

Arkansas Residential Assisted Living Association  
692 Honeysuckle Lane  
Cabot, AR 72023  
501-941-2075 phone/fax

**Certificate Training Programs**

August 1, 2007

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. Aide training programs will have no refund available after the first day of training.

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>
<b>Four-hour course</b>	<b>\$ 50.00</b>	<b>\$150.00</b>
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

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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>
<b>Eight-hour AL course</b>	<b>\$ 100.00</b>	<b>\$300.00</b>
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.