



**Division of Licensing Services
Office of Assisted Living Licensing**

150 North 18th Avenue, Suite 420
Phoenix, Arizona 85007-3242
(602) 364-2639
(602) 364-4766 FAX

JANICE K. BREWER, GOVERNOR
WILL HUMBLE, INTERIM DIRECTOR

**ASSISTED LIVING TRAINING PROGRAM
INITIAL APPLICATION**

1. Name of Training Program:

2. Training Program mailing address: (Address, City, Zip Code)

3. Training Program phone number: () -

and (optional) fax number: () -

4. Location or locations where training will be provided: (Address, City, Zip Code)

5. Address where training records will be maintained: (Address, City, Zip Code)

6. Name of contact person for Training Program:

7. Telephone number of contact person: () -

**8. Specific levels of training provided by training program:
(check all that apply)**

- Supervisory Care Services**
- Personal Care Services**
- Directed Care Services**
- Manager Training**

9. Attach following documentation:

Attachment A: Names and qualifications of each instructor providing Training at each level of training identified in #8, including copies of professional licenses or certificates;

Attachment B: Instructional methods or methods for each level of training;

Attachment C: Detailed training outline;

Attachment D: Learning Objectives for each level of training;

Attachment E: Instructors manuals and student handouts;

Attachment F: Tool or tools used to verify that a student has achieved learning objectives;

Attachment G: Evaluation tools for student to evaluate training program;

Attachment H: Copy of Certificate of training to be issued;

10. Applicant Signature(s) and date(s):

_____/_____/_____
_____/_____/_____

Your complete application, including all attachments, must be submitted, reviewed, and approved before implementation.

A complete application and Arizona Statement of Citizenship and Alien Status must be submitted to:
Assisted Living Training Coordinator
Arizona Department of Health Services
Office of Assisted Living Licensing
150 North Avenue, Suite 420
Phoenix, AZ 85007-3242

Upon receipt of a completed application the Department will conduct a substantive review of the required documents to determine whether the applicant complies with requirements or in non-conformance, the applicant will be notified as required in R9-10-724B. If an application is found to be in compliance, the applicant will receive written approval from the Department.

SAMPLE
LEARNING OBJECTIVES FOR
ASSISTED LIVING FACILITIES

SUPERVISORY CARE SERVICES

1. Promoting resident dignity, independence, self-determination, privacy, choice, resident right, and ethics.
 - A. Define Supervisory Care Services.
 - B. Explain why it is important to promote resident rights, resident dignity, independence, self- determination, privacy, and choice.
 - C. Describe or demonstrate how to incorporate and promote residents rights, ethics, resident dignity, independence, privacy, and choice in providing services to residence.
2. Communicate effectively with residents, a resident's a representative and relatives, individuals who appear angry, depressed, or unresponsive.
 - A. Describe or demonstrate appropriate verbal or non-verbal communication with residents, representatives, and relatives.
 - B. Describe or demonstrate effective communication with angry, depressed, or unresponsive people.
3. Managing personal stress.
 - A. Identify the causes of personal stress and appropriate coping techniques.
4. Preventing abuse, neglect and exploitation and reporting requirements.
 - A. Describe abuse, neglect, and exploitation.
 - B. Describe or identify examples of abuse, neglect, or exploitation.
 - C. Identify, in general, the legal penalties for committing abuse, neglect, or exploitation.
 - D. Describe, demonstrate, or identify techniques to prevent abuse, neglect, or exploitation.
 - E. Identify Arizona's reporting requirements for abuse, neglect, or exploitation and identify the penalty for failure to report.
5. Controlling the spread of disease and infection.
 - A. Explain the importance of disease and infection control.
 - B. Identify, explain, or demonstrate appropriate infection control techniques.
6. Documentation and record keeping.
 - A. Explain why documentation and record keeping are important.
 - B. Demonstrate skills in documentation, including documenting assisted in the self-administration of medication.
7. Following and implementing resident service plans.
 - A. Define resident service plan and explain the purpose and importance of a services plan.
 - B. Demonstrate skills in reading and following resident service plans.
8. Nutrition, hydration, and food services.
 - A. Identify, explain, or demonstrate basic principles of nutrition , menu planning, and meal preparation.
 - B. Discuss the importance of hydration, symptoms of dehydration, and strategies and Techniques maintain hydration.
9. Assisted in the self- administration of medication.
 - A. Identify the components of assistance in the self-administration of medication.
 - B. Identify or describe the importance of accurate and timely assisted in the self-administration of Medication.

