

# Continuing Communication

## Aging Services News

carf INTERNATIONAL

Volume 10, Issue 1

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## Highlights of Changes to the 2017 CARF Standards Manual

CARF has a process for refining and cultivating standards, including an annual review of the feedback we receive throughout the year from accredited organizations and other stakeholders. Each year, this feedback helps us to make clarifications and align standards with industry best practices.

Changes to the 2017 Standards Manual include:

- **Increased emphasis on suicide prevention** – Language in the standards has been updated, and examples have been added. Reference the Quality Practice Notice on Suicide Prevention on the CARF [homepage](#). This document provides background information, direction, and resources for organizations in addressing this critical issue.
- **Approaches to skin integrity/wound care** – New standards addressing requirements related to skin integrity and wound care have been added for certain programs. Section 2.A. describes the applicability of these standards to Assisted Living, Person-Centered Long-Term Care Communities, and Home and Community Services.



### Stay up to date

Order the 2017 Standards Manual via the CARF bookstore (US – [www.carf.org/catalog](http://www.carf.org/catalog) or Canada – [www.carf.org/catalogue](http://www.carf.org/catalogue)) and review the “Changes in the 2017 Manual” section to see more of the current year’s updates.

CARF also provides a variety of training opportunities throughout the year to receive updates on changes to the standards. Why not join one of the upcoming webinars: Changes to CARF’s Aging Services and Continuing Care Retirement Communities Standards at [www.carf.org/Events/Webinars](http://www.carf.org/Events/Webinars)? They will be held:

- March 30, 1–2 p.m. ET
- July 13, 1–2 p.m. ET

Your resource specialist is also available throughout the year. If your organization is preparing for resurvey, contact CARF at (888) 281-6531. Your resource specialist can assist you by recommending resources and providing technical assistance.

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## Coaching Corner: Annual Conformance to Quality Report

As part of the commitment to ongoing performance excellence, each organization that achieves accreditation must submit a signed Annual Conformance to Quality Report (ACQR) every year it is accredited. The ACQR is due to CARF on each anniversary of the initial date of accreditation, excluding years with resurveys.

There is no annual fee for organizations accredited for Aging Services programs, but organizations accredited as a continuing care retirement community (CCRC) must submit a nonrefundable annual maintenance fee with their ACQRs.



The ACQR is your organization’s attestation that you are operating in conformance to CARF’s current standards, policies, and procedures on an ongoing basis. The submission of the completed ACQR is required by Accreditation Condition 4 in order to maintain accreditation.

Before submitting an ACQR, it is important to review changes in the current standards manual. New standards manuals are available around the end of January each year. Standards manuals include a Changes section that identifies notable additions and revisions that have been made in the standards compared to the previous year’s manual. All organizations should review the Changes section to ensure that they are in conformance and up to date with all of the applicable new and revised standards.

Completion of the ACQR is an important part of maintaining your CARF accreditation status, and we hope your organization considers it to be an additional opportunity to enhance the quality, value, and outcomes of your services. The ACQR is deemed complete when the form

has signatures from the appropriate organizational leadership and pertinent documentation for each item reported on the ACQR checklist is submitted.

If you have any questions regarding the process, the form, or any of the requirements, please contact your resource specialist.

**Note:** At some point, you may need to complete and submit an ongoing communication form if your organization experiences a relevant administrative change or significant event.

Relevant events that require this form are listed on the ACQR template, which is provided by CARF. But note that most of these events must be reported to CARF within 30 days of when they occur. Ongoing communication forms can be found at [www.carf.org/OngoingCommunicationForms](http://www.carf.org/OngoingCommunicationForms).

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## **Congratulations to Aging Services Providers that Earned CARF Accreditation**

Congratulations to the following providers throughout North America that achieved CARF accreditation during the second half of 2016. Each of these providers applied internationally recognized standards and completed an on-site survey conducted by CARF surveyors.



