basis. It does not denote certification or that someone is certified as an AL/HWS Manager or Home Care Nurse Manager. Questions may be directed to Heidi Simpson, Vice Present of Education, LeadingAge Minnesota, hsimpson@leadingagemn.org.





Key Learning and Skills

- Deepen your understanding of the critical laws and rules that apply to Minnesota's assisted living/HWS settings and with which your organization must comply.
- Recognize that the combined forces of changing consumer expectations, increased scrutiny of assisted living providers by various stakeholder groups and the demand for accountability will ultimately change the way assisted living programs will be delivered in Minnesota in the foreseeable future.
- Gain important insights that the manager must know about the home care services component and the nurse manager must know about the housing component of your organization's assisted living program to prevent violating important legal consumer protections.
- Identify the intersections between the housing and home care components – where there are synergies, as well as differences that may present operational and legal challenges that must be addressed.
- Understand your role in protecting vulnerable adults living in your building from abuse and neglect and what systems and practices you need to put into place to prevent harm.
- Explore the legal issues related to transfers and discharges between service providers and settings.
- Discuss Minnesota's home care licensure requirements and what your organization can do to preserve compliance, prepare for a survey and complete the follow up that may be required for negative findings.
- Refresh your understanding of the various quality improvement expectations for assisted living settings and take home practical tips, tools and approaches you can use.
- Describe how assisted living managers and home care nurse managers can work more effectively together to build trust with residents, clients and families.
- Explain how the services your organization provides is governed by Minnesota's Nurse Practice Act and the legal and business structures that must be created to deliver them.
- Review federal and state employment laws and some challenging issues that tend to arise for assisted living organizations which must be dealt with effectively.
- Compare and contrast pricing and packaging options based on your service model design so they can match funding streams and your organization's financial goals.
- Understand the differences between rent charges and service fees.
- Enhance your leadership style and skills to better meet the demands of the new environment in which future assisted living programs will be operating.





DAY 1 - AL/HWS Laws and Rules (Joint)

8 a.m. Registration and Continental Breakfast
8:30 a.m. – 4 p.m. Program

TOPICS

Overview: Laws and Rules that Govern Assisted Living in Minnesota

- Fair Housing Laws
- Landlord Tenant Law and Corporate ID
- Legal Issues Related to Transfers and Discharges Between Service Providers

PRESENTERS

April Boxeth, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul; **Michelle Klegon**, Klegon Law Office, LTD, Minneapolis; **Kelsey Nelson**, Attorney, Voigt, Rodè and Boxeth, St. Paul; and **Kim Webster**, Vice President and Chief Operating Officer, Vista Prairie Communities, Brooklyn Park

DAY 2 - Consumer Protections (Joint)

8 a.m. Registration and Continental Breakfast
8:30 a.m. – 4 p.m. Program

TOPICS

- Consumer Protections
- The Vulnerable Adult Abuse Act
- Safe Care for Seniors
- The Aging in Place Question
- Effectively Handling Customer Complaints
- Effective Partnerships Between the Housing Manager and Director of Clinical Services



PRESENTERS

Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul; **April Boxeth**, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul; **Bobbie Guidry**, Vice President for Housing and Community Services, LeadingAge Minnesota, St. Paul; **Kelli May**, Regional Assisted Living Director, Ebenezer Management Services, Minneapolis; and **Theresa R. Quast**, RN, Assisted Living Nurse Specialist, Ebenezer, Minneapolis





DAY 3 - Legal and Regulatory Compliance (Joint)

8 a.m. Registration and Continental Breakfast

8:30 a.m. – 4 p.m. Program

TOPICS

- Home Care Licensure and Survey – A Team Approach
- Minnesota's Nurse Practice Act – Shaping Clinical Care and Services
- Practical Approaches to Organizational Quality Improvement Initiatives

PRESENTERS

Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul; **Rene Cronquist**, Director for Practice and Policy, Minnesota Board of Nursing, Minneapolis; **Rob Rodè**, Attorney/Partner, Voigt, Rodè and Boxeth, St. Paul; and **Lores Vlamincik**, Principal, Lores Consulting, Rochester

DAY 4 - Clinical Skills (Nurse Managers only)

8 a.m. Registration and Continental Breakfast

8:30 a.m. – 4 p.m. Program

TOPICS

- The Role of the Home Care Nurse Manager
- Assessment and Service Plan Development
- Medication Management

PRESENTERS

Joe Litsey, Lead Pharmacy Consultant, Thrifty White Pharmacy, Plymouth; and **Lores Vlamincik**, Principal, Lores Consulting, Rochester





DAY 5 - Legal and Regulatory Compliance (Managers only)

8 a.m. Registration and Continental Breakfast
8:30 a.m. – 4 p.m. Program

TOPICS

- Building and Service Licensing and Other Requirements
- Environment and Asset Management
- Fire Safety for Senior Housing Settings
- Emergency Preparedness – Developing and Implementing a Plan
- Emergency Preparedness – A Crisis Communications Primer

