Person Centered Care
Body of Knowledge

• 1) Human Development and Late Adult Years
  • Life Span Potential
  • Theories of Aging

• 2) Human Development and Aging
  • Human Behavior and Aging
    • Potential and Creativity
    • Wellness and Self-Esteem

• 3) Spirituality of Aging
  • Reminiscing
    • Tasks of Life Review
    • Worship — Religion
    • Death — Dying
  • Palliative Care
  • Journaling
  • Developing Life Stories
    • Ethics
    • Tasks of Vital Aging
    • Prayer — Scripture
    • Personal Growth
    • Wisdom in Aging
  • Comparative Religions

• 4) Biology of Aging
  • Changes — Physical & Sensory
    • Sexuality
    • Medications
    • Nutrition
    • Healthy Aging
    • Illness and Dysfunction
  • Bariatric Issues
  • Behavioral Interventions
  • Pain Management

• 5) Sociology of Aging
  • Living Arrangements — Retirement Housing, Elder Communities, Long-Term Care, Adult Day Services, Assisted Living, Mental Health, Sub-Acute, Independent Living, Home Health, Aging in Place, Senior Centers

Person Centered Care
Changing Models of Care
The Future of LTC
Cohorts

• 6) Psychology of Aging
  • Leisure & Aging
• Psychological Choices — Depression, Anxiety, Fears
• Drugs & Alcohol
• Security
• Successful adaptations
• Counseling Techniques
• Stereotypes — Myths
• Confusion/Disorientation
• Aging in Place
• Memory Care
• Concepts of self
• 7) Leisure and Aging
  • Leisure — Definition, Types, Philosophy
  • Lifestyles
  • Retirement Living
  • Attitudes — Motivation
  • Analysis of Leisure Time
  • Client Interests
  • Client Rights — Different Categories
  • Volunteerism
  • Creativity in Aging
  • Leisure Education
  • Barriers to Leisure
• Person Centered Programming
• 8) Basic Health
  • First Aid
  • Health Precautions
  • Personal Health Issues
  • Geriatric Medications/Contra-Indications in the Activities Delivery systems
  • Nutritional Issues/Diabetes
• 9) Group Instruction/Leadership
  • Adult Learning Modes
  • Instruction Methods — Lecture, Handouts, Videos
  • Demonstrations, Samples, Slides, Participation, Discussion, Survey, Sharing Experience
  • Teaching Materials — Tools, Resources
  • Group Dynamics/Leadership
  • In-Service
  • Leader Listening
  • Esteem Building
  • Build Group Support
• 10) Therapy for the Disabled Aging
• Aroma Therapy
• Massage Therapy
• Therapeutic Swimming
• Alternative Therapies
• 11) With Residents & Staff
• Types of Communication
• Listening Skills
• Responding Skills
• Communication with Frail
• Communication with Confused
• Intercultural Concerns
• Morale Building
• Dealing with Difficult Situations

12) Public Speaking
• Professional Image
• Leading Meetings
• Business Etiquette

13) Public Relations
• The Written Message
  • Media Use — Press releases, P.S.A., T.V., Radio
  • Publicity — News
• Letters of Appreciation
• Volunteer Programs
• Fund Raising
  • Marketing Activity Importance letters, Bulletin Boards, Posters, Graphic Techniques
• Community Marketing of Facility and Activities Delivery Systems

14) Interpersonal Relationships
• Staff Team Approach — Working Together
• Coordination of Services — Staff, Families, Volunteers, etc.
• Peer Relationships — Staff, Residents
• Family Relationships — Various Age Needs and Attitudes
• Empowerment/Managing Relationships/Personality Evaluation
• Staff/Client Relationships
• Consultant Relationships
• Organizational Relationships
• Organizational Structures in Different Levels of Care
• Conflict Resolution
• Dealing with Difficult People
• Assertiveness Training

15) Motivation
• Of Clients, Families, Staff, Volunteers
  • Professional Improvement
• Motivational Techniques

16) Community Services/Support/Relations
• Recreation Resources
• Service Clubs
• Religious Resources
• Mainstreaming
• Adult Health Services — Alzheimer’s, Ostomy Clubs, MS, Parkinsons, Arthritis, Amputee, Cancer,
  • Business — Chamber of Commerce
  • Family Open Houses
• Library Resources

17) Regulations
• Guidelines & Standards — OSHA, ADA & Professional Standards
  • Legislative Updating
• Assisted Living Regulations/Memory Care/ Enhanced Assisted Living Regulations
Programming

