

Arkansas Residential Assisted Living Association
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Certificate Training Programs

May 1, 2012-April 30, 2013

The Arkansas Residential Assisted Living Association offers several certification programs. Those include: 24-hour Administrator Certification Program, Assisted Living Administrator Certification Program, Certified Personal Care Aide Program and Certified Nurse Aide Program. The purpose of these training programs is to educate and certify administrators and staff of licensed residential care/assisted living facilities in Arkansas. This program is designed to provide appropriate training and certification in accord with rules and regulations applicable to licensed residential care/assisted living facilities as defined by Arkansas Law. This program will be administered by the Education Committee of the Association and all course material is copyrighted and may not be reproduced without expressed written permission.

The policies and procedures outlined in this program description will remain effective during the current licensure year. The State Board of Private Career Education will be notified in advance of any changes.

TRAINING SITES

Training will be conducted in Little Rock and other locations. The training site will be chosen for its convenience of location, appropriateness for training, comfort, proximity to eating facilities, availability of parking, and meeting Americans with Disabilities Act requirements.

INSTRUCTION AND MATERIALS

The training is conducted to certify Administrators and staff of licensed facilities. Individual courses of this program may be taken as continuing professional education. Persons who successfully complete a course will receive a certificate of completion naming the course and continuing education time awarded if any. Instructors for the training will be the most knowledgeable that can be located. Persons selected as instructors will be chosen for their teaching ability as well as their knowledge of the subject matter.

All materials and equipment necessary for each course will be provided at no additional cost to the participants. Course materials will be reviewed regularly to assure that the most up-to-date information is included in the classes.

CLASS SIZE

Unless unusual conditions exist, there will be no more than 30 persons enrolled in a course as this is the course size that is most conducive to a learning atmosphere.

TRAINING DAY

Depending on the program, training days will either consist of one to two sessions of four hours or one session of up to eight hours. Normally, training days will begin as advertised on the course notice and end at the time stated. Up to one hour for lunch will be scheduled between the hours of noon till 1 p.m. Break periods will be scheduled at hourly intervals.

COURSE EXAMINATION

Each course participant must meet the following criteria in order to receive a certificate of course completion.

- Payment in full
- Sign an attendance form and attend the entire course
- Successfully complete an examination for each course

Due to the nature of the training, there are no allowances for leave, excused or unexcused absences, make-up work, or tardiness.

CERTIFICATE OF TRAINING

Within ten working days from the conclusion of a course or program, a certificate of training will be sent to the individual participants. The certificates will be mailed to the address provided by the participants on the enrollment forms.

The appropriate state agency will be notified with a list of each participant enrolled in the certification program.

ENROLLMENT

All potential students must submit a signed and completed enrollment form provided by the ARALA. Enrollment for the courses may be by facsimile or mail to the Association office prior to the course as outlined in the course notice. Submission of the enrollment form at least 24 hours prior to the course is considered to be pre-enrollment. Class sizes are limited. No guarantee of admission to a course can be made for persons who do not pre-enroll.

There are no prerequisites to enrollment but the State has requirements if a person is to be employed in a long term care facility. State requirements for administrators include among other things:

Students can have no convictions as outlined in Arkansas Code Ann. 20-33-201 and more specifically stated in the Rules and Regulations for Conducting Criminal Record Checks. In addition, to be employed, the student cannot have any substantiated claims of abuse or neglect by the Office of Long Term Care

High school education or equivalent

Good moral character

Facility administrators must be at least 21 years of age.

Persons seeking certification as an Assisted Living Administrator must first successfully complete the 24-hour Administrator Certification Program prior to taking the Assisted Living Administrator Program.

There are no prerequisites to enrollment for the Certified Nurse Aide Program or the Personal Care Aide Program but the State has requirements if a person is to be employed in a long term care facility. State requirements for aides include among other things:

Aides can have no convictions as outlined in Arkansas Code Ann. 20-33-201 and more specifically stated in the Rules and Regulations for Conducting Criminal Record Checks. In addition, to be employed, the student cannot have any substantiated claims of abuse or neglect by the Office of Long Term Care

The ability to read and write

Good moral character.

An attitude of sympathy for clients.

Students must be at least 18 years of age.

COST OF TRAINING & REFUND POLICY

Training costs vary according to the program and the membership status of the student. The cost of training for the programs are stated in section that covers that program.

The refund policy will be as follows:

1. A complete refund will be made to any participant who notifies the Association Secretary about cancellation within 48 hours prior of the beginning of the course or within 72 hours of payment before program start time. Refunds after program start time will be charged \$100. Refunds for 25% or less of the program shall be on a pro rata basis, 25% to 50% shall be

50%, 50% to 75% shall be 25% and there will be no refund for more than 75% of the program.

