



## Memory Care Services Training Program Application Checklist

Division of Public Health Licensing Services  
Bureau of Assisted Living Facilities Licensing

The purpose of this checklist is to assist memory care services (MCS) training program applicants with submitting a complete application that meets the requirements of Arizona Administrative Code (A.A.C.) R9-10-122 and other applicable regulations. Applicants must submit the following information and documents through the online application that can be found in the Department's [Licensing Management System \(LMS\) portal](#). Please note that it is also an applicant's responsibility to ensure they have read and understand all applicable statutes and rules that govern memory care services training programs prior to the submission of an application.

☐ Applicant information:

- Entity name
- Individual in charge
  - Name
  - Telephone #
  - Email address
  - Signature and date
- Administrator name (see A.A.C. R9-10-124(A))
- Address where MCS training program records will be **maintained**
- Address(es) and phone number(s) where MCS training services will be **provided**
- Whether or not applicant agrees to allow the Department to submit supplemental requests for information

☐ Documentation describing the minimum 8 hours of **initial** MCS training for staff and contractors, that includes:

- One of the following:
  - Dementia care training curriculum from a nationally recognized organization; **or**
  - Per R9-10,122(A)(1)(e)(i), the **evidence-based** information presented for each of the following required topics, along with any additional relevant topics:
    - Understanding cognitive impairments and the impact on residents, including the progression of the neurodegenerative disease;
    - Communication techniques with cognitively impaired residents;
    - Managing challenging behaviors such as aggression, wandering, and agitation;
    - Techniques for promoting dignity, comfort, and emotional well-being of residents;
    - Implementation of individualized service planning for residents receiving memory care services;
    - Emergency and safety protocols specific to memory care;
    - Recognizing, preventing, and reporting abuse, neglect, or exploitation;
    - Activities of daily living specific to residents receiving memory care services;
    - Palliative care and end-of-life training; and
    - Medication management and administration; **and**
- If not utilizing a dementia care training curriculum from a nationally recognized organization, in addition to R9-10-122(A)(1)(e)(i):
  - The amount of time allotted to each topic,
  - The skills an individual is expected to acquire for each topic, and
  - The testing method used to verify an individual has acquired the stated skills for each topic.

☐ Documentation describing the minimum 4 hours of **annual** MCS training for staff and contractors includes:



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- The **evidence-based** information presented for each of the following required topics, along with any additional relevant topics:
  - Managing challenging behaviors such as aggression, wandering, and agitation;
  - Techniques for promoting dignity, comfort, and emotional well-being of residents;
  - Recognizing, preventing, reporting abuse, neglect, or exploitation; **and**
  - Implementation of individualized service planning for residents receiving memory care services;
- The amount of time allotted to each topic;
- The skills an individual is expected to acquire for each topic; and
- The testing method used to verify an individual has acquired the stated skills for each topic.

- ☐ Documentation describing the minimum 4 hours of MCS training for managers includes:
- The **evidence-based** information presented for each of the following required topics:
    - Development and implementation of individualized service planning for residents receiving memory care services, **and**
    - Staffing levels and resource allocation;
  - Any additional relevant topics, which may include **evidence-based** information or facility-specific information, such as:
    - Supervisory skills for leading interdisciplinary teams;
    - Effective delegation and team-building strategies;
    - Conflict resolution and managing workplace dynamics;
    - In-depth understanding of state regulations specific to memory care services;
    - Monitoring care outcomes and resident satisfaction;
    - Engaging with families during crises or challenging situations;
    - Leading meetings and facilitating collaboration among staff;
    - Advocacy for residents and families;
    - Coaching and mentoring staff for professional growth;
    - Staying updated on advancements in dementia care;
    - Developing emergency protocols;
    - Cultural competency to ensure inclusivity and sensitivity in care;
    - Strategies to improve staff retention and job satisfaction;
    - Supporting mental health and wellness among team members;
    - Room assignments, operations, and environmental standards; or
    - Identification and implementation of control measures for infectious diseases;
  - The amount of time allotted to each topic;
  - The skills an individual is expected to acquire for each topic; and
  - The testing method used to verify an individual has acquired the stated skills for each topic.

- ☐ Copy of materials used for providing the MCS training program includes all required information detailed in the documentation describing:
- The minimum 8 hours of initial MCS training for staff and contractors
  - The minimum 4 hours of annual MCS training for staff and contractors
  - The minimum 4 hours of MCS training for managers

### Applicant timeframes

Notice of deficiencies response time = 30 calendar days

Request for information response time = 10 working days