- **18) Individualized Care Planning**
  - Assessment —
  - Meeting Individual Needs and Interests
  - Interdisciplinary Team
    - Professional Standards
    - Legal — Ethical Issues
    - Medical Terms
    - Charting — Confidentiality
    - Resident Involvement in creating their own care goals
  - Individualized Service Plans

- **19) Program Management**
  - Philosophy of Operation
    - Expressive/Creative Program Scope — Physical, Mental, Social, Emotional, Community, Spiritual, Educational
    - Resident Centered Program Planning
    - Resident Centered Calendar Development
  - Activity Analysis
    - Program Implementation — Conducting Activities
    - Evaluation Techniques
    - Operating Audio—Visual Equipment
    - Equipment & Supplies — Control, Safety Precautions, Resource Materials, Ordering
    - Modes of Programming
  - Operating Facility Vehicles

- **20) Computer Skills**
  - Word Processing
    - Database
    - Charting
    - Desktop Publishing
    - Games
    - Participant Learning
    - Internet

- **21) Program Types -- Theory and Practice**
  - Exercise — General, Volleyball, e.g., Wheelchair, Reiki, Tae Kwon Do, Yoga, etc.
  - Social — e.g., Parties
  - Outdoor — e.g., Barbecues, Games, Walks
  - Away from the Facility — e.g., Visits to Community Places of Interest
  - Religious — e.g., Bible Study, Services
  - Creative — e.g., Crafts, Drama, Writing, Journaling, Scrapbooking,
  - Educational — e.g., Current Events, Alzheimer's Group, Adult Learning
  - Residents with special needs — e.g., AIDS, DDs, MRs, MS et al.
  - Resident Planned — e.g., Resident Council or Any Activity
  - Reality Awareness e.g., with Other Programs
  - Entertainment — e.g., Games, Entertainer Resources
  - Self Help — e.g., Nail Polishing Group, Independent Activities
  - Music — Basic & Adaptive Techniques
  1. Accompaniment Instrument-Chord Structure
2. Recreational — Rhythm Instruments, Musical Games, Movement, Literature for the Aged
   • Community Oriented e.g., Intergenerational, Community Groups in the Facility
   • Computer Based
   • Lesson Planning
   • Technological Advancements
   • Wii/Computer Based Games
   • Outings/Policies and Procedures
   • Recreational/Leisure Vehicle Training
   • Bar Tending/ Mixology /Wine Tasting
   • Proper Food Handling

Person Centered Care

   • Individual Programming
   • 1-1 Programming
   • Resident Directed programming
   • Life Review Techniques
   • Validation Therapy
   • Cultural Celebration’s and Practices
   • Religious Celebrations and Practices
   • Expression Arts
   • Core Values of Person Centered Care
   • Person Centered Care and Dementia
   • Identify and Home

   • Management/Personnel, Legal and Ethical Issues

22) Personal Employment
   • Recruitment, Interviewing, Hiring, Development, Recognition, Evaluation, Termination — Staff and Volunteers
   • Job Search — Resume Writing, Interview Preparation

23) Management Leadership
   • Interdisciplinary Team
   • Leadership Styles
   • Program Management
   • Program Evaluation
   • Supervision Philosophies and Techniques
   • Delegating — Enabling Staff Ability
   • Self Analysis
   • Time Management
   • Activity Staff In-Service
   • How to Conduct Meetings: Staff, Association
   • Problem Solving
   • Resident Meetings
   • Record Keeping
   • Dealing with Challenging People
   • Stress Management
• Memory Improvement
• Family Meetings
• Violence in the Workplace
• Controlling
• Culture Change or Transformation
• Greenhouse Concepts
• Neighborhood Model
• Household Model
• Eden Alternative
• Facilitating Change
• Management Techniques
• Generational Diversity/Gender Issues
• Quality Assurance, CQI, TQM, etc.
• Association Management/Conference Management
• Committee Development
• Customer Service

24) Management Writing Skills
• Documentation Chart Auditing
• Job Descriptions
• Policies & Procedures Manuals
• Incident Records/Reports
• Letters of Request — Direct Mail
• Grant Writing
• Public Relations
• E-mail and Internet Etiquette
• Form Development

25) Financial Management
• Reimbursement
• Budget Writing
• Record Keeping
• Expense Control
• Fund raising
• Establishing Budgets
• Donation Management

26) Professional Development
• Certification
• Professional attitude toward residents
• Professional associations
• Business expectations
• Professional standards — Ethics
• Professional Affiliations
• Professionalism

27) Consulting
• Consultant's Role, Goals, Knowledge
• Consultant's Education

28) Resources
• How to Work with Volunteers
• How to Work with Supervisors
• How to Work with Consultants
• How to Work as Middle Management
• Intra-departmental Skills
• How to work with Vendors