

# Organization Development & Training Department

Masonic Village at Elizabethtown

• One Masonic Drive • Elizabethtown, PA 17022 • 717-367-1121

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# 2011 Course Catalog

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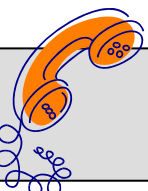
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**Classes Offered Upon Request –**  
Please contact Kari Zimmerman, ext. 33390  
if you or your department are interested in any of the following classes.

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|---|----|
| <a href="#">Computer Training: PC Orientation</a> .....       | 50 |
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= Masonic Village Intranet Course OR Online Training



=Continuing Education Credit for RNs



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### **3 P'S OF COMMUNICATION**

**Target Group:** All employees (non supervisory)

**Class Length:** One 8 hour class

**Class Size:** Minimum= 10, Maximum = 20

**Description:** 3P's of Communication teaches front-line staff stronger problem solving skills. It teaches a combination of interpersonal, customer service, communication, and conflict management skills. This 8 hour class is divided into 3 main sections:

- 1) **P**ulling Back in Stressful Situations
- 2) **A**ctive Listening (Non verbal communication, **P**araphrasing and Asking Open-Ended Questions
- 3) **P**ersonal Styles

Content includes:  
Pulling back emotionally from situations  
Recognizing personal triggers  
Active listening  
Use of appropriate body language  
Communication  
Paraphrasing  
Asking Open Ended Questions  
Analyzing problems from different perspectives  
Recognizing different personal styles

**Cost:** \$10.00 per participant, charged to the department

**Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom,  
(8am to 4pm)  
January 27, 2011  
August 24, 2011

Masonic Village at Sewickley, Activity Room C  
May 17, 2011

**Contact:** Kari Zimmerman, OD and Training, ext. 33390

**Sponsor/Vendor:** Paraprofessional Healthcare Institute (PHI)



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## **ANNUAL INSERVICE CLASSROOM**

**Target Group:** Elizabethtown employees in the following departments are required to attend Annual Inservice- classroom yearly:

- Environmental & Land Management
- Food Services
- Maintenance
- Transportation
- Beauty Shop (GLH and MHCC)
- Retirement Living Hair Care
- Safety and Risk, Security Department

**Class Length:** 1 ½ Hour Class

**Class Size:** Unlimited (Elizabethtown)

**Description:** This course will be presented using a PowerPoint presentation. The presentation covers the areas of:

- Mission and Vision
- Corporate Compliance and Ethics/HIPAA
- Quality Improvement at Masonic Villages
- Cultural Change
- Accreditations
- Infection Control per OSHA
- Residents Rights
- Fire & Safety Training \*
- Disaster Preparedness/ Hazardous Materials

**\* For Elizabethtown, Fire Extinguisher Training is included at the end of this class, Please be sure to sign the additional attendance form for fire extinguisher training.**

Training must be completed by **December 31, 2011.**

**Location/Schedule:** Masonic Village at Elizabethtown  
9: 00 a.m. to 10:30 a.m., Deike Auditorium  
April 14, 2011  
May 26, 2011 (*no fire extinguisher training on this date*)  
July 28, 2011  
September 22, 2011 (*no fire extinguisher training on this date*)

**Contact:** Elizabethtown – Kari Zimmerman, ext. 33390



## ANNUAL INSERVICE- INTERNET (HEALTHSTREAM)

**Target Group:**

The following departments/areas are participating in Annual Inservice via HealthStream

Click address to access  
online training

( [www.healthstream.com/hlc/masonic](http://www.healthstream.com/hlc/masonic) )

- MV Etown Nursing
- MV Etown Rehab
- MV Etown Personal Care
- MV at Sewickley employees

**Class Length:**

Approximately 2 hours

**Description:**

Computer based training covering the following areas/topics:

- Compliance
- Residents Rights
- Infection Control
- Fire Safety/ OSHA \*

***\* All staff required to attend Fire Extinguisher Training.***

The above is not an all-inclusive list, but gives the participant an idea of what will be covered. Completion is recorded through the HealthStream system.

Training must be completed by **December 31, 2011.**

**Contact:**

Masonic Village at Elizabethtown- Kari Zimmerman, ext. 33390

Masonic Village at Sewickley-  
Nancy Wyckoff, ext. 3410 or Anna Edmunds, ext. 3223





## ANNUAL INSERVICE- MASONIC VILLAGE INTRANET ONLINE

**Target Group:**

Elizabethtown employees in the following departments are participating in Annual Inservice via the Masonic Village (MV) Intranet:

- CEO Administration
- Retirement Living Administration
- Retirement Living Hair Care
- Finance
- Human Resources
- Maintenance Administration
- Food Service Administration
- Safety and Risk Administration
- Environmental & Land Mgmt. Administration
- Purchasing & Materials Management
- Admissions & Resident Services  
(to include: TR & Soc. Services)
- COO Administration
- Marketing
- Office of Gift Planning
- Public Relations
- Event Planning
- Information Technology
- Pastoral Care
- Wellness Center

MV at Lafayette Hill employees and MV at Warminster employees.

Click address to access  
online training

<http://10.1.102.185/inserviceetown.html>

**Class Length:**

Approximately 1 hour

**Description:**

This course will cover the areas of:

- Mission and Vision
- Corporate Compliance and Ethics/HIPAA
- Quality Improvement at Masonic Villages
- Cultural Change
- Accreditations
- Infection Control per OSHA
- Residents Rights
- Fire & Safety Training \*
- Disaster Preparedness/ Hazardous Materials

**\* All staff required to attend Fire Extinguisher Training**

Training must be completed by **December 31, 2011.**

**Contact:**

Masonic Village at Elizabethtown- Kari Zimmerman, ext. 33390

Masonic Village at Lafayette Hill- Barbara Kijak, ext. 1328

Masonic Village at Warminster- Catherine Welsh, ext. 110





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## COACHING SUPERVISION

**Target Group:** Leadership/ Supervisory staff

**Class Length:** Two 8 hour classes

**Class Size:** Minimum = 10, Maximum = 15

**Description:** The goal of this curriculum is to introduce participants to a new model of supervision and to teach fundamental communication skills that lay the foundation for improving relationships with workers and developing their problem-solving skills. The four primary skills introduced in the curriculum are:

- 1- Active listening
- 2- Self-Management
- 3- Self-Awareness
- 4- Presenting the problem

Most of the skills may not be entirely new to supervisors. This course gives the opportunity to strengthen key supervisory skills in a supportive atmosphere so that participants can use them consistently and effectively on the job.