PRESENTERS

*Jodi Boyne, Vice President of Public Relations, LeadingAge Minnesota; St. Paul; **Annette Greely**, Administrator, Park View Campus, Buffalo; **Bobbie Guidry**, Vice President for Housing and Community Services, LeadingAge Minnesota, St. Paul; **Tom Jenson**, Deputy State Fire Marshal and Code Specialist, Minnesota State Fire Marshal Division, St. Paul; and **Don Sheldrew**, MSW, LICSW, EMT-P(R), Central Region Coordinator, Regional Healthcare Preparedness Coalition, St. Cloud Hospital, St. Cloud*

DAY 6 - Human Resource Management (Joint)

8 a.m. Registration and Continental Breakfast
8:30 – 10:15 a.m. Joint General Session
10:30 a.m. – 4:15 p.m. Manager Workshop
10:30 a.m. – 4:15 p.m. Nurse Manager Concurrent Session

TOPICS

Joint General Session

- The Role of the Manager and the Home Care Nurse Manager in Human Resource Management
- Employment Law Overview





Manager Workshop

- Building an Effective Staff - Applicant Screening, Interviews, Recruitment and Retention
- Effective Leadership Communication Strategies
- Employee Social Supports
- Performance Reviews
- Corrective Actions

Nurse Manager Concurrent Session

- Supervision and Delegation
- Training and Orientation
- How to Develop Educational and Training Programs for Adult Learners
- How to Sleep at Night as the Home Care Director
- Best Practices for Clinical Documentation

PRESENTERS

General Session: *Michelle Klegon*, Klegon Law Office, LTD, Minneapolis; and *Ellen Schneider*, Human Resources Consultant, St. Paul

Manager Workshop – *Ellen Schneider*, Human Resources Consultant, St. Paul

Nurse Manager Concurrent Session – *Jennifer Anderson*, President and CEO, Mirabelle Management, Creators of EduCare, Plymouth; *Jeanette Mefford*, President, Mefford Knutson & Associates, Minneapolis; and *Lores Vlaminck*, Principal, Lores Consulting, Rochester

DAY 7 - Financial Management and Leadership (Joint)

8 a.m. Registration and Continental Breakfast
8:30 a.m. – 4 p.m. Program

TOPICS

- The Leader's Role in Financial Management of the AL Organization
- Financial Strategies for the Successful AL
- Pricing and Packaging Based on Your Service Model Design
- What Great Leaders Do Differently

PRESENTERS

Austin Figge, Vice President of Business Development, Prairie River Home Care, Buffalo; *Jay Pizinger*, CFO, Three Links, Northfield; *Mary Jo Thorne*, Regional Director of Housing Services, Cassia, Minneapolis; and *Lores Vlaminck*, Principal, Lores Consulting, Rochester





MEETING LOCATIONS

Spring

*Minnesota Masonic Heritage Center
11411 Masonic Home Drive
Bloomington, MN 55437
952.848.6500*

Late Summer/Fall

*Rush Creek Golf Club (Ballroom)
7801 County Road 101
Maple Grove, MN 55311
763.509.0155*

ACCOMMODATIONS

Information on nearby accommodations will be provided with registration confirmation.

REGISTRATION INFORMATION AND FEES

Entire Program (all six days/either track): *Members: \$910 per person.
Prospective members: \$1,110 per person.*

Daily fee: Members \$185 per person. Prospective Members: \$310 per person.

***Registration Incentive for the spring series (only):
\$100 off the entire series registration fee***

WHAT THE REGISTRATION FEE INCLUDES

Included in the entire series registration fee: A course manual with handouts for each day (available only as a part of this program), the *Essential Guide: Senior Housing, Housing with Services and Assisted Living in Minnesota* on flash drive (\$260 value), lunch and refreshment breaks. Single day registration includes a handout packet for the day, lunch and refreshment breaks. If you have special dietary or other needs, contact Ashley Rogers upon registration.

HOW TO REGISTER

Register online at: <https://store.leadingagemn.org/eventlist>. Contact Ashley Rogers arogers@leadingagemn.org for assistance or if your registration has not been confirmed within three working days.





ATTENDANCE AND CUT-OFF/CANCELLATION

Attendance

- Register for the entire series or individual days. Attendance at all six days in your chosen track is required to earn the *Certificate of Completion*.
- Missed days may be made up the next time the series is offered at an additional cost of \$50 per day.
- No-shows will be billed for their registration fee.

Cancellation

- Cancellation for individual days must be received in writing five business days in advance of each program day to receive a partial refund.
- A transfer fee of \$150 will be charged to move a confirmed series registration from one time of year to the other.
- LeadingAge Minnesota reserves the right to cancel any program day or the entire series

FOR FURTHER INFORMATION

Ashley Rogers arogers@leadingagemn.org

Local calls: 651.645.4545

Toll Free: 800.462.5368

CONTINUING EDUCATION CREDITS

The training is relevant to the operation of a housing-with-services establishment and to the needs of its tenants and may be used toward the continuing education requirements of housing managers. Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for Days 1-3, 5, 6, and 7 in the manager track. The program has been designed to meet the continuing education requirements for licensed nurses for the Minnesota Board of Nursing. Participants may also request a general certificate of completion.

