



## PROGRAM DATES

October 6, 7, 8, 13, 14, 15, 2020

## ABOUT THIS CERTIFICATE PROGRAM

Revised to provide for a virtual learning experience via webinar, this certificate program helps experienced Assisted Living/Housing-with-Services (AL/HWS) managers sharpen their skills and knowledge in this increasingly complex sector of senior care. It is designed for those 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 intended for individuals without prior experience in the field seeking to learn more about/prepare for the role of the housing manager. While not a pathway to licensure or certification, it is important foundational content that can be consumed as a whole to earn this voluntary credential or taken ala carte by module/topic area.

## PROGRAM SCHEDULE

Tuesday, October 6 • 8:30 – 9:30 a.m.

### Module #1 – Laws and Rules That Govern HWS/Assisted Living in Minnesota

- Develop a general understanding of the laws and regulations that serve as the foundation for the structure and operation of HWS settings.
- Recognize the implications that laws and regulations have for the structure and operation of HWS settings.
- Understand the current status of Assisted Living licensure in Minnesota.

*Michelle Klegon, Attorney, Klegon Law Office, LTD, Minneapolis and Bobbie Guidry, Vice President of Housing and Community Services, LeadingAge Minnesota, St. Paul*

Tuesday, October 6 • 10 – 11 a.m.

### Module # 2 – Fair Housing Laws

- Discuss the fundamental elements of fair housing laws as they apply to all housing settings.
- Describe the special implications of the laws for the structure and operation of AL/HWS settings.
- Explore the challenging issues that frequently arise related to disabilities, service and assistance animals, language used in marketing materials, etc. and what best practices providers can use to remain in compliance.

*Michelle Klegon, Attorney, Klegon Law Office, LTD, Minneapolis*

Tuesday, October 6 • 1 – 2 p.m.

### **Module # 3 – Landlord-Tenant Law**

- Refresh your understanding of Minnesota’s Landlord-Tenant Law and how it applies to AL/HWS settings.
- Review the responsibilities and obligations landlords and tenants have to each other under the law and how those are to be spelled out in leases, tenant handbooks, notices, etc.
- Compare and contrast the differences between the requirements of Landlord-Tenant Law and home care services – which if not addressed appropriately can result in legal exposure for the AL/HWS organization and can put clients at significant risk to their health.

*April Boxeth, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul*

Wednesday, October 7 • 8:30 – 9:30 a.m.

### **Module # 4 – Effective Communications During Times of Change or Transitions**

- Recognize the importance of communicating with families – especially around changes and potential transitions, as well as through care conferences and resident council meetings.
- Describe best practices for communicating with your staff about resident changes and what options can be explored to help facilitate a transition.
- Know how to minimize legal exposure by avoiding terminations through conflict management practices.

*April Boxeth, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul and Bobbie Guidry, Vice President of Housing and Community Services, LeadingAge Minnesota, St. Paul*

Wednesday, October 7 • 10 a.m. – Noon

### **Module #5 – The Vulnerable Adult Abuse Act (VAA) (Parts 1 – 3)**

#### Part 1 – Overview of the VAA

- Refresh your knowledge about Minnesota’s Vulnerable Adults Act (VAA) – who is a mandated reporter, what to report, when and to whom; and definitions of types of abuse under the VAA.
- Understand the purpose of the Ombudsman’s Office and Adult Protection and their role in protecting vulnerable adults.

*April Boxeth, Attorney/Partner and Stella French, Attorney, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul*

#### Part 2 – Abuse and Neglect Prevention – Taking a Systems and Patient Safety Approach

- Explore recent trends in substantiated reports of abuse and neglect in assisted living and home care and complaints received by the Minnesota Department of Health.
- Understand the positive correlation between having a culture of safety in your organization and the prevention of abuse.
- Know the differences between human error, at-risk behavior and reckless behavior as causal factors in abuse and neglect and what you can do to address each type more effectively.

*Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul*

#### Part 3 – VAA Coaching Room

An opportunity to have your pressing VAA questions and prevention how-tos addressed by faculty.

Wednesday, October 7 • 1 – 2 p.m.