- C. Identify or describe what is outside the parameters of assistance with self-administration of medication.
 - D. Discuss the importance of the “5 rights” of assistance in the self-administration of medication.
 - E. Identify when or with whom questions or information regarding a resident’s medication should be directed.
 - F. Identify or describe appropriate techniques for storage and control of medication.
10. Developing and providing social, recreational, and rehabilitative activities.
- A. Explain or discuss the importance of social, recreational, and rehabilitative activities.
 - B. Cite examples or appropriate social, recreational, and rehabilitative activities for residents in assisted living facilities.
 - C. Identify, describe, or demonstrate techniques for soliciting resident input and participation in activities.
 - D. Identify, describe, or demonstrate promoting resident dignity, independence, choice, and self-determination in activity programs.
11. Fire, safety, and emergency procedures.
- A. Describe, identify, or demonstrate appropriate fire prevention techniques and evacuation procedures.
 - B. Identify or describe potential risks or hazards to residents in an assisted living facility and techniques for maintaining a safe facility.

PERSONAL CARE SERVICES

Personal Care Services include all the training components of Supervisory Care Services and the following:

1. The aging process, common medical conditions associated with aging or physical disabilities.
 - A. Define Personal Care Services.
 - B. Describe and explain the scope of practice for care givers who provide personal care services.
 - C. Identify or describe, in general, the social and environmental aspects of aging.
 - D. Identify and describe in general, the psychological and emotional aspects of aging including the nature and characteristic change in personality, learning, and memory.
 - E. Identify or describe, in very general terms, the biological aspects of aging as they relate to the cardiovascular, central nervous, endocrine, gastrointestinal, musculoskeletal, reproductive, and respiratory systems.
 - F. Identify or describe, in general terms, sensory loss associated with aging.
 - G. Identify and explain the cause and symptoms of depression among the elderly and people with physical disabilities and identify, or describe appropriate therapeutic interventions.
 - H. Identify or describe, in general terms, the major health problems and functional limitations of some residents of assisted living facilities including residents with Parkinson’s disease, cardiac disease, emphysema, diabetes, and living with the effects of a stroke.
 - I. Identify, describe, or demonstrate appropriate skin maintenance including the prevention of bruises, cuts, and pressure sores.
 - J. Describe or demonstrate appropriate infection control techniques in the provision of personal care services.
2. Assisted residents in activities of daily living and taking vital signs.
 - A. Demonstrate safe and appropriate assistance to residents in each of the activities of daily living (bathing, dressing, grooming, eating, mobility, transfer, and toileting).
 - B. Demonstrate or discuss how to promote residents rights, dignity, privacy, self-determination, and choice in each activity of daily living.
 - C. Demonstrate skills in taking and recording vital signs. Identify abnormal findings and to whom such finding should be reported.
3. Medications.
 - A. Define medication administration, identify who is authorized to administer

- Medications in Arizona, and identify or discuss under what circumstances an individual may administer medication to a resident.
- B. Identify when and to whom questions or information regarding a resident's medication should be directed.
 - C. Identify sources of information on common side effects of medications to treat the following conditions: cardiac disease, bowel and bladder incontinence, pain, sleep disorders, aggression or agitation, arthritis and bone/joint conditions, Parkinson's disease, stroke, and diabetes.

