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2011 Standards Manuals Now Available

CARF-CCAC and Aging Services staff is pleased to inform you of the availability of the *2011 CARF-CCAC and Aging Services standards manuals and survey preparation workbooks*. These publications are available for purchase at <http://bookstore.carf.org>.

Updates to the standards manuals

As always, the CARF-CCAC and Aging Services team strives to incorporate field comments and streamline standards whenever possible. For details regarding standards changes between 2010 and 2011, please review the "Changes in the 2011 Manual" section located on page 27 of the manuals.

We strongly encourage you to review the section of the manual titled, "Accreditation Policies and Procedures," as this information is subject to annual updates and accredited organizations are required to adhere to CARF-CCAC and Aging Services policies and procedures.

When do these manuals go into effect?

- These manuals are used for all on-site surveys (originals and resurveys) scheduled between July 1, 2011, and June 30, 2012.
- If your organization is accredited and you will not have a survey conducted between

July 1, 2011 and June 30, 2012, CARF–CCAC and Aging Services indicate that your organization should maintain conformance to current standards, policies, and procedures. Please thoroughly review the appropriate manual so that your organization can remain current on the standards implementation.

Additional CARF–CCAC and Aging Services information

To participate in 2011 education on the standards and accreditation process, please visit www.carf.org/events. For education focused on the changes to the 2011 standards manuals, visit our website and register for the webinar on February 24 at 1 p.m. Eastern Standard Time titled, “Changes to CARF’s ASPIRE to Excellence® standards for Aging Services and CARF–CCAC.” To register, or for more information, visit:

<http://www.cvent.com/EVENTS/Info/Summary.aspx?e=97ef1e8e-f6c0-47d9-9156-4fcef0907c08>.

If you have any questions, please contact CARF–CCAC toll free at (866) 888-1122 and we will gladly assist you.

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Regional Nursing Services First Accredited Aging Services Home and Community Services Provider

CARF–CCAC and Aging Services is proud to announce Regional Nursing Services in Richmond Hill, Ontario, as the first accredited Home and Community Services provider in the Aging Services cadre. Regional Nursing Services has provided services in the York Region for 25 years, including personal support, nursing, foot care, respite care, as well as specialty services. Its services are provided in a variety of venues from private homes and community clinics to nursing and retirement homes as well as other healthcare facilities.

Regional Nursing Services is widely known for the specialty services it provides that range from complex care, acquired brain injury, mental health home care, palliative care services, and pediatrics at home and in schools. Angela Westheuser, CEO and owner of Regional Nursing Services, stated, “We are known throughout the region and within our CCAC (Continuing Care Access Center) for taking on complex cases that other providers don’t want to handle and pride ourselves on the level of quality services we provide by always exceeding expectations.”

When researching different accreditation options, Regional Nursing Services chose CARF as its accreditor of choice for its focus on community and performance improvement that is reflected throughout the standards. When asked about the CARF survey experience, Ms. Westheuser said Regional Nursing Services had a “fabulous experience” and that the surveyors “...had a great understanding of the community and made everyone feel comfortable.”

Ms. Westheuser and her staff were ultimately pleased with the outcome of the survey and viewed the consultation and recommendations received as a positive. The leadership has already put some of the recommendations into place and feels the implementation of these

new processes has added value to the services it provides.

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Dementia Practices

Albert Einstein once said, “The intuitive mind is a sacred gift, and the rational mind its faithful servant. We have created a society that honors the servant and has forgotten the gift.” Those whose lives are altered by dementia, whether they suffer from the disease or are the family of someone with dementia, know that Einstein’s claim that society has forgotten the gift of the intuitive mind can be all too real. The numerous dementia care programs that support this population across the United States and Canada shows us that these individuals are not forgotten and work every day to enrich their lives. Here are three dementia care programs that strive to put the needs of their residents above all else.

Valle Verde, an American Baptist Homes of the West retirement community in Santa Barbara, CA, has a special program for memory care support called The Grove. The Grove, a Special Care Unit, is designed to meet the needs of persons with mid-stage Alzheimer’s disease and related dementias. This unit includes seventeen apartments under the assisted living umbrella of its continuum and is lead by Yvette Saragosa (Padilla), Director of Residential Care Services. Ms. Saragosa had this to share about her program: “The Grove home is more than a place...it is a feeling of warmth, security, and unconditional acceptance. It’s where every human being is precious and life holds mental, physical, and spiritual opportunities for all. Our staff are specially selected and hired for the ‘heart;’ how they feel emotionally about caring for our residents determines if they are the right fit for the job. We can teach them the skills, but can’t teach them to love our residents.”