2. No charge will be made for substituting the name of one participant for another from the same facility. The substitute must submit appropriate enrollment forms on or before the program date.
3. Special package pricing may be available and refundability will be according to the terms of the package.

ANNOUNCEMENT OF CLASSES

All licensed Residential Care Facilities, Assisted Living Facilities, interested persons and the State Board of Private Career Education will be notified of scheduled courses approximately two weeks prior to course date.

TRAINING CALENDAR

Program offerings vary. Consult the section covering the program in which you are interested for training times. Training will not be scheduled on Thanksgiving Day or Christmas. Training sessions may be scheduled on other holidays.

EVALUATION

Participants will evaluate each course at the conclusion of the activities. Results of the evaluation will be shared with the instructor and the Association Board of Directors and the Association's Education Committee. Interested persons may request information regarding the evaluation on any course. The purpose of the evaluation is to assist the Association to improve the quality and effectiveness of the courses. Suggestions for improvement of course design as well as titles of new courses will be elicited from the participants and the instructors. All aspects of the courses will be considered in the evaluation process.

COMPLAINTS

The ARALA will seek to resolve all complaints according to the Regulations for this school and the policies and procedures outlined herein. Students are encouraged to contact the ARALA at the address on the heading of this document. Any student may also address complaints to the Arkansas State Board of Career Education at:

State Board of Career Education
501 Woodlane, Suite 312 South
Little Rock, AR 72201
Phone 501-683-8000
Fax 683-8050

ADMINISTRATOR CERTIFICATION PROGRAM

24 Hour Program

The Administrator Certification Program is a 24-hour certification program. The training is conducted to certify Administrators of Residential Care Facilities and train staff of licensed facilities. Individual courses of this program may be taken as continuing professional education.

Every course participant must complete an examination for each course taken according to the criteria for that program.

- Written examination at the conclusion of the course
- Examination will be evaluated according to the criteria of:
 - P = Pass
 - I = Incomplete
 - F = Fail
- If a participant receives an I (incomplete), their examination will be returned to them with an identification of area incomplete or unsatisfactory. The participant will have ten (10) working days to complete the deficiency and return to the Association with an administration fee of \$20.00.
- If a participant receives an F (fail) on the examination, they will have to submit the request form for re-examination within ten (10) working days. An administrative fee of \$35.00 must accompany the request and upon receipt of the request, a new examination will be mailed to the course participant. The examination must be completed within ten (10) working days and returned to the Association for evaluation.

Program completion must be achieved within 18 months of enrollment. Upon completion of the 24-hour certification program, each participant will be awarded a Residential Care Facility Administrators Certification.

TRAINING FEES

The cost of training for the programs will be as follows:

<u>1. Length of Training</u>	<u>Association Member</u>	<u>Non-Association</u>
Four-hour course	\$ 50.00	\$150.00
2. Re-examination due to "Fail" on course:	\$35.00	
3. Re-examination due to "Incomplete" on course:	\$20.00	

TRAINING CALENDAR

The program is offered two times per year in a Spring and Fall sessions. Training sessions will not be held in July and December. Training will not be scheduled on Thanksgiving Day. Training sessions may be scheduled on other holidays.

TRAINING OUTLINE

Management Operations, Policies and Procedures

4

The fundamental principles and functions of management; an examination of leadership qualities and supervisory skills. A review of state regulations; inspection process; compliance reports and guidelines to insure effective and efficient facility operations.

Human Resource Management

4

Techniques of recruitment, interviewing, selection, and retention of employees; essentials of personnel recordkeeping. A review of federal and state laws affecting employee/employer relationships.

Understanding the Resident

4

Examining the demographics of aging, myths and stereotypes of aging; aging process; understanding the biological, behavioral, and cognitive changes. Definitions of mental health/illness; symptoms and diagnosis of mental disorders; working with abusive and hostile behavior; crisis intervention. Identification and utilization of community resources; working with families.

Enhancing Employee Effectiveness

4

Process of assisting administrators/supervisors in implementing goals/objectives to insure meeting ownership's philosophy; recognizing the signs and systems of employee stress and burnout; techniques in effective time and stress management.

Nutrition, Kitchen Hygiene and Food Handling

4

An examination of nutritional needs and appropriate diets; proper food management; menu planning; procurement techniques and food costs; inventory control and storage; sanitation and kitchen hygiene.

Resident Health Services

4

Guidelines in conducting resident needs assessments, delivery and recordkeeping; medication recordkeeping; medication assistance; safe and efficient medication management; confidentiality.

RECERTIFICATION:

Program certification expires two years after completion on either January 1 or July 1. Recertification requires each participant to complete 24 hours of continuing education within 2 years, 12 of which must be from the ARALA to maintain their certification.

POLICIES ON APPROVAL OF TRAINING
Other than that offered through this
24-Hour Certificate Program

The Association reserves the right to honor any currently recognized national and/or other state Residential Care Facility/Assisted Living Facility administrator certificate of training.

