



April 10-13, 2012

**Red Lion Hotel
Olympia, WA**

Accommodations

The 2012 Spring A+ Academy will be held in Tumwater, Washington, at the WHCA Training Center.

The **Red Lion Hotel Olympia** has been selected as the hosting hotel for housing accommodations. It is conveniently located near the WHCA Training Center and offers onsite amenities like a restaurant, lounge, workout center and convenient free parking.



Please contact the hotel directly to make reservations. **Be sure to mention you are with Washington**

Health Care Association in order to receive the WHCA rate.

The Red Lion Hotel Olympia

2300 Evergreen Park Drive
Olympia, Washington

Telephone

(360) 943-4000

Cancellation Policy

We understand that things could happen to prevent your participation at the A+ Academy after you register. Therefore, we are happy to refund your conference registration fee if you cancel in writing on or before April 2, 2012, and there will be a \$50 cancellation fee per registered attendee.

Unfortunately, we are unable to make any refund for cancellations made after April 2, 2012.

Daily Schedule

9:00 a.m.	Morning Session Begins
10:15 a.m.	Morning Break
10:30 a.m.	Morning Session Resumes
12:00 noon	Lunch (included)
1:00 p.m.	Afternoon Session Begins
3:00 p.m.	Afternoon Break
3:15 p.m.	Afternoon Session Resumes
4:30 p.m.	Afternoon Session Concludes

Dinner is not included; attendees are free to enjoy local eateries and restaurants during the evening time.

Provisos

- ▶ All sessions will start on time; please be punctual.
- ▶ All cellular phones and/or pagers must be turned off or on vibrating mode. Any calls that must be taken must be done outside of the meeting room. Ample break time is allotted for returning calls.
- ▶ Training sessions are for registered attendees and instructors only.
- ▶ ALL attendees must pre-pay for this course.
- ▶ A take-home test must be completed and returned by May 11, 2012, before a certificate of completion will be issued.
- ▶ Cancellations made in writing on or before April 2, 2012, will incur a \$50.00 cancellation fee per registered attendee. All other cancellations will receive no refund.

Program Fees

Registration includes entry to all sessions, a complete binder of handout materials and program information, access to presenters for question and answer session, morning refreshments, lunch, afternoon refreshments and up to 26 continuing education units.

WHCA Member	\$579 per attendee
Non-WHCA Member	\$799 per attendee

Course Overview

The A+ Program has been specifically designed by professionals to enable assisted living and boarding home administrators to excel in their administrative duties and achieve success in their profession. The curriculum has been written and compiled by the presenters and trainers under the direction of the Washington Health Care Association and meets the requirements for administrator training, WAC 388-78A-2520.

For four days, administrators will embark on a journey of education, training and proficiency that will culminate with confidence, capability and efficiency. Administrators at every level and with any amount of experience will be professionally enhanced by this training program.

Day One, Vicki McNealley, Robin Dale, Instructors

Introduction to Washington's Assisted Living and Boarding Home Care

- › What is Assisted Living?
- › How is a Boarding Home Different from Assisted Living?
- › The Aging Process
- › Washington's Regulatory Agencies
- › What is Regulated in a Licensed Boarding Home?
- › Washington's WACs and RCWs
- › Staff Training Requirements

The Regulatory Environment in Washington

- › The Inspection Process
- › Complaint Investigations
- › The Enforcement Tree
- › Quality Assurance Strategies
- › Statements of Deficiencies & Plans of Correction

Resident Rights

- › What Are Resident Rights?
- › Educating the Residents
- › Training Employees
- › The Long-Term Care Ombudsman Program

Informal Dispute Resolution Process

- › Preparing for the IDR
- › Managing the IDR process

Continuing Education Units

This program has been approved for 26 continuing education units certified by the Washington State Board of Nursing Home Administrators. This program fulfills the requirement for required administrator training in assisted living and is state-specific for Washington.

**Seating is limited to 30 participants,
so register early!**

Day Two, Jill Bellis, Instructor

Business Planning and Finance

- › Developing a Business Plan
- › Reporting to Investors and Owners
- › Accounting and Financial Practices
- › Safeguards
- › Debt-Service Covenants
- › Accounts Payable and Receivable
- › Budget Variance Reports
- › Expense Management

Marketing Strategies

- › Developing a Marketing Plan
- › Doing a Competitive Analysis
- › Knowing and Using Your Brand
- › Promotions, Advertising and Collateral Development
- › Internal Marketing
- › Tracking Marketing Efforts

Day Three, Jeff Turner, Instructor

Managing Human Resources

- › A Systems Approach to Human Resources
- › Human Resources—A Competitive Advantage
- › Ethics Among Providers

Employment Law

- › The Legal Environment in Human Resources
- › Personnel Policies and Employee Handbooks
- › Employee Files
- › "At Will" Employment
- › Federal and State Laws that Govern
- › Harassment Issues
- › Preventing Equal Employment Opportunity Claims
- › Conducting an EEO or Harassment Investigation
- › Workers' Compensation Overview

Employee Relations

- › Adopting a Model
- › The Service Profit Chain
- › Effective Recruiting Strategies
- › Effective Retention Strategies
- › Risk Management

Best Practices in Human Resources

Registration is Easy!