**Cost:** \$15.00 per participant, charged to the department

**Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Classroom  
8:00 a.m. to 4:00 p.m.  
June 9 and 22, 2011

**Contact:** Kari Zimmerman, OD and Training, ext. 33390

**Sponsor/Vendor:** Paraprofessional Health Institute





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## **COMMUNICATION SELF STUDY**

**Target Group:** All employees

**Class Length:** “Getting your Message Across” = approximately 5 hours

**Description:** Self-study contains:

The book titled “Getting Your Message Across” is a self-study that has 62 separate parts and each offers insights about the communication process. They are in an order that is intentional, but it is also possible to dip in and out of each part as your interest (and needs) dictate.

**Cost:** *Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.*

To replace book or if a department would like to purchase book(s) the price for the “Getting Your Message Across” book is \$25.00.

Please return material by the date on the memorandum.

**Location/Schedule:** Self Study

**Contact:** Kari Zimmerman, OD and Training, ext. 33390

**Sponsor/Vendor:** Crisp Learning Books



## **COMPUTER TRAINING: MICROSOFT OUTLOOK**

**Target Group:** Any employee needing training in Outlook (MV email system)

**Class Length:** One 2 hour class (depends on class size)

**Class Size:** Maximum class size = 6, no minimum required

**Description:** Class will cover:

- Sending and receiving mail
- Setting appointments in the calendar
- Adding contacts
- Other basics

**Location/Schedule:** Masonic Village at Elizabethtown  
IT Training Room, MHCC 4<sup>th</sup> Floor

Contact Carla Fackler, IT Department at ext. 33373 to arrange a date and time.

**Cost:** N/A

**Contact:** Contact Carla Fackler, IT Department at ext. 33373

**Sponsor/Vendor:** I.T. Department



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## **COMPUTER TRAINING: MICROSOFT OFFICE CLASSES**


**Target Group:** All employees

**Class Length:** One 2 hour class

**Class Size:** Maximum class size = 6

**Description:** Introduction and advanced classes will be offered dealing with some of the Microsoft Office applications or topics (Microsoft PowerPoint, Access, Publisher and Excel).

**Location/Schedule:** Masonic Village at Elizabethtown  
Computer Lab, MHCC 4<sup>th</sup> Floor

Dates and times can be found in the  or contact Carla Fackler, ext. 33373

**Cost:** N/A

**Contact:** To schedule or with questions, contact Carla Fackler, ext. 33373

**Sponsor/Vendor:** I.T. Department



## CPR- HEALTHCARE PROVIDER

**Target Group:** This course is designed for the professional healthcare provider, (i.e., emergency medical technicians, paramedics, nurses and physicians) but may be modified for daycare workers, lifeguards, and other non-healthcare professionals whose job responsibilities require that they respond in an emergency. For employees of Masonic Villages, this class is required every two years for all licensed staff as per job description.

**Class Length:** One 4 hour class

**Class Size:** Maximum class size = 15

**Description:** The Healthcare Provider course includes information on using equipment not readily available to the general public.

**Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
11:30 a.m. to 3:00 p.m.  
January 10 and 20, 2011                      February 7 and 24, 2011  
March 31, 2011                                  April 4 and 21, 2011  
May 26, 2011                                      June 6 and 23, 2011  
July 21, 2011                                      August 8 and 25, 2011  
September 15 and 19, 2011                  October 3, 2011  
November 1, 2011                                December 5, 2011

5:30 p.m. to 9:00 p.m.  
March 1, 2011                                      May 3, 2011  
July 7, 2011                                        October 20, 2011

**Cost:** Employees of the Masonic Villages  
\$ 6.00 per participant, charged to the department for supplies only no book (book may be borrowed prior to class, but must be returned to avoid charges to the department ).

*\* Please note: due to 2011 American Heart Association Updates, a possible rate increase may result.*

*Optional - \$ 12.72 for the book- charged to department with supervisor's permission.*

Non-employees of the Masonic Villages  
\$ 50.72 includes book and supplies  
\$ 38.00 for supplies only, no book

**Contact:** To schedule or with questions available via:  
Diana Sarver, ext. 33816

Click address to access  
online training

Online registration at:  
<http://www.masonicvillagespa.org/elizabethtown/cpr-firstaid.php>