**Module #6 – Practical Approaches to Quality Improvement Initiatives**

- Discuss quality improvement requirements for AL settings and some practical steps you can take to achieve results and remain in compliance.
- Review useful tools that will help with your QI initiatives including problem solving, root cause analysis and the 5 Whys.
- Know how to engage your staff, gather data and sustain momentum over time to make a positive difference.

*Julie Apold, Vice President of Quality and Performance, LeadingAge Minnesota, St. Paul*

Wednesday, October 7 • 2:30 – 3:30 p.m.

**Module #7 – Clinical Services in AL/HWS Settings**

- Become familiar with Minnesota’s Nurse Practice Act (NPA) so you know what is required of licensed nurses as it relates to AL/HWS settings and their scope of practice.
- Discuss what you as an AL/HWS manager need to know about staffing considerations for nursing and clinical services for your organization and its programs.
- Receive an overview of the various training requirements for nurses working in AL/HWS.

*Lores Vlaminck, Principal, Lores Consulting, Rochester*

Thursday, October 8 • 8:30 – 10 a.m.

**Module #8 – Home Care Licensure, Survey and Avoiding Negative Findings**

- Review Minnesota’s Home Care Licensure requirements so you know what is expected.
- Discuss what policies, procedures and systems to have in place to handle complaint investigations and address concerns.
- Know how to prepare for the survey process by conducting self-audits, gathering and organizing information that a surveyor will request, training your staff for what to expect and other important actions.

*Rob Rodè, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul and Lores Vlaminck, Principal, Lores Consulting, Rochester*

Thursday, October 8 • 10:30 – 11:30 a.m.

**Module #9 – AL/HWS Operations (Parts 1 – 2)**

Part 1 – Building and Service Licensing and Other Requirements

- Understand the roles of various state agencies and licensure boards related to your building and activities.
- Know where to find laws and rules with which AL/HWS settings must comply so you can read and refer back to them as needed and use in training your staff to help maintain compliance.

Part 2 – Environment and Asset Management

- Consider the design and maintenance of your building, grounds and equipment for managing these valuable assets.
- Understand how services can be accessed, in-house or contracted.
- Review security and safety considerations for your environment.

*Bobbie Guidry, Vice President of Housing and Community Services, LeadingAge Minnesota, St. Paul*

Thursday, October 8 • 3 – 4 p.m.

### **Module #10 – Fire Safety for Senior Housing Settings**

- Understand what fire safety requirements apply to senior housing settings and the roles of the MN State Fire Marshal and local fire code officials.
- Learn about specific requirements applicable to senior housing such as emergency plans, alarm systems and locking arrangements.
- Explore other timely topics through a Q&A session.

*Tom Jenson, Deputy State Fire Marshal and Code Specialist, Minnesota State Fire Marshal Division, St. Paul*

Tuesday, October 13 • 8:30 – 9:30 a.m.

### **Module # 11 – Emergency Preparedness: Developing and Implementing a Plan**

- Refresh your knowledge of the emergency planning requirements all AL/HWS establishments in Minnesota must follow.
- List the elements of an effective emergency preparedness plan so you and your team can be well organized and ready for whatever incident or emergency might come your way.
- Learn how to conduct risk assessments to evaluate the likelihood of certain disasters occurring in your community.
- Discuss strategies for engaging your residents to prepare themselves for emergencies.

*Brett K. Anderson, Senior Vice President and Chief Ecosystem and Operations Officer and Alvin Roath, Corporate Facilities Director, Ecumen, Shoreview; Kari Everson, Director of Clinical Care and Nurse Consultant and Jonathan Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul*

Tuesday, October 13 • 10 – 11 a.m.

### **Module #12 – Employment Law Overview**

- Understand the implications of employment law on AL/HWS settings.
- Refresh your knowledge about the employee records you are required to keep under Home Care Statute #144A so you can remain in compliance.
- Recognize your obligation to understand and abide by employment laws whether or not your company has human resources expertise on staff.

*Michelle Klegon, Attorney, Klegon Law Office, LTD, Minneapolis*

Wednesday, October 14 • 8:30 – 10 a.m.