DIRECTED CARE SERVICES

Directed Care Services include the training components of Supervisory Care Services and Personal Care Service and the following:

- 1. Overview of Alzheimer's Disease and related dementias.
 - A. Define Direct Care Services.
 - B. Identify and describe the signs, symptoms and characteristics of Alzheimer's disease and related dementias.
 - C. Describe the progression of Alzheimer's disease in terms of behavioral changes and levels of functioning.
- 2. Communicating with a resident who is unable to direct self-care.
 - A. Identify and describe typical communication problems encountered in the provision of direct care services.
 - B. Identify, describe, and demonstrate effective communication techniques.
- 3. Providing services, including problem solving, maximizing functioning, and life skills training for a resident who is unable to direct self-care.
 - A. Identify and describe issues associated with activities of daily living in the provision of directed care services that may include problem solving, maximum functioning, and life skills.
- 4. Managing difficult behaviors in a resident who is unable to direct self-care.
 - A. Discuss why people who cannot direct self-care may have behavior problems.
 - B. Identify and describe common behavioral problems exhibited by people who cannot direct self-care.
 - C. Identify, describe, or demonstrate strategies and techniques to address behavior problems such as assaultive behavior, wandering, and yelling.
- 5. Developing and providing social, recreational, and rehabilitative activities for residents who are unable to direct self-care.
 - A. Identify and explain principles of developing social, recreational, and rehabilitative activities for residents who need directed care services.
 - B. Provide examples of appropriated social, recreational, and rehabilitative activities for individuals unable to direct self-care.

MANAGER TRAINING

Manager training is in addition to service level training and is based upon the level of service the facility is licensed to provide. (For example, a manager of an Assisted Living Home licensed to provide Personal Care Services would need training at the level of Personal Care Services and Manager Training).

- 1. Developing resident service plans.
 - A. Describe the scope of practice and responsibilities for a manager of an assisted living facility.
 - B. Describe the elements of, and rule-requirements for, the development and updating of resident service plan.
- 2. Business practices.
 - A. Identify and explain basic business practices as they relate to assisted living facilities such as budgeting, marketing, record keeping, and regulatory compliance.

3. Personal management.
 - A. Identify basic function of personnel management and supervision as they pertain to assisted living facilities.
4. Delegation of authority.
 - A. Identify and explain rules related to the delegation of authority in assisted living facilities.
5. Developing policies and procedures.
 - A. Explain the purpose of policies and procedures, and demonstrate skills in developing policies and procedures.
6. Overview of the laws and rules governing assisted living facilities.
 - A. Demonstrate familiarity with implementation of rules governing assisted living facilities and describe or identify appropriate techniques for maintaining compliance.



**Division of Licensing Services
Office of Assisted Living Licensing**

150 North 18th Avenue, Suite 420
Phoenix, Arizona 85007-3242
(602) 364-2639
(602) 364-4766 FAX

JANICE K. BREWER, GOVERNOR
WILL HUMBLE, INTERIM DIRECTOR

IMPORTANT NOTICE TO ALL APPLICATION OF ASSISTED LIVING TRAINING PROGRAMS

As of April 1, 2007 all applications for an Assisted Living Training Program must make application not only to the Department of Health Services, Office of Assisted Licensing (Department), but also to the Arizona State Board for Private Postsecondary Education (Board).

An Assisted Living Training Program will not be approved, and cannot operate, until written approval is granted by both Department AND the Board.

Please note that the Department's application and required information is different than the application and required information from the Board.

An application for an Assisted Living Training Program must submit an application with required information to the Department. The Department's application form and requirements may be requested from:

Office of Assisted Living Licensing
150 North 18th Avenue, Suite 420
Phoenix, AZ 85007
602-364-2639

An application for an Assisted Living Training Program must also submit an application with required information to the Board. The Board's application form and requirements may be requested from:

Arizona State Board for Private Postsecondary Education
1400 West Washington, Room 260
Phoenix, AZ 85007
602-542-5709
<http://azppse.state.az.us>