- Advent Christian Village, Dowling Park, FL**
- Alexander Place, Waterdown, ON**
- Algoma Manor, Thessalon, ON**
- Allen Gray Continuing Care, Edmonton, AB**
- AON Long-Term Care, Peterborough, ON**
- Armed Forces Retirement Home, Gulfport, MS**
- Armed Forces Retirement Home, Washington, DC**
- Avalon Care Centre, Orangeville, ON**
- Beaumont at Bryn Mawr, Bryn Mawr, PA**
- Caledon Community Services, Bolton, ON**
- Carroll Lutheran Village, Westminster, MD**
- Chartwell Reit - Eau Claire Retirement Residence, Calgary, AB**
- Dublin Assisted Living and Memory Support by Senior Star, Dublin, OH**
- Elizabeth Centre, Val Caron, ON**
- Englewood Health Care, Inc., Albany, GA**
- Fort Washington Estates, Fort Washington, PA**
- Ginger Cove, Annapolis, MD**
- Granite Farms Estates, Media, PA**
- Ina Grafton Gage Home, Scarborough, ON**
- Lake Forest Place, Lake Forest, IL**
- Leacock Care Centre, Orillia, ON**
- Magnolia Trace, Huntsville, AL**
- Manitoulin Lodge, Gore Bay, ON**
- Manoir Du Lac, McLennan, AB**
- Maynard Nursing Home, Toronto, ON**

Meadow Park, London, ON  
Meadow Park, Chatham, ON  
Missing Link Home Services Ltd., Edmonton, AB  
Plantation Estates, Matthews, NC  
Presbyterian SeniorCare Network™, Oakmont, PA  
Reliable Care Adult Day Care, Inc., Evansville, IN  
Roberta Place, Barrie, ON  
Royal Terrace, Palmerston, ON  
Sanctuary at Bellbrook, Rochester Hills, MI  
Senior Star at Burgundy Place, Tulsa, OK  
Senior Star at Dublin Retirement Village, Dublin, OH  
Senior Star at Elmore Place, Davenport, IA  
Senior Star at Las Colinas Village, Albuquerque, NM  
Senior Star at Weber Place, Romeoville, IL  
Senior Star at West Park Place, Toledo, OH  
Senior Star at Wexford Place, Kansas City, MO  
Senior Star at Woodland Terrace, Tulsa, OK  
Seniors' Health Centre, Toronto, ON  
Shenandoah Valley Westminster - Canterbury, Winchester, VA  
Sienna Senior Living - East, Markham, ON  
Sienna Senior Living - West, Markham, ON  
Southampton Care Centre, Southampton, ON  
Spring House Estates, Lower Gwynedd, PA  
Stayner Care Centre, Stayner, ON  
Temiskaming Lodge, Haileybury, ON  
The Dorothy Ley Hospice, Toronto, ON  
The Kenwood by Senior Star, Cincinnati, OH  
The Moorings of Arlington Heights, Arlington Heights, IL  
The Moorings, Inc. dba Moorings Park, Naples, FL  
The Re kai Centres, Toronto, ON  
Victoria Manor, Lindsay, ON  
Westminster Place, Evanston, IL  
Westminster-Canterbury of the Blue Ridge, Charlottesville, VA  
Wexford Place Assisted Living & Memory Support by Senior Star, Kansas City, MO

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## Congratulations to Accredited Award Recipients

The following CARF-accredited organizations were honored by the Ontario Long Term Care Association (OLTCA) with a 2016 award for excellence in leadership, quality, and innovation.



For explanations on the award categories and names of all the finalists, please [download the awards brochure](#).

## Nursing Leadership

- Glory Kagwiria of Chartwell Westmount
- Debbie Skinner of Port Perry Place
- Albert Armah of Burton Manor
- Vanessa Romero of Villa Leonardo Gambin

### Personal Support Worker Leadership

- Lisa Carr of Southampton Care Centre
- Brenda Labrie of Elizabeth Centre

### Leadership Excellence Award

- Kelly Seow of Sienna Senior Living
- Lisa Smith of Chartwell Parkhill Long Term Care Residence

### Quality Improvement Team of the Year

- The Pressure Ulcer Prevention Process Improvement Team (PUPPIT) from Responsive Health Management's Cedarvale Terrace
- The O'Neill Centre
- Vermont Square