The program at The Grove uses ABHOW’s Best Friends Signature approach philosophy and is designed to focus on the individual’s abilities and strengths. The philosophy revolves around building meaningful relationships among residents, families, and staff. Building the relationships with residents and families starts before an individual enters the program through the creation of his or her life story and a list of things staff members learn over time that are recorded and shared throughout the life of the program. It is called, “100 Things We Know About Our Residents.” Using these tools, activities are created that are led by both staff and residents and make up the life enrichment program. The staff of The Grove program is continually vigilant that, as the population changes, the activities and nature of the program will change as well to ensure that they pull from the strengths of the residents.

Ms. Saragosa said, “The success of our Grove program has been demonstrated by improved quality of life for the residents, smooth transition process for new residents, and improvement in each resident’s health and overall well-being as well as high family satisfaction. The collaborative nature of the program where all the pieces are working together, the staff, programming, care services, activities, administrative support, and the bringing in of new ideas is what sets us apart.”

St. Ann’s of Greater Rochester, Inc., in Rochester, NY, has a dementia care program in its long-term care setting as well as three adult day service locations that meet the needs of persons with early to end stage dementia. The unit located in the long-term care setting has 36

beds and was designed specifically for the dementia population when the program opened in 2000.

St. Ann's dementia program, like many others, is focused around a person-centered philosophy. Rola O'Meally, Director of Adult Day and Dementia Services, said, "Our program follows the routine that the resident sets by administering medication and offering meals around when they decide to rise in the morning and go to bed at night." This routine and many of the activities that St. Ann's offers are centered on building a relationship with the residents and their families.

Building relationships with residents is not always easy due to the fact that a large portion of St. Ann's admissions come directly from the hospital setting so that staff does not always have time to nurture a relationship with a resident prior to him or her entering the program. The staff members then work together to collect as much information as they can on the first day that will give them the foundation for the resident's plan of care. From there, they continually work to increase their knowledge of the resident's interests, hobbies, and dislikes as well as work with the family to get a detailed history that ultimately helps focus the kinds of activities and events that are planned.

An area that sets St. Ann's apart from other programs is the dining experience it offers residents. With the help of the chef and dining coordinator, it is able to offer the residents their favorite foods in a family-style dining atmosphere. Real china is used instead of trays, and residents wear dining scarves instead of bibs to help move away from an institutional feel. The dining room is also a quiet and calming atmosphere where staff members join the residents and take part in the meal to help stimulate the residents and mimic the motions of eating.

Maravilla, a Senior Resource Group community in Santa Barbara, CA, has a memory care unit within its assisted living facility that is designed around the In Touch philosophy. The memory care unit, led by Denise Daniels, Memory Care Coordinator, includes twenty apartments and was designed specifically for a dementia population when it was built eight years ago. In addition to the memory care unit, Maravilla also has a transitional program for residents in assisted living who show early signs of dementia and need one-on-one focus. Maravilla offers this program daily from 9:30 a.m. to 2:30 p.m., which includes interactive activities in a club-like atmosphere.

Maravilla's memory care unit's focus is centered around building relationships with all involved parties, including resident to family, resident to staff, family to staff, staff to staff, and staff to management. Maravilla not only encourages families to be more involved in the lives of their loved ones, but also for staff members to focus on self-development and enrichment that ultimately lead back to the quality of the services it provides. The training the staff members receive for the In Touch program teaches them to be "in touch" with the changing needs of the person served and family and to continually assess the activities, environment, care, and emotions of the residents and make changes as needed.

The In Touch philosophy also feeds through the activity program as well. Ms. Daniels stated that, "We continually review and change activities on a monthly, weekly, daily, and sometime hourly basis. We live in their reality, not ours. At any given moment, a resident can start to wander off, and we will start an individual activity to keep them engaged." The unit has two separate areas for activities so that there are always two or three activities going on at the

same time. The program has a variety of social, vocational, exercise, and sensory activities to keep the resident engaged. Ms. Daniels also said, “The variety of activities we provide not only keeps them engaged, but keeps them active, which ultimately will help keep them in control.”

The leadership at Maravilla shared that what sets it apart involves the person-centered philosophy of recognizing residents as individuals and helping them continue doing the things they love and providing opportunities to try new things. Brian McCague, Executive Director at Maravilla, said, “What sets us apart is what we do on a daily basis, which is caring and responding to the needs of our residents; it’s just what we do.”

Dementia programs large and small do have some differences, but they have a few things in common as well. Programs like these that touch the hearts of the people they serve all start with building relationships, focusing on the individual, and always leading with compassion.

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Dementia Care Specialty Program Standards

In 2006, CARF–CCAC developed standards for dementia care specialty programs that may be applied in many settings, including adult day services, assisted living residences, nursing homes, home and community services, and continuing care retirement communities (CCRCs). During the development of these standards, CARF–CCAC received permission from the Alzheimer’s Association to include information from the publications titled, *Dementia Care Practice Recommendations for Assisted Living and Nursing Homes – Phase I* and *Key Elements of Dementia Care* in the examples and survey preparation questions that accompany the Dementia Care standards.