**Sponsor/Vendor:** American Heart Association



## CPR- HEARTSAVER

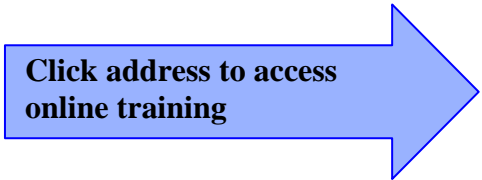
|                           |   |
|---------------------------|---|
| <b>Target Group:</b>      | Designed for anyone who requires a credential for course completion or is interested in CPR.  |
| <b>Class Length:</b>      | One 3 hour class  |
| <b>Class Size:</b>        | Maximum class size = 15   |
| <b>Description:</b>       | This course is designed for the first responder. It represents a key strategy for improving the first two links in the chain of survival; early access to 911 and early CPR. The course covers recognition of a heart attack and stroke, EMS system activation, use of recovery position, rescue breathing, management of airway obstruction, and the use of barrier devices. Instructors/course directors may include pediatric CPR/FBAO, as they deem appropriate for the audience. Automated external defibrillation should be explained in all BLS courses, but demonstrations are not necessary in Heartsaver classes. |
| <b>Location/Schedule:</b> | <u>Masonic Village at Elizabethtown , Washington-1 Classroom</u><br><u>Noon to 3:00 p.m.</u><br>March 7, 2011<br>August 15, 2011  |
| <b>Cost:</b>              | <b><u>Employees of the Masonic Villages</u></b><br>\$ 5.75 per participant, charged to the department for supplies only no book (book may be borrowed prior to class, but must be returned to avoid charges to the department ).<br><br><i>Optional - \$ 9.54 for the book- charged to department with supervisor's permission.</i><br><br><b><u>Non-employees of the Masonic Villages</u></b><br>\$ 37.63 includes book and supplies<br>\$ 28.00 for supplies only, no book  |
| <b>Contact:</b>           | To schedule or with questions available via:<br>Diana Sarver, ext. 33816<br>Online registration at :<br><a href="http://www.masonicvillagespa.org/elizabethtown/cpr-firstaid.php">http://www.masonicvillagespa.org/elizabethtown/cpr-firstaid.php</a>   |
| <b>Sponsor/Vendor:</b>    | American Heart Association  |

Click address to access  
online training



## HEARTSAVER FIRST AID

|                           |   |
|---------------------------|---|
| <b>Target Group:</b>      | All non-medical personnel, such as firefighters, police, commercial airline crews, security personnel, employees in the workplace, family members of patients at high risk for sudden cardiac death and other non-medical persons.  |
| <b>Class Length:</b>      | 3 hour class  |
| <b>Class Size:</b>        | Maximum class size = 6  |
| <b>Description:</b>       | Contains three core modules: general principles, medical emergencies, and injury emergencies- plus an optional module on environment emergencies. The modules teach lay rescuers how to manage illness and injuries in the critical first few minutes before professional help arrives. Additional modules could include CPR and AED use for the lay rescuer. |
| <b>Location/Schedule:</b> | <u>Masonic Village at Elizabethtown , Washington-1 Classroom</u><br><u>Noon to 3:00 p.m.</u><br>February 14, 2011<br>May 9, 2011<br>July 18, 2011<br>November 18, 2011  |
| <b>Cost:</b>              | \$ 28.00 for non-employees without a manual<br>\$ 15.00 for employees without a manual<br><br><i>Optional- add \$ 9.54 for a First Aid book</i>   |
| <b>Contact:</b>           | To schedule or with questions available via:<br>Diana Sarver, ext. 33816<br>Online registration at:<br><a href="http://www.masonicvillagespa.org/elizabethtown/cpr-firstaid.php">http://www.masonicvillagespa.org/elizabethtown/cpr-firstaid.php</a>  |
| <b>Sponsor/Vendor:</b>    | American Heart Association  |





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## **CPR- INSTRUCTOR TRAINING**

- Target Group:** Any individual desiring to be a CPR instructor
- Class Length:** One 8 hour class
- Class Size:** Maximum class size = 8
- Description:** The instructor course is designed to teach the skills necessary to instruct others in resuscitation skills and knowledge.
- Instructor Course prerequisites:
- Each candidate must present a current AHA Healthcare Provider Course completion card.
  - Each candidate must possess the willingness and desire to teach in accordance with the scientific and program guidelines of the AHA.
  - Each candidate must make a commitment to teach two courses per year according to the AHA guidelines.
- Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.  
July 11, 2011
- Cost:**  
*\* Please note: due to 2011 American Heart Association Updates, a possible rate increase may result.*
- For employees of Masonic Villages, their department will be charged \$250.00.
- Non-Employees of Masonic Villages cost is \$250.00.
- Contact:** To schedule or with questions, contact Diana Sarver, ext. 33816
- Sponsor/Vendor:** American Heart Association



## DELEGATING FOR RESULTS

3.5 RN CE Hrs.



**Target Group:** Leadership/ Supervisory staff

**Class Length:** One 4 hour class

**Class Size:** Minimum = 10                      Maximum= 20

**Description:** While most leaders understand the need to delegate, they are often hesitant to invest the time and effort up front. They need to be catalysts who transfer responsibility and authority to achieve key results and enhance the capabilities of their teams.

In this course, leaders overcome their hesitation to delegate by learning skills for successfully matching people, responsibility, and authority. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

### Objectives/Helps leaders:

- Identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them.
- Assess the scope of delegated tasks and identify the appropriate level of authority and support to give the people doing the work.
- Use a set of criteria to select the best people for tasks and responsibilities.
- Use the Interaction Process to conduct delegation discussions that meet personal and practical needs.
- Determine methods for monitoring the progress of delegations that will allow you to stay in touch without getting in the way.
- Identify barriers to delegation and tactics for overcoming them.

**Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom,  
(8am to 11:30am)  
April 12, 2011  
November 8, 2011

Masonic Village at Sewickley, Activity Room C  
(8am to 11:30am)  
May 18, 2011

**Cost:** \$60 per participant, charged to the department

**Contact:** Kari Zimmerman, ext. 33390

**Sponsor/Vendor:** Development Dimensions International (DDI)





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## **DEMENTIA AWARENESS AND EDUCATION I**

- Target Group:** Recommended for all caregivers working with the elderly and **required** for all employees working on Lafayette East, Lafayette West, and Washington 4, and others at the discretion of the Nurse Manager.
- Class Length:** One 8 hour class
- Class Size:** Minimum = 10                      Maximum= 30
- Description:** Topics covered include:
- Various types of Dementia
  - Signs/ Symptoms/ Behaviors
  - Behavior management
  - Falls prevention/ awareness and safety
  - Effective communication
  - Validation
  - Therapeutic Recreation
- Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.
- April 14, 2011  
May 19, 2011
- Cost:** N/A
- Contact:** Kari Zimmerman, ext. 33390...to register  
Rick Schies, ext. 33189....questions regarding the course





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## **DEMENTIA AWARENESS AND EDUCATION II**

**Target Group:** Anyone who has completed Dementia Awareness Education I

**Class Length:** One 8 hour class

**Class Size:** Minimum = 10                      Maximum= 30

**Description:** This class will offer a brief review of the material covered previously in Dementia Awareness Education Part I, but will also move forward in helping the participant apply what they have learned. We will provide the opportunity to meet/interact with residents and participants will be encouraged to take an active role in some therapeutic activity.

**Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.

August 12, 2011  
September 22, 2011

**Cost:** N/A

**Contact:** Kari Zimmerman, ext. 33390...to register  
Rick Schies, ext. 33189....questions regarding the course



## **DEMENTIA AWARENESS AND EDUCATION ONLINE SELF STUDIES**

**Target Group:** Created for Personal Care Staff- *available to all staff.*

**Description:** Two self study courses available:

**1. Dementia Awareness Education for Personal Care**

This self study course has been specifically developed to assist you in obtaining your required education regarding dementia and its causes and was designed to give you practical information regarding the disease process known as dementia.

**2. Dementia in the Personal Care Setting & The Significance of Assessment with Change of Condition**

This self study course is designed to offer the caregiver some valuable insight into the importance of conducting a thorough assessment whenever a change in condition is noted. Our goal should always focus on the resident and their immediate needs.



Following the completion of the self studies, you will be required to complete a written exam to demonstrate your understanding of the material you reviewed. The test must be submitted (either via email or hard copy) to Organization Development & Training for correction and you will need to score an 80% or higher in order to receive credit and 3.0 CE hours for the courses.

**Location/Schedule:** Available on Masonic Village Intranet Training / Nursing Self Study Courses

Click address to access  
online training

<http://10.1.102.185/edcourse.html>

**Contact:** Kari Zimmerman, ext. 33390 OR  
Rick Schies, ext. 33189....questions regarding the courses





**DEPARTMENT OF HEALTH (DOH) BEST PRACTICE  
ONLINE SELF STUDY COURSES**

**Target Group:** All employees

**Class Length:** Varies, see below

**Description:** Course topics and credit hours consist of:



Prevention of Pressure Ulcers in Nursing Home Residents –  
1 hour of training credit will be given for this program



Managing Pain in Nursing Home Residents –  
1.5 hours of training credit will be given for this program



Managing Depression in Nursing Home Residents –  
1.5 hours of training credit will be given for this program



Management of Incontinence in Nursing Home Residents –  
1 hour of training credit will be given for this program

Self-Care for Seniors: A Nursing Rehabilitation Program-  
45 mins. of training credit will be given for this program  
**\*No RN CE Hrs. for this topic.\***

***To receive credit, a training attendance form must be completed and sent to Kari Zimmerman.***

**Location/Schedule:** Masonic Village Intranet  
Training/ Courses Tab

<http://10.1.102.185/edcourse.html>

Click address to access  
online training

*Please note, Whenever you take a course and need to log out before you are finished, please write down the slide number you are on. When you log back in to the training program you will need to go back to the slide number you were on when you logged out. The program does not have the capability of remembering where you were when you logged out.*

**Contact:** Kari Zimmerman, OD and Training, ext. 33390

**Sponsor/Vendor:** Department of Health (DOH)





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## DOCUMENTATION

- Target Group:** LPNs, RNs, Social Workers, TR, Security, Pastoral Care
- Class Length:** 4 hours (8am to 11:30am)
- Class Size:** Minimum= 10, Maximum = 20
- Description:** Have you heard the phrase, "If it wasn't documented, it wasn't done?" This class will cover the principles of good documentation, look at common documentation errors, and explain why interdisciplinary communication through clear, timely, and focused documentation is essential for high quality resident care.
- If you were involved in a court case, would your documentation be an asset or a liability? This class will cover the standards for correcting charting errors, making late entries, and knowing words to avoid. It will cover both **what** to chart and **how** to chart.
- Cost:** \$10 per participant, charged to the department
- Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom  
8am to 11:30am
- February 16, 2011  
April 6, 2011  
August 2, 2011  
October 19, 2011
- Contact:** Kari Zimmerman, OD and Training, ext. 33390
- Sponsor/Vendor:** N/A





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## EMOTIONAL INTELLIGENCE ACROSS THE GENERATIONS

**Target Group:** All employees

**Class Length:** One 8 hour class

**Class Size:** Minimum= 10, Maximum = 20

**Description:**

Emotional Intelligence Across the Generations

Working in long term care is not a job for lone rangers! In order to care for our residents we need to work well together. With today's workplace being the first to have four different generations working together, new challenges exist that require both an understanding of the generations, and the skill set we call Emotional intelligence. This class looks at both The Generations in the Workplace and Emotional Intelligence.

Emotional Intelligence

Emotional Intelligence is a set of learned capabilities that allow individuals to understand themselves better (intrapersonal skills) and work better with others (interpersonal skills). The 4 domains covered include the following:

1. Self awareness
2. Self management
3. Social awareness
4. Relationship management

Generations in the Workplace

We have four generations in the workforce today. Each generation has its own quirks; so what makes each generation better than the last, worse than the last, or what really makes them all the same? Come to the class to find out.

**Generation Y** (the Millennial Generation) as some call them, are seen as lazy, have no customer service skills, only care about themselves, and are not loyal to the organization. **Generation X** is not trusting, is skeptical, has had way too many jobs, and doesn't like commitment. **Baby Boomers** are very driven, not comfortable with conflict are "technology phobic" and don't appreciate the different ways of doing tasks, **Veterans or the Silent Generation** are respectful, understand hierarchy in the organization, are silent when they disagree, customer focused and stable. This class will look at all of these labels and bring you information to understand that all of these employees have so much to bring to our organization. But, we have to know how to get all of the good stuff in each generation to come out and learn to work together!