### Quality Improvement Innovation of the Year

- Southampton Care Centre (Jarlette Health Services) for its work to eliminate bed rails

### Workplace of the Year

- The Village of Wentworth Heights, Schlegel Villages

### Resident-Centred Home of the Year (nominated and selected by residents)

- Bloomington Cove, Sienna Senior Living

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## Current and Upcoming Events

### March

**National Nutrition Month** (USA) – designated by the Academy of Nutrition and Dietetics – [www.eatright.org/resource/food/resources/national-nutrition-month/toolkit](http://www.eatright.org/resource/food/resources/national-nutrition-month/toolkit)

Theme: *Put Your Best Fork Forward*

(For ideas specific to aging programs & services – <http://nutritionandaging.org/topic-guide-focus-on-nutrition-and-aging-march-is-national-nutrition-month>)

## April

**World Health Day** (April 7, 2017) – designated by the World Health Organization – <http://www.who.int/campaigns/world-health-day/2017/en>  
Theme: *Depression: Let's Talk*

(For resources specific to aging – <http://www.who.int/campaigns/world-health-day/2017/handouts-depression/older-age/en>)

## May

**Older Americans Month** (USA) – designated by The Administration on Aging – [https://acl.gov/NewsRoom/NewsInfo/2016/2016\\_12\\_09.aspx](https://acl.gov/NewsRoom/NewsInfo/2016/2016_12_09.aspx)  
Theme: *Age Out Loud*

**Mental Health Month** (USA) – designated by Mental Health America – <http://www.mentalhealthamerica.net/may>  
Theme: *Risky Business*

## June

**World Elder Abuse Awareness Day** (June 15, 2017) – designated by the United Nations – <http://www.un.org/en/events/elderabuse>

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## **2017 Aging Services Educational Opportunities**

### **101s**

These engaging two-day sessions provide a solid foundation for organizations seeking CARF accreditation. Participants will gain valuable insight into the accreditation process as well as helpful information on preparing for a survey and how to avoid the pitfalls some organizations may experience on their survey.

April 4–5, Chicago, IL

**AS 101: Preparing for Successful Accreditation in Aging Services  
including Continuing Care Retirement Communities**

[Register here](#)

### **Webinars**

March 30 & July 13

### **Changes to CARF's AS/CCRC Standards**

*This session will provide a high level overview of the changes to the revised ASPIRE to Excellence® standards. It will also highlight new additions and changes to sections 2, 3, and 4 of the standards applicable to all aging services providers.*

[March 30 webinar register here](#)

[July 13 webinar register here](#)

November 14

### **2017 Results: Financial Ratios and Trend Analysis of CARF-Accredited CCRCs**

*During this 90-minute webinar, experts will discuss and provide insight on the findings of the financial ratios calculated from FYE 2016 financial statements for both single-site and multi-site US CCRCs. Specific comparative information will be provided based upon primary contract type and quartile rankings.*

**Registration coming soon**

### **Transforming Outcomes**

This three-day training institute takes you through the steps required to plan and conduct a program of outcomes management and quality improvement, including:

- Outcomes system design and data collection.
- Data analysis, interpretation, and management reporting.
- Identification of areas for quality improvement activities based on findings.

June 29–July 1

**Taj Boston Hotel**

[Register here](#)

For further information, please contact the CARF Education and Training Unit at (888) 281-6531. Online registration is available at [www.carf.org/events](http://www.carf.org/events) two to three months prior to an event.

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If you have suggestions for content to be included in a future issue of *Continuing Communication*, please email the editor, Tonya Tobe, at [ttobe@carf.org](mailto:ttobe@carf.org).

Please include the **carf.org** domain on your safe-senders list to ensure that *Continuing Communication* and other important emails from CARF Aging Services are not blocked by spam filters.

If a lender is interested in the systems you use to manage risk in your organization, support management competencies, measure outcomes, and foster sound business practices, please direct the lender to [www.carf.org/lenders](http://www.carf.org/lenders). The website includes language geared toward lenders, a five-minute webinar to educate them about accreditation for your organization, and a downloadable factsheet with key information about CARF.



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