WHCA now offers online registration for all workshops, seminars and conferences. **To register, go to www.whcaonline.com and click the "Education" tab. Then, select the A+ class, and complete the online registration process.**

Washington Health Care Association
303 Cleveland Avenue SE, Suite 206
Tumwater, Washington 98501

If you have questions, call us at (800) 562-6170.

Day Four, Suzanne Thompson-Wininger, Instructor **Health and Nursing Services**

- ▶ The Resident Assessment
- ▶ Individualized Service Planning
- ▶ Communicating the Resident's Needs
- ▶ Identifying Changes of Condition
- ▶ Mediation and Negotiating Risk

Medications Management

- ▶ Your Role
- ▶ Providing Assistance
- ▶ Documentation Requirements
- ▶ Storing Medications
- ▶ Disposing Medications
- ▶ Pharmacy and Physician Relationships

Dementia

- ▶ Difference between Dementias
- ▶ Alzheimer's Disease
- ▶ Providing Specialized Care
- ▶ Activities for Residents with Dementia
- ▶ Managing Dementia Behavior
- ▶ Special Staffing Needs
- ▶ Support for the Family and Coping with Death

Mental Illness and Developmental Disabilities

- ▶ Mental Illnesses
- ▶ Developmental Disabilities
- ▶ Assessing, Documenting and Managing Care

Nutrition and Hydration

- ▶ Special Dietary Needs
- ▶ Working with a Dietician
- ▶ Communications and Documentation

Distinguished Faculty

Jeff Turner

Jeff is an authority on high-impact human resources, organizational development and training practices. His passion is working with companies to increase their competitive advantage by maximizing the value of people.

Jeff is a unique blend of educator, trainer, consultant and lawyer. He has extensive experience in all aspects of human capital management and has worked with firms in the U.S. and Canada in the areas of recruiting and retention, employee relations, corporate training, risk management and organizational and management effectiveness. Jeff makes certain that he understands the organization's business and what it must execute well, and then recommends solutions to support high performance.

Prior to co-founding Praxis HR, a human resources and organizational development consulting firm, Jeff served as vice president of human resources for a multi-state healthcare company. He is a former Associate Dean of Business and an Assistant Professor of Management for a Texas university where he taught management, strategic human resources and entrepreneurial management.

Robin Dale

Robin is a Partner in the Olympia office of Lane Powell and serves members of the Washington Health Care Association under contract. Mr. Dale has an active litigation practice. He concentrates his practice on governmental regulatory law, with a special focus on long term care issues. He represents long-term care providers in a wide range of disputes including certification, licensing, certificate of need, survey, reimbursement, as well as labor and employment issues. Prior to joining Lane Powell, he served as an Assistant Attorney General assigned to represent the Aging and Disability Services Administration of the Department of Social and Health Services in Long Term Care issues. Mr. Dale is admitted to practice in Washington, Oregon and Idaho. He received his J.D., cum laude, from the University of Puget Sound, School of Law.

Vicki McNealley, PhD, RN, MN

Vicki is the Director of Assisted Living Services for the Washington Health Care Association. She graduated from the University of Washington and Washington State University. She has worked in the long term care setting, taught nursing courses and worked with the Department of Social and Health Services as a boarding home licensor, a boarding home quality improvement consultant and in the training unit.

Suzanne Thompson-Wininger, RN, JD

Suzanne is a Registered Nurse and Attorney at Law, is committed to finding Caring Solutions For Your Loved One.™ Suzanne diligently and passionately spent the last four years assisting DSHS promote resident rights and protect vulnerable adults from abuse and neglect. Her formal education includes: University of California, Davis with a Bachelor of Science in Human Development (1992); Bachelor of Science in Nursing (1996) from the University of Mary Hardin Baylor in Belton, TX and a Juris Doctorate from Gonzaga University School of Law (2002).

Jill Bellis

Jill is the administrator at Channel Point Village in Hoquiam, Washington and has been involved in senior housing and assisted living care for more than twenty years. Prior to becoming the administrator at Channel Point Village, she was the marketing director for Village Concepts—that owns Channel Point Village—and her focus was on marketing, consulting, sales, operations, census building, budgeting and public relations. Jill is a member of the WHCA Board of Governors and is actively involved in the local community through various charitable organizations. She is also a board member of the Grays Harbor Chamber, a past Hoquiam City Council member and alumnus of Grays Harbor Leadership. She enjoys photography and spending time with family during her free time.