

# Continuing Communication

## Aging Services News

carf INTERNATIONAL

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In this issue:

[New Publication Available: Guide to Selecting an Assisted Living Community](#)

[CARF's Revised Dementia Care Standards](#)

[CARF Welcomes New Aging Services/CCAC Resource Specialist](#)

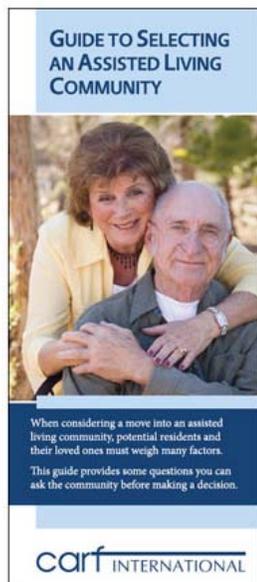
[Coaching Corner: Unannounced Tests of All Emergency Procedures — Spotlight on Health and Safety Frequently Cited Standard](#)

[Explore One of the Most Rewarding Professional Development Opportunities Available in Our Field](#)

[2014 CARF–CCAC and Aging Services Educational Opportunities](#)

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## New Publication Available: Guide to Selecting an Assisted Living Community



When considering a move into an assisted living community, potential residents and their loved ones must weigh many factors. This guide provides questions consumers can ask the community before making a decision. The *Guide to Selecting an Assisted Living Community* consumer brochure is available as a complimentary single PDF download or for purchase in packs of 50 for \$20. This beneficial brochure can be included in resident information packets, handed out at events, and distributed in your lobby.

For a complimentary single copy, the PDF is available to download and print on the CARF International website in the “Seniors and Aging” section of the consumer resources page:

[www.carf.org/Resources/ConsumerResources](http://www.carf.org/Resources/ConsumerResources). You can also

directly access the complimentary PDF of the brochure at:

[www.carf.org/SelectingAssistedLiving](http://www.carf.org/SelectingAssistedLiving).

The [Guide to Selecting an Assisted Living Community](#) is available in the CARF International



Easter Seals

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Department of Social Services

Christopher Rawn-Kane  
Alzheimer Society Peel  
Canada

[Back to top](#)

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## CARF Welcomes New Aging Services/CCAC Resource Specialist

The CARF Aging Services/CCAC team is pleased to welcome Bonnie Rock to our staff. Bonnie earned her Master of Social Work with a certificate in Gerontology from Arizona State University.

Bonnie's professional experience includes work in the Social Services Department of Villa Maria Care Center in Tucson, Arizona, and providing client services at DayBreak™ adult day program, which is part of Lutheran Social Services of the Southwest.

Bonnie most recently worked at Southern Arizona Veterans Health Care Center of Service (SAVAHCS) before she joined CARF. "I had the pleasure of







be the most difficult for the field overall.

#### ***Intent of the Standard***

Practicing emergency procedures helps the persons served and personnel to better respond in actual emergency situations. Simulated evacuations should be limited to situations where actual evacuations are not possible. Emergency procedure testing is part of an organization's performance improvement activities and the results are analyzed for ways to improve performance. Tests must be conducted at all facilities regularly utilized by the organization.

#### ***Why is the standard cited?***

The unannounced tests of all emergency procedures standard is frequently cited most often because unannounced tests:

- Are not conducted on **all shifts** and **at each location**.
- Are not analyzed for performance improvement.
- Do not identify results of action plans.
- Do not include complete actual or simulated **physical** evacuation drills (organizations may only do a horizontal **evacuation** rather than a complete evacuation out of the building).
- Are not evidenced in writing.

Organizations sometimes conform to some of the components of this standard but not all of them. All components of this standard must be addressed to achieve full conformance.

#### ***Tips for standard conformance***

Facilitating unannounced tests of all emergency procedures may be done in a variety of ways:

- The organization could develop a safety committee that creates an emergency drill schedule, then analyzes the drill results and identifies and implements an action plan.
- The organization could demonstrate how it uses the performance of actual drills to test personnel's level of readiness to establish a benchmark to track improvement.
- All personnel on all shifts and locations could be expected to participate in the testing, and the organization could consider assigning roles to get additional buy-in from staff members as they participate.
- The organization could make emergency procedure testing a part of its performance improvement activities and ensure that results are analyzed for areas needing improvement, action to be taken, results of performance improvement plans, and necessary education and training needs.
- The organization could facilitate an unannounced written test for all personnel to complete in order to test for readiness and the results could be used as a tool for improvement and training opportunities.
- Organizations may find it helpful to draft a grid-type document that allows the

organization to detail which month and what shift received an unannounced test to ensure that all emergency procedures are tested on each shift at each location. (See sample below.)

Date of unannounced test	Location/ shift tested	Type of drill actual or simulated physical evacuation drill	Type of emergency	Areas needing improvement	Action to be taken	Results of performance improvement plan	Education and training necessary
6/14/14	AL South/ Weekend shift	Actual evacuation drill	Natural disaster	Confusion from residents and staff on location of emergency exit.	Develop and implement better signage system for residents to be guided to emergency exit doors.	New signs posted on 7/20/14.	Need to add emergency drill procedures to a town hall meeting.  Need to have another unannounced drill in six months.

CARF Resource Specialists are available to assist you as needed.

[Back to top](#)

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## Explore One of the Most Rewarding Professional Development Opportunities Available in Our Field

The CEO of an aging services organization recently shared with our team that enabling emerging leaders in the organization to serve as accreditation peer surveyors is an amazing learning experience for the individuals as they expand their knowledge of the field by seeing other leading organizations during an accreditation visit. Having a surveyor on staff not only helps with survey readiness, but it also offers the organization an emerging leader who has been exposed to other strategies and approaches for quality within our field.

The combined effect for your organization and for your emerging leader is significant experiential knowledge that cannot be surpassed by any conference, webinar, or other professional networking event in our field.

Now is your chance to offer this opportunity to someone in your organization, or pursue it for yourself! Due to significant business growth throughout North America, CARF is seeking additional surveyors in the following program areas who can travel three times per year:

- Adult day services
- Aging services networks
- Assisted living
- Case management
- Continuing care retirement communities
- Home and community services
- Independent senior living

- Long-term care

Surveyor applicants should have a valid passport and they should be comfortable traveling to locations throughout the United States and Canada. Fluency in languages such as French, Spanish, or Punjabi is desirable as we survey various organizations, but fluency in other languages is not required.

To see why others find the surveyor role valuable, view the surveyor eligibility requirements, and download an application, please visit: [www.carf.org/About/BecomeaSurveyor/](http://www.carf.org/About/BecomeaSurveyor/).

[Back to top](#)



## 2014 CARF-CCAC and Aging Services Educational Opportunities

### 101s

September 9 & 10, Hilton Suites Phoenix, Phoenix, AZ

[AS/CCAC 101: Preparing for a Successful Accreditation in Aging Services/CCAC](#)

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

### Webinars

September 17

[Aging Services and Continuing Care Accreditation Commission Webinar: Financial Ratio Trends Analysis](#)

This webinar offers the first look at the findings in the *2014 Financial Ratios and Trend Analysis of CARF-CCAC Accredited Organizations*.

November 4

Aging Services and Continuing Care Accreditation Commission Webinar:  
Accreditation and U.S. Health Care Reform  
Registration to open soon.

For further information, please contact CARF Education and Training at (520) 325-1044 or toll free (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.

[Back to top](#)

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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](http://carf.org) domain on your safe-senders list to ensure 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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