**Cost:** \$15.00 per participant, charged to the department

**Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom,  
(8am to 4pm)

March 24, 2011

September 29, 2011

Masonic Village at Sewickley, Activity Room C  
(8am to 4pm)

October 11, 2011

Masonic Village at Lafayette Hill, RL Private Dining Rm  
(8am to 11:30am)

November 3, 2011

**Contact:** Kari Zimmerman, OD and Training, ext. 33390





## **FISH!**

**Target Group:** All employees

**Class Length:** Self study and Class- approximately two hours

**Description:** Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude to the job every day. Imagine an environment in which people are truly connected to their work, to their colleagues, and to their customers. This book shares four tips that the world famous fish market, Pike Place Fish, uses to create a fun, bustling, joyful atmosphere and offer great customer service. Learn to apply the four ingeniously simple lessons:

- Play
- Choose your attitude
- Make their day
- Be there

**Cost:** ***Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.***

To replace hardcover book or if a department would like to purchase book(s) the price for the "FISH" book is \$15.00

Class cost is \$10 (without hardcover book) per person charged to department.

**Schedule:** Masonic Village at Lafayette Hill, RL Private Dining Rm  
(8am to 10am)

November 3, 2011 \*

(10:30am to 12:30pm)

November 3, 2011 \*

(1:30pm to 3:30pm)

November 3, 2011 \*

*\*three separate sessions planed on the same day (only required to attend one- two hour class)*

**Contact:** Kari Zimmerman, OD and Training - ext. 33390

**Sponsor/Vendor:** Blanchard Training and Development, Inc./ Spencer Johnson, MD



## GETTING STARTED AS A NEW LEADER



**Target Group:** Leadership/ Supervisory staff

**Class Length:** One 4 hour class

**Class Size:** Minimum = 10                      Maximum= 20

**Description:** It's an exciting day in the workplace when an individual is recognized for their outstanding performance and rewarded with a promotion to the leadership ranks. Unfortunately, that stellar individual contributor isn't magically transformed into a successful frontline leader overnight.

This course arms new leaders with the knowledge and skills they need to confront the challenges associated with getting their footing—and getting results more quickly—in their new leadership role. They learn how to focus their time and efforts on tasks that are most important to the organization's success. New leaders learn an approach that will accelerate their ability to achieve results through others.

Objectives/ Helps leaders:

- Quickly and effectively achieve results in their new role as a leader.
- Focus their time and efforts on high-priority tasks.
- Effectively lead their teams to contribute to the organization's business strategies.
- Achieve results through others by building strong relationships with team members.

**Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom,  
(8am to 11:30am)  
February 23, 2011  
August 17, 2011

Masonic Village at Sewickley, Activity Room C  
(12:30pm to 4pm)  
May 18, 2011

**Cost:** \$60 per participant, charged to the department

**Contact:** Kari Zimmerman, ext. 33390

**Sponsor/Vendor:** Development Dimensions International (DDI)





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## **GUNG HO! SELF STUDY**

**Target Group:** All employees

**Class Length:** Self study- approximately two hours

**Description:** Gung Ho! introduces us to an invaluable management tool, outlining methods to inspire the way people lead.

This book will share the essential principles of the Gung Ho! theory:

- The Spirit of the Squirrel – Worthwhile Work
- The Way of the Beaver – In Control of Achieving the Goal
- The Gift of the Goose – Cheering Each Other On

**Cost:** ***Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.***

To replace book or if a department would like to purchase book(s) the price for the “Gung Ho” book is \$15.00

Please return material by the date on the memorandum.

**Contact:** Kari Zimmerman, OD and Training - ext. 33390

**Sponsor/Vendor:** Blanchard Training and Development, Inc./ Spencer Johnson, MD



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## HR LEADERSHIP COURSE –ONLINE SELF STUDY

**Target Group:** Leadership/ Supervisory staff

**Class Length:** Approximately 3-4 hours

**Description:** This course is **mandatory** for all new staff in a leadership role within our organization. The course content is on all aspects of employment and personnel issues. Masonic Villages' policies and procedures will be reviewed as well as state and federal laws. At the end of training, each supervisor will be better able to serve their staff in these areas and also prevent any legal actions as a result of inappropriate action or misleading information.

***To receive credit for completing this course-  
the quiz must be submitted either via email or hard  
copy to the OD and Training Administrative Assistant***

**Location/Schedule:** Masonic Village Intranet  
Training/ Courses/ HR Leadership Course Tab  
<http://10.1.102.185/hrleadershipindex.html>

Click address to access  
online training

**Contact:** Kari Zimmerman, OD and Training, ext. 33390

**Sponsor/Vendor:** Human Resources Department





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## **LICENSED STAFF ORIENTATION**

**Target Group:** Newly employed LPNs & RNs

**Class Length:** 8 hours

**Class Size:** Varies

**Description:** Masonic Village at Elizabethtown's policies & procedures that pertain to licensed staff are reviewed. Areas covered include the following:

- Wounds
- Skin Care
- Infection Control
- Documentation
- Advanced Directives
- The Ethics Committee
- Falls
- Restraints
- Incidents & Accident Reports
- Dietary / Nutrition Services
- Coaching & Discipline

**Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Classroom  
8:00 a.m. to 4:00 p.m.

January 31, 2011

March 28, 2011

May 23, 2011

July 25, 2011

September 26, 2011

November 21, 2011

February 28, 2011

April 25, 2011

June 27, 2011

August 29, 2011

October 24, 2011

December 19, 2011

**Contact:** Rosene Dunkle, OD and Training Department, ext. 33405



## **MENTORING TRAINING**

**Target Group:** All nursing staff

**Class Length:** One 8 hour class

**Class Size:** Minimum = 5, Maximum = 10

**Description:** Learn how to effectively mentor team members for increased motivation and performance by the following four topic sessions.

Topic 1 - Mentoring Skills- Understanding what a mentor is and what mentoring skills are and how they apply in the healthcare environment.

Topic 2 – Communication- Understanding the importance of communication and how to mentor a new employee to improve communication.

Topic 3 – Teamwork- Understanding that working in health care means working as a team member and that new employees need to learn and practice team skills.