If requesting recognition of a non-Arkansas Certificate of Residential Care Facility Administration training, four hours of training must be satisfactorily completed to present sufficient knowledge of the rules, regulations and operation of Arkansas long term care facilities.

Prior to receiving an Arkansas certificate each participant must present evidence of satisfactorily completing an approved training program to administer, supervise, and manage a long term care facility.

The Association encourages continuing professional education development and therefore *may* consider recognition for attendance/participation at a conference, workshop, or college course. Each participant must submit an application for equivalency hours with a nonrefundable fee of \$150.00 accompanying the application.

RESIDENTIAL ASSISTED LIVING ADMINISTRATORS CERTIFICATION
APPLICATION FOR EQUIVALENCY HOURS
TOWARD CERTIFICATION

NAME _____ **PHONE** _____

HOME ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

BUSINESS ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

Current Licenses Held (RN, RPT, etc.) _____
(copy of license must be furnished)

College Credit Hours _____ (copy of unofficial transcript must be furnished)

Other certified contact hours (i.e., Vo-Tech, Hospital)
(state copies of certificates must be furnished) _____

Number of hours approved _____

This request MUST be signed by the Association Executive Director.

APPROVED: _____
Signature of Association Executive Director

DATE: _____

DATE: _____

TO: _____

FROM: Residential Assisted Living Administrators
Training Curriculum Committee

RE: Application for Equivalency Hours

Your application for Equivalency Hours dated, _____ for _____
hours was:

_____ Approved for _____ hours

_____ Disapproved

The reason(s) for the committee's actions are as follows:

_____ Classes not relevant to Residential/Assisted Living industry

_____ Classes were more than one year old.

_____ Certificates did not indicate the number of contact hours.

_____ No copies of licenses.

_____ No copies of certificates.

_____ Other: _____

If you have any questions or comments, you may refer them to the Association
Executive Director.

ASSISTED LIVING ADMINISTRATORS CERTIFICATION PROGRAM

8 Hour Program

The Assisted Living Administrator Certification Program is an 8-hour certification program. The training is conducted to certify Administrators of Assisted Living Facilities and train staff of licensed facilities. The course may be taken as continuing professional education.

NOTICE

Persons seeking certification as an Assisted Living Administrator must first successfully complete the 24-hour Administrator Certification Program prior to taking the Assisted Living Administrator Program.

Every course participant must complete an examination for each course taken according to the criteria for that program.

- Written examination at the conclusion of the course
- Examination will be evaluated according to the criteria of:
 - P = Pass
 - I = Incomplete
 - F = Fail
- If a participant receives an I (incomplete), their examination will be returned to them with an identification of area incomplete or unsatisfactory. The participant will have ten (10) working days to complete the deficiency and return to the Association with an administration fee of \$20.00.
- If a participant receives an F (fail) on the examination, they will have to submit the request form for re-examination within ten (10) working days. An administrative fee of \$35.00 must accompany the request and upon receipt of the request, a new examination will be mailed to the course participant. The examination must be completed within ten (10) working days and returned to the Association for evaluation.

TRAINING FEES

The cost of training for the programs will be as follows:

4. <u>Length of Training</u>	<u>Association Member</u>	<u>Non-Association</u>
Eight-hour AL course	\$ 100.00	\$300.00
5. Re-examination due to "Fail" on course:	\$35.00	

6. Re-examination due to “Incomplete” on course: \$20.00

TRAINING CALENDAR

Training is offered two times per year in a Spring and Fall sessions after the end of the Administrator Certification Program. Training sessions will not be held in July and December. Training will not be scheduled on Thanksgiving Day. Training sessions may be scheduled on other holidays.

TRAINING OUTLINE

Assisted Living Administrator Certification

8 Hours

Examining the Philosophy of Assisted Living; assessments; Compliance Agreements; Occupancy Agreements; limited nursing services; medication administration; pharmacy requirements; physical environments; and Quality Assurance Teams.

Certified Nurse Aide Certification Program

90-Hour Certificate Program

revised 5/27/07

The Arkansas Residential Assisted Living Association offers a 90-hour program of training for certified nursing assistants in Arkansas. This program is designed to provide appropriate training and certification in accord with rules and regulations applicable to certified nursing assistants as defined by Arkansas Law and regulation. This program will be administered by the Education Committee of the Association and all course material is copyrighted and may not be reproduced without expressed written permission.

The policies and procedures outlined in this program description may be changed without notice other than to the appropriate state agencies. Courses will not be reduced within the licensure year but may be expanded at any time.

Persons successfully completing the program must take and pass the state examination for certification within one year of course completion.