Since that time, the correlation between the themes found in CARF’s Dementia Care standards and the Alzheimer’s Association’s Dementia Care Practice Recommendations has remained closely linked. The Alzheimer’s Association continues to recommend practices for care that include a comprehensive assessment and care planning as well as understanding behavior and effective communication. A large part of these fundamentals for effective dementia care is based on person-centered care and relies on having effective staff approaches and an environment that maximizes these recommended care practices.

Within CARF’s Dementia Care standards, you will find standards that focus on many of the areas identified in the Dementia Care Practice Recommendations, including specialized training for staff, usability of the environment, ongoing assessment processes, involvement and the sharing of information with families/support systems, communication efforts through facilitating collaborative decision making, and incorporating end-of-life care into the care plan.

Not only do the Dementia Care standards link closely with the Alzheimer’s Association’s Dementia Care Practice Recommendations, but CARF has also made strides over the last few years to update its standards to incorporate person-centered care themes and approaches. This is most reflective in the revised Person-Centered Long-Term Care Community standards for nursing home settings. These standards were reviewed and revised in 2009 by an

International Standards Advisory Committee (ISAC). CARF's approach to an inclusive standards development process culminated in a broad field review prior to the standards' implementation.

Since the development of CARF's Dementia Care standards, the Alzheimer's Association has also been hard at work adding Phases 2 through 4 of its Dementia Care Practice Recommendations that include information on resident wandering, falls, physical restraint-free care, end-of-life care, and recommendations for professionals working in a home setting with the dementia population. This latest phase of Dementia Care Practice Recommendations for dementia care in the home setting covers the same themes as the previous phases such as the environment, ongoing assessments, staff approaches, etc., but also includes topics on home safety, elder abuse and neglect, caregiver stress, and considerations for those who live alone, to name a few.

Although these practice recommendations are geared toward assisted living and nursing home providers, as well as professionals working in the home event, the Alzheimer's Association also provides tips for consumers on its website for identifying what good dementia care looks like. These five guiding principles are:

1. Always keep the person with dementia at the center of the care process. He or she must be respected and treated with dignity. Allow the person to make decisions about care whenever possible.
2. Recognizing a person means knowing that person's history and special preferences.
3. Care providers need to meet the special needs of individuals with dementia.
4. Giving good care depends on understanding an individual's behavior and communication.
5. The best environment makes a person feel independent and safe.

CARF's person-centered approach in its standards is reflected throughout the care process, program, and dementia standards. These sections hit on all of the guiding principles the Alzheimer's Association has identified for consumers to recognize in a provider who gives good dementia care. Organizations accredited under CARF's Dementia Care Specialty Program standards should feel confident that consumers will recognize these guiding principles in them when looking for good dementia care for a family member or friend.

Note: *Information used in this article was obtained from the Alzheimer's Association's Dementia Care Practice Recommendations for Assisted Living Residences and Nursing Homes, Phase 1 & 2, Phase 3 End-of-Life Care, and Phase 4 Dementia Care Practice Recommendations for Professionals Working in a Home Setting.*

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Survey Prep Live! For Aging Services

During 2010, CARF-CCAC and Aging Services had an overwhelming response to its new pilot coaching resource, Survey Prep Live! Altogether the webinar series that ran quarterly had over 100 participants from 86 different organizations across the United States and Canada preparing for reaccreditation and seeking accreditation for the first time. This pilot series will

run again in 2011 on a quarterly basis starting in March.

This coaching series provides an extra edge for those preparing for their next accreditation survey. Survey Prep Live! is a complimentary resource that highlights different sections of the standards manual and accreditation process in a series of convenient online meetings presented by a resource specialist.

The series of five topical areas will be repeated each quarter in 2011.

- Session 1 How to Get Started
- Session 2 ASPIRE® Overview
- Session 3 Accessibility and Health & Safety
- Session 4 Information Measurement and Management & Performance Improvement
- Session 5 The Care Process (Section 2 standards)

Survey Prep Live! Benefits

Your organization will benefit greatly from this coaching tool, whether you are seeking accreditation for the first time or preparing for reaccreditation. These complimentary online technical assistance sessions are a convenient way to access the support provided by your dedicated CARF resource specialist. During the series you can expect to:

- Stay informed about new and updated standards and policies.
- Discover practical tips on survey preparation.
- Benefit from the experiences of other organizations.
- Gain individualized technical assistance for your team

These quarterly series will be held in March, June, August, and November 2011. Registration for the March series is already full, so register early to reserve your spot for the three remaining series.