Topic 4 - Mentor Development- Understanding that being a mentor develops insights into interpersonal behavior and leads to personal and professional growth.

**Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Classroom  
8:00 a.m. to 4:00 p.m.  
April 20, 2011

**Cost:** \$5 per participant, charged to the department

**Contact:** To register, Kari Zimmerman, OD & Training, ext. 33390





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## **MENTORING TRAINING FOR SUPERVISORS**

- Target Group:** Supervisory/Leadership employees
- Class Length:** One 4 hour class
- Class Size:** Minimum = 10, Maximum = 20
- Description:** Learn how to effectively mentor your team for increased motivation and performance by understanding the following:
- 1- What a mentor does.
  - 2- How to use good communication skills
  - 3- Why working in health care means working as a team
  - 4- How to develop insights into interpersonal behavior that leads to personal and professional growth
- Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Classroom  
12:30pm to 4pm  
February 23, 2011  
August 17, 2011
- Masonic Village at Warminster  
12:30pm to 4pm  
September 14, 2011
- Cost:** \$10 per participant, charged to the department
- Contact:** To register, Kari Zimmerman, OD & Training, ext. 33390





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## **NEW EMPLOYEE ORIENTATION (NEO)**

- Target Group:** All employees must attend the New Employee Orientation Program as their first day of employment with Masonic Villages.
- Class Length:** One 4 hour class
- Description:** The following topics will be reviewed:
- A. History of the Masonic Villages
  - B. Masonic Organization
  - C. Personnel Policies (code of conduct/smoking policy) \*
  - D. Driving on the Masonic Villages' Property
  - E. Fire Safety \*
  - F. Use of Fire Extinguishers \*
  - G. Safe Chemical Handling/Right to Know/Material Safety Data Sheets \*
  - H. Work Related Accidents
  - I. Hazard Communications
  - J. Ergonomic Awareness
  - K. Infection Control Measures
  - L. Blood borne Pathogens
  - M. Tuberculosis
  - N. Standard Precautions
  - O. Resident Rights
  - P. Quality Improvement
  - Q. HIPAA
  - R. Mission Statement

\* Elizabethtown employees will be available for department orientation at 12:00 p.m. or after lunch at 12:30 p.m.

**Location/Schedule:** Masonic Village at Elizabethtown, Washington- 1 Classroom  
8:00 a.m. to 12:00 p.m.

|                    |                   |
|--------------------|-------------------|
| January 7 and 21   | February 4 and 18 |
| March 4 and 18     | April 1 and 15    |
| May 6 and 20       | June 3 and 17     |
| July 1 and 15      | August 5 and 19   |
| September 2 and 16 | October 14 and 28 |
| November 11        | December 2 and 16 |

**Contact:** Elizabethtown - OD and Training - ext. 33816 or 33390  
Lafayette Hill – Human Resources Department - ext. 1343  
Sewickley – Kay Welsh, HR Department - ext. 3410  
Warminster - Anne Maher - ext. 112



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## **NEW EMPLOYEE ORIENTATION (NEO) ONLINE SELF STUDY**

### **Purpose:**

To enable new employees to use a self-study program to complete requirements for New Employee Orientation if they are unable to attend the 4 hour course due to a variety of reasons (for example: high school student, college student, or the immediate need of the individual within the department, etc.). The self study program introduces flexibility in this requirement while maintaining the integrity of the program and compliance with regulation. The self study program must be completed on their first day of employment.

### **Procedure:**

Once the new employee is approved for employment by Elizabethtown Human Resources, the department manager or supervisor should obtain the self study handouts and badge for the new employee from the Organization Development and Training Department (Elizabethtown), Administration (Warminster and Dallas), or the Human Resources Department (Sewickley and Lafayette Hill).

Next, the new employee will review the information on the Masonic Village Intranet in the Training Area under Orientation. The program consists of five PowerPoint Presentations and two videos. The handouts correspond with the information and are for the new employee to keep. The department manager or supervisor should answer any questions the employee has concerning the information.

Upon completion of the program an **attendance form** and the **90-day orientation form** will be completed by the employee and signed by the department manager or supervisor who monitored the program, attesting to the completion of the program and returned to the Organization Development and Training Department (Elizabethtown), Administration (Warminster and Dallas), or the Human Resources Department (Sewickley and Lafayette Hill).

Note: The new employee should be scheduled for **Resident Advocate Training** within their 90-day orientation and **Annual Inservice** during the following year of employment.

**Contact:** Elizabethtown - OD and Training - ext. 33816 or 33390  
Lafayette Hill – Human Resources Department - ext. 1343  
Sewickley – Kay Welsh, HR Department - ext. 3410  
Warminster - Anne Maher- ext. 112





## **NURSE AIDE CERTIFICATION CLASS**

**Target Group:** New Employees or Transferring Employees

**Class Length:** 12 (8 hour) days + 1/2 day (4 hours)

**Class Size:** Maximum = 10

**Description:** The purpose of this course is to provide the long term care nurse aide trainee with a basic level of knowledge and the skills needed to care for an elderly resident/client. The opportunity to care for an elderly resident/client in a long term care setting is provided. This class is regulated by the Commonwealth of Pennsylvania.

**Cost:** N/A

**Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Lab

*Classes scheduled monthly*

**Contact:** Diana Sarver, OD and Training, ext. 33816

**Sponsor:** The course is taught by the TLC Institute.



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## **NURSE AIDE ORIENTATION**

**Target Group:** New Nurse Aides who completed a NA certification course and Certified Nurse Aides

**Class Length:** 4 (8 hour) days

**Description:** Offers new nurse aides and CNAs a broad overview of the multi-disciplinary care offered at Masonic Village at Elizabethtown's Healthcare Center.