TRAINING OUTLINE:

The Certified Nurse Aide Program will cover all areas of personal care including such things as interacting with the client, providing activities of daily living, recordkeeping, taking notes on client conditions, protecting the client's dignity and confidentiality, recognizing and dealing with emergencies, and basic safety and fire prevention. There will be a final written examination and skills examination. The program will consist of at least 90 hours of classroom and skills training in compliance with the curriculum of the Department of Health and Human Services. Persons successfully completing the program must take and pass the state examination for certification within one year of course completion.

ENROLLMENT

Enrollment for the course may be by phone, facsimile, or mail to the Association office prior to the course as outlined in the course notice. Class sizes are limited. No guarantee of admission to a course can be made for persons who do not pre-enroll.

The only prerequisite for admission to the program is that students must possess and display the ability to read and write to the degree that written instructions can be understood and followed and write well enough to record clients' status and condition so that others can understand what is written. To be employed as a certified nurse aide, one needs to possess the following qualities to work in that capacity under Arkansas law.

Students can have no convictions as outlined in Arkansas Code Ann. 20-33-201 and more specifically stated in the Rules and Regulations for Conducting Criminal Record Checks. In addition, to be employed, the student cannot have any substantiated claims of abuse or neglect by the Office of Long Term Care.

Students must display a sympathetic attitude toward the care of the sick.

Students must possess the maturity and ability to deal effectively with the demands of the job.

Students must be at least 18 years of age.

TRAINING SITES:

Training will be conducted in the greater Little Rock area and other locations. The training site will be chosen for its convenience of location, appropriateness for training, comfort, proximity to eating facilities, availability of parking, and meeting Americans with Disabilities Act requirements.

INSTRUCTION AND MATERIALS:

This program is conducted for the purpose of certifying nursing assistants in accordance with Arkansas regulations.

All materials and equipment necessary for each course will be provided at no additional cost to the participants. Course materials will be reviewed regularly to assure that the most up-to-date information is included in the classes.

CLASS SIZE

Unless unusual conditions exist, there will be no more than 30 persons enrolled in a course as this is the course size that is most conducive to a learning atmosphere.

TRAINING DAY

Most training will consist of 12 eight-hour days. Normally, training days will begin as advertised on the course notice and end at the time stated. Up to one hour for lunch will be scheduled between the hours of noon till 1 p.m. Break periods will be scheduled at hourly intervals.

PROGRAM EXAMINATION

Each program participant must meet the following criteria in order to receive a certificate of completion.

- Payment in full
- Sign an attendance form and attend the entire course
- Successfully complete both written and skills test examinations for the course

Every participant must complete an examination for the course according to the following criteria.

- Written examinations during and/or at the conclusion of the course
- Demonstration of skills examination
- Examination will be evaluated according to the criteria of:
 - Pass 80% or better
 - Fail below 80%
 - Incomplete

Persons who did not complete the necessary hours to be tested for certification will get a grade of Incomplete until they complete the training and testing. Persons with a grade of incomplete must attend and clear the grade at the next available training session or within 30 days to get credit for training completed.

CERTIFICATE OF TRAINING

Within ten working days from the conclusion of a course, a certificate of training will be sent to the individual participants. The certificates will be mailed to the address provided by the participants on the enrollment forms.

Upon completion of the 90-hour certification program, each participant will be awarded a program completion certification and a copy of their transcript showing examination, skills test results and any other information required by the Department of Health and Human Services.

COST OF TRAINING & REFUND POLICY

The cost of training for the programs will be as follows:

<u>Length of Training</u>	<u>Association Member</u>	<u>Non-Association</u>
90-hour course	\$500.00	\$1000.00

The refund policy will be as follows:

4. A complete refund will be made to any participant who notifies the Association Secretary about cancellation within 48 hours prior of the beginning of the course or if the registration occurred within three days of the beginning of the course before the course begins. Persons who withdraw on the day classes begin will be charged \$100.00 for late withdrawal and refunded the balance. No refund will be available to persons after the first day of training.
5. No charge will be made for substituting the name of one participant for another from the same facility.

6. Special package pricing may be available and re-fundability will be according to the terms of the package and compliance with Arkansas law and regulation.

ANNOUNCEMENT OF CLASSES

All licensed Residential Care Facilities, State Board of Private Career Education, and interested persons will be notified of scheduled courses approximately two weeks prior to course date.

TRAINING CALENDAR

The program is offered in Spring and Fall programs and as need dictates. Training will not be scheduled on Thanksgiving Day or Christmas Day. Training sessions may be scheduled on other holidays.

EVALUATION

Participants will evaluate the course at the conclusion of the activities. Results of the evaluation will be shared with the instructor and the Association Board of Directors. Interested persons may request information regarding the evaluation on the course. The purpose of the evaluation is to assist the Association to improve the quality and effectiveness of the course. Suggestions for improvement of course design will be elicited from the participants and the instructors. All aspects of the course will be considered in the evaluation process.