### **Module #13 – HR Nuts, Bolts and Best Practices**

- Know how to build an effective staff through recruitment, applicant screening, interviews and retention best practices.
- Become familiar with key communication strategies to use with your team and the value of delivering effective messages.
- Understand the basics of job descriptions and performance reviews, why they are important and some common errors you want to avoid.
- Learn the benefits of using corrective actions and coaching skills to manage employee performance and limit employer liability.

*Ellen Schneider, Human Resources Consultant, St. Paul*

Wednesday, October 14 • 10:30 a.m. – Noon

**Module #14 – Staffing and Service Considerations**

- Examine your organization’s services, programs and building to determine if there is an optimal match to your existing staff positions and levels.
- Discuss effective strategies to hold your staff accountable for carrying out their responsibilities to meet or exceed organizational expectations.
- Know how to appropriately use volunteers and community services.

*Kari Everson, Director of Clinical Care and Nurse Consultant, LeadingAge Minnesota, St. Paul*

Wednesday, October 14 • 2 – 2:30 p.m.

**Bonus Session – HR Coaching Room**

Participants registered for the entire certificate program (only) may engage with speakers Michelle Klegon and Ellen Schneider to get their HR questions addressed in this informal session.

Thursday, October 15 • 8:30 – 9:30 a.m.

**Module #15 – The Basics of AL/HWS Finance**

- List the types of financial documents the AL/HWS manager to needs to know, use and obtain to make important organizational decisions.
- Discuss the different types of budgets commonly used in AL/HWS settings, and the pros, cons and best practices for their use.
- Recognize why it is important and necessary to involve your department managers in the budget planning process, while setting clear expectations for managing their own budgets.

*Jay Pizinger, CFO and Nicki Cook, Consultant, Three Links, Northfield*

Thursday, October 15 • 10 – 11:30 a.m.

**Module #16 – Pricing and Packaging Based on Your Service Model (Parts 1 – 2)**

Part 1 – Considerations for Pricing and Packaging

- Consider the pros and cons of starting your own health care agency or contracting out services as part of your organization’s business plan.
- Review different types of licensures for home care services in Minnesota and where they can be used.
- Determine how and what to include in packaging services for your customers.
- Understand how to gain market share and enhance revenues as a service provider.

*Lisa McNeil, Consultant, Euvoia Senior Care Consulting, Woodbury*

Part 2 – Elderly Waiver

- Understand what you need to do to apply and what needs to be done operationally to serve EW clients.
- Evaluate the mix of EW and private pay clients you are able to serve.

*Bobbie Guidry, Vice President of Housing and Community Services, LeadingAge Minnesota, St. Paul*



## GENERAL INFORMATION

### REGISTRATION FEES

#### For the entire certificate program – all 16 modules

LeadingAge Minnesota Members – \$490

Prospective Members – \$650

The fee includes CEUs for the registered individual *only*, handouts and a bonus *HR Coaching Room* session on October 14.

### Individual Modules

LeadingAge Minnesota Members – \$75

Prospective Members – \$125

### Register Online

Click [here](#) to register online. Contact Ashley Rogers at [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) for assistance or if your registration has not been confirmed.

### CUT-OFF/CANCELLATION

Cancellations must be made in writing three working days prior to each module and are subject to a \$25 processing fee. No refunds for missed modules or no-shows. LeadingAge Minnesota reserves the right to cancel the certificate program or any individual modules.

### HANDOUTS

Participants will be provided handouts electronically and via links in advance of each session.

### CONTINUING EDUCATION CREDITS

This program has been designed to meet the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS) and the Minnesota Board of Nursing. CEUs may be available for AL/HWS managers, as well as general CEUs. Registered individuals *only* are qualified to earn CEUs and the certificate of completion for the series.

### For Further Information

Ashley Rogers, Education Coordinator, [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) or 651.603.3559.



2550 University Avenue West, Suite 350S  
St. Paul, MN 55114  
651.645.4545  
[www.LeadinAgeMN.org](http://www.LeadinAgeMN.org)



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