The following departments will present information: Organization Development and Training staff reviews all necessary paperwork, organizational skills, Kiosk training, pertinent policies & procedures, the nurse aide certification exam and inservice requirements. Resident safety information including fall prevention, and restraint reduction are covered, as well as how to deal with combative residents, validation therapy, and pressure ulcer prevention. An in depth session on documentation, which includes competencies, is presented. Security staff review safety issues, the nursing office and nurse managers introduce scheduling, vacation, and absenteeism policies. Bereavement and end of life services will be presented. The Director of Nursing welcomes new staff, touches briefly on the Eden Alternative and explains how nurse aides fit into the interdepartmental team approach. Physical Therapy and Occupational Therapy present back training including training on ergonomics, body mechanics, safe lifting techniques, the use of ambulatory devices, range of motion and the use of mechanical lifts. Occupational Therapy will discuss and exhibit adaptive equipment for feeding, bathing, and dressing. Speech Therapy will share an overview of the services provided and will discuss safe feeding techniques. A Dietician reviews nutrition, hydration, supplements, special diets and other dietary policies. A pain task force member reviews pain assessment and management.

New Employee Orientation and Resident Advocate Training are included in the orientation.

**Location/Schedule:** Masonic Village at Elizabethtown, WA-1 Classroom and/or Lab

*Classes scheduled monthly*

**Contact:** Diana Sarver, OD and Training, ext. 33816



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## **NURSE AIDE (NA) MONTHLY NEWSLETTER**

**Target Group:** All nursing staff

**Class Length:** ½ hour per month

**Description:** A newsletter specifically written for Nursing Assistants, which is distributed monthly with paychecks. Reading the newsletter and completing the accompanying quiz is credited as ½ hour of continuing education.

**Location/Schedule:** Distributed with pay checks (in Nursing Office or on units)

**Contact:** Diana Sarver, ext. 33816

**Sponsor/Vendor:** Cengage Learning



## NURSING INSERVICES- MANDATORY (Elizabethtown)

Annual Inservice, HealthStream, (NA, LPN, RN) see page 6 **Deadline: October 31, 2010**



Annual Abuse Training (NA, LPN, RN) Deadline: December 31, 2010  
(reviews the abuse policy & procedure, definitions, reporting, and prevention of abuse)

|                   |                                   |                |
|-------------------|-----------------------------------|----------------|
| February 9, 2011  | 9:15am, 1pm, 3pm, 9:15pm, 11:30pm | WA-1 Classroom |
| July 12, 2011     | 9:15am, 1pm, 3pm, 9:15pm, 11:30pm | WA-1 Classroom |
| November 17, 2011 | 9:15am, 1pm, 3pm, 9:15pm, 11:30pm | WA-1 Classroom |

### Food Handling (NA, LPN, RN)

|                  |                          |                |
|------------------|--------------------------|----------------|
| January 12, 2011 | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| January 13, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |
| January 19, 2011 | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| January 20, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |



Documentation (LPN, RN, Social Workers, TR, Security, Pastoral Care)- see page 20

|                   |                |                |
|-------------------|----------------|----------------|
| February 16, 2011 | 8am to 11:30am | WA-1 Classroom |
| April 6, 2011     | 8am to 11:30am | WA-1 Classroom |
| August 2, 2011    | 8am to 11:30am | WA-1 Classroom |
| October 19, 2011  | 8am to 11:30am | WA-1 Classroom |



MVE Nursing Dept.- Hot Topics Update for RNs and LPNs- see page 38

|                   |             |                |
|-------------------|-------------|----------------|
| February 16, 2011 | Noon to 4pm | WA-1 Classroom |
| April 6, 2011     | Noon to 4pm | WA-1 Classroom |
| August 2, 2011    | Noon to 4pm | WA-1 Classroom |
| October 19, 2011  | Noon to 4pm | WA-1 Classroom |



Masonic Village Hospice Inservice (NA, LPN, RN)

|                   |  |
|-------------------|--|
| February 17, 2011 | 9:15am, 1:00pm, 3:00pm, 9:15pm, 11:30pm, 12:30am |
| February 22, 2011 | 9:15am, 1:00pm, 3:00pm, 9:15pm, 11:30pm, 12:30am |

### Mandatory Licensed Staff Meetings (LPN and RN)


|                    |                              |                |
|--------------------|------------------------------|----------------|
| March 22, 2010     | 1pm, 2pm, 9pm, 10pm, 11:15pm | WA-1 Classroom |
| March 23, 2010     | 2pm                          | WA-1 Classroom |
| June 14, 2011      | 1pm, 2pm, 9pm, 10pm, 11:15pm | WA-1 Classroom |
| June 15, 2011      | 2pm                          | WA-1 Classroom |
| September 20, 2011 | 1pm, 2pm, 9pm, 10pm, 11:15pm | WA-1 Classroom |
| September 21, 2011 | 2pm                          | WA-1 Classroom |
| December 20, 2011  | 1pm, 2pm, 9pm, 10pm, 11:15pm | WA-1 Classroom |
| December 21, 2011  | 2pm                          | WA-1 Classroom |

### Ergonomics (NA, LPN, RN)


|                |                          |                |
|----------------|--------------------------|----------------|
| March 9, 2011  | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| March 10, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |
| March 16, 2011 | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| March 17, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |




**NURSING INSERVICES- MANDATORY (Elizabethtown)**

**3 RN CE Hr.**  Wound Inservice 2011 (LPN and RN)


|                |   |                |
|----------------|---|----------------|
| March 29, 2011 | 7:00 am – 10:30 am & 11:30 am – 3:00 pm | WA-1 Classroom |
| June 30, 2011  | 3:00 pm – 6:30 pm & 7:30 pm – 11:00 pm  | WA-1 Classroom |
| Sept. 27, 2011 | 7:00 am – 10:30 am & 11:30 am – 3:00 pm | WA-1 Classroom |
| Nov. 30, 2011  | 11:00 pm – 2:30 am & 3:30 am – 7:00 am  | WA-1 Classroom |


**5 RN CE Hr.**  Hip/Knee Replacement (NA, LPN, RN)

|                |                          |                |
|----------------|--------------------------|----------------|
| April 5, 2011  | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| April 6, 2011  | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |
| April 27, 2011 | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| April 28, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |

**1 RN CE Hr.**  Competency Fair (notebook for review will be sent to each floor **prior** to fair) (NA ½ - 1 hour, LPN- 1-2 hours, and RN – 1-2 hours), Drop in between times listed below.

|               |                               |                                 |
|---------------|-------------------------------|---------------------------------|
| May 11, 2010- | 8pm to 12:30 am               | Healthcare Center Assembly Room |
| May 12, 2010- | 9am to 4pm and 8pm to 12:30am |                                 |
| May 13, 2010- | 9am to 4pm                    |                                 |
| May 14, 2010- | 7am to 11am                   |                                 |

**2 RN CE Hr.**  ADL/RNA Training (LPN and RN) **Required to complete only one time**  
Contact Rosene Dunkle, ext. 33405 for dates, times, and to schedule.

**2 RN CE Hr.**  RNAC Part II Training (RN) **Required to complete only one time**


|                    |                   |                |
|--------------------|-------------------|----------------|
| January 18, 2011   | 1pm to 3:00pm     | WA-1 Classroom |
| March 24, 2011     | 9:00pm to 11:00pm | WA-1 Classroom |
| May 17, 2011       | 1pm to 3:00pm     | WA-1 Classroom |
| July 28, 2011      | 1pm to 3:00pm     | WA-1 Classroom |
| September 22, 2011 | 11:30pm to 1:30am | WA-1 Classroom |
| November 15, 2011  | 1pm to 3:00pm     | WA-1 Classroom |





**NURSING INSERVICES- VOLUNTARY (Elizabethtown)**


Compassionate Touch<sup>®</sup>

|                   |                          |                |
|-------------------|--------------------------|----------------|
| October 4, 2011   | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| October 5, 2011   | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |
| December 13, 2011 | 9:15am, 1:00pm, 3:00pm   | WA-1 Classroom |
| December 14, 2011 | 9:15pm, 11:30pm, 12:30am | WA-1 Classroom |

 Cultural Diversity at End of Life by Hospice of Lancaster County  
January 24, 2011      9:15am (Live)      WA-1 Classroom  
10:15am, 1pm, 3pm, 9:15pm, 11:30pm, and 12:30am (taped)

 Lab Value Interpretation by Evercare  
May 24, 2011      9:15am (live)      WA-1 Classroom  
1pm, 3pm, 9:15pm, 11:30pm, and 12:30am (taped)

 Caring for Residents with Challenging Behaviors at End of Life by Compassionate Care Hospice  
October 31, 2011      9:15am (Live)      WA-1 Classroom  
10:15am, 1pm, 3pm, 9:15pm, 11:30pm, & 12:30am (taped)

 Taking Time to Grieve by Asera Care Hospice  
December 12, 2010      9:15am (Live)      WA-1 Classroom  
10:15am, 1pm, 3pm, 9:15pm, 11:30pm, & 12:30am (taped)



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## **MVE NURSING DEPARTEMNT HOT TOPIC UPDATES FOR RNS AND LPNS**

|                           |   |
|---------------------------|---|
| <b>Target Group:</b>      | Masonic Village at Elizabethtown<br>LPNs and RNs  |
| <b>Class Length:</b>      | 4 hours (noon to 4pm)<br><i>Participants are also required to attend the Documentation Class (see page 20)</i>  |
| <b>Class Size:</b>        | Minimum= 10, Maximum = 20   |
| <b>Description:</b>       | This training will bring you up to date on the following: <ul style="list-style-type: none"><li>• Delirium, Dementia &amp; Depression</li><li>• MDS 3.0 &amp; related documentation / communication needs &amp; reports (24 hour report sheet, alert charting, care tracker updates)</li><li>• Hospice</li><li>• Pain</li><li>• Multidrug resistant organisms / Infection control / Forms / Baseline temperatures</li></ul> |
| <b>Cost:</b>              | N/A   |
| <b>Location/Schedule:</b> | <u>Masonic Village at Elizabethtown, WA1 Classroom</u><br><u>Noon to 4pm</u><br><br>February 16, 2011<br>April 6, 2011<br>August 2, 2011<br>October 19, 2011  |
| <b>Contact:</b>           | Kari Zimmerman, OD and Training, ext. 33390   |
| <b>Sponsor/Vendor:</b>    | N/A   |





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## **ORIENTATION TO OUR CULTURE I**

**Target Group:** All employees \*

\*Employees must have completed their 90-day orientation period before they are scheduled for this class.

**Class Length:** One (8 hour) class

**Class Size:** Minimum = 5, Maximum = 20

**Description:** Orientation to Our Culture I will introduce, or reaffirm our commitment to establishing relationships with our residents and their families. To look at Masonic Village as the resident's home through their eyes. It assists staff in reflection of what a resident truly feels when dealing with the three plagues: loneliness, helplessness, and boredom. This class will aid staff in truly understanding the culture of Masonic Village and the commitment to our Mission of Love.

**Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.

February 3, 2011  
April 7, 2011  
June 2, 2011  
August 4, 2011  
October 6, 2011

**Cost:** N/A

**Contact:** Kari Zimmerman, OD and Training, ext. 33390



## **ORIENTATION TO OUR CULTURE II**

- Target Group:** Employees who have attended Orientation to Our Culture I one year or more prior to attending Orientation to Our Culture II
- Class Length:** One (8 hour) class
- Class Size:** Minimum = 5, Maximum = 20
- Description:** The next step in this course is to review those tasks we do with and for our residents, and how we build relationships with our residents as we perform those tasks. Confronting the barriers, or “frost” as it is called, and melting those barriers to increase the understanding of how to care for our residents and make this truly their home, where they can flourish and enjoy their time with other residents and staff.
- Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.
- March 3, 2011  
May 5, 2011  
July 14, 2011  
September 8, 2011  
November 10, 2011
- Cost:** N/A
- Contact:** Kari Zimmerman, OD