

Missouri Coalition Celebrating Care Continuum Change



To promote & support ongoing collaboration within the adult care continuum to create environments where the dignity & value of each individual who lives or works there is respected & celebrated.

Date & Time

Wednesday, April 23, 2014

9:30am – 10:00am

Registration and Networking

10:00am – 12:00pm

Program

Topic

Ageism, Self Evaluation & Customer Service in Long Term Care presented by Missouri Department of Health and Senior Services, Section for Long-Term Care Regulation, Licensure and Certification Manager Tracy Niekamp.

Participants will be challenged to evaluate their own stereotypes of older adults and learn how language, actions and an unsupportive environment can affect self-esteem and behavior. Dignity and choice are two of the most important areas in the quality of life regulations- participants will learn how to self evaluate their home's progress, using the tools surveyors use. Providing excellent customer service should be an everyday goal. Participants will have an interactive discussion on what excellent customer service means in long term care.

FREE Social Worker CEUs Available!
FREE Administrator CEUs Pending Approval!

Location

First Church of the Nazarene
32838 US Highway 63
Macon, MO 63552

RSVP

There is no charge to attend but registration in advance would be appreciated

Call Wendy or Katie @ 660-385-3113 Ext. 236

Visit our website at www.momc5.com for more information about culture change.