For more information about Survey Prep Live!, call (866) 888-1122 or visit www.carf.org/aginglive.

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Feedback Sought for 2010 Financial Ratio Trends Publication and Future Editions

CARF–CCAC, ParenteBeard LLC, and Ziegler are considering modifications to the layout of future editions of the annual *Financial Ratios and Trend Analysis of CARF–CCAC Accredited Organizations*. Please follow the link below to provide us with your feedback about the most recent edition of this publication and the ideas we have for possible modifications. Thank you for your time in completing this brief online survey.

www.surveymonkey.com/s/RatiosPublicationFeedback

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Feedback Tool for CARF–CCAC Continuing Care Retirement Communities Operational Benchmark Report

In December, we released the *CARF–CCAC Continuing Care Retirement Communities Operational Benchmark Report* to our accredited CCRCs. If you are currently CARF–CCAC accredited and did not receive a copy, please contact us and we would be happy to send you one.

For those of you who received a copy and would like to provide valuable feedback, please complete our online survey tool at <http://www.surveymk.com/s/CARF-CCAC-PI-feedback>.

Your feedback is very important to us as we determine whether this type of report may be meaningful to CCRCs and the field of Aging Services.

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Upcoming Events

[*Changes to CARF's ASPIRE to Excellence Standards for Aging Services and CARF–CCAC*](#), webinar, February 24, 1 p.m. Eastern Standard Time. This online session provides a high-level overview of the changes to the ASPIRE to Excellence® standards.

[*Survey Prep Live! for Aging Services*](#) webinar series, March 1, 8, 15, 22, and 29, 1 p.m. Eastern Standard Time. This online series highlights different sections of the standards manual and accreditation process.

[*2011 Life Services Network of Illinois Annual Meeting and Expo*](#), March 23–25 in Chicago, IL.

- CARF Aging Services will be presenting a session called, “Are We Measuring Up? Operational and Financial Benchmarks,” with current Financial Advisory Panel (FAP) member Brian Williamson, Standard & Poor’s and FAP business firm member Stephen Johnson, Ziegler.
- CARF Aging Services will be presenting a session called, “Good Governance from the Top Down,” with Financial Advisory Panel (FAP) member Amy Hayman, Cain Brothers & Company, surveyor and FAP member Mike Flynn, Smith Senior Living and Tom Chomicz, Board Chair, Smith Senior Living.

[*2011 Aging Services of Georgia Annual Conference*](#), April 4–6 in Savannah, GA. CARF–CCAC and Aging Services will be presenting a session on emerging trends in Aging Services.

[*2011 Future of Aging Service Conference and Leadership Summit*](#), April 11–13 in Washington, D.C.

- CARF Aging Services will be conducting a preconference session titled, “Focus on Quality with CARF–CCAC Accreditation,” on Sunday, April 10, with surveyors Bruce Hartshorne, Tel Hai Retirement Community; Elsie Norton, ACTS Retirement-Life Communities, Inc.; and Terry Snyder, Roland Park Place.
- CARF Aging Services will be presenting a session called, “Are We Measuring Up? Operational and Financial Benchmarks,” with surveyors Jeff Kaighn, ACTS Retirement-Life Communities, Inc., and Bruce Hartshorne, Tel Hai Retirement Community, and current Financial Advisory Panel (FAP) members Jeff Boland, ParenteBeard LLC, and Brian Williamson, Standard & Poor’s.

[2011 Aging Service of California Exposition](#), May 2-4 in Monterey, CA. CARF Aging Services will be presenting a session called “Innovative Strategies for Survival in Today’s Economic Times,” with Mary Munoz, Zeigler, and current FAP members Jeff Boland, ParenteBeard LLC, and Brian Williamson, Standard & Poor’s.

[NCANPHA 2011 Annual Meeting and Spring Conference](#), May 9-12, Asheville, NC. CARF Aging Services will be presenting a session titled, “Innovative Strategies for Survival in Today’s Environment”.

[PANPHA 2011 Annual Conference & Exposition](#), June 15-17, Hershey, PA.

- CARF Aging Services will be conducting a preconference session titled, “Preparing for a successful accreditation in CARF–CCAC and Aging Services,” with surveyors Bruce Hartshorne, Tel Hai Retirement Community, Elsie Norton, ACTS Retirement-Life Communities, Inc. and Teresa Snyder, Roland Park Place.
- CARF Aging Services will be presenting a session titled, “Meeting Today’s Challenges: Finance and Marketing Collaborations,” with Susan Drabic, Moravian Hall Square and Janet Thompson, Waverly Heights.

For more information on webinars or to register please visit <http://www.carf.org/Events/>

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If you have suggestions for content to be included in a future issue of Continuing Communication, please email the editor, Rebecca Best, at continuingcommunication@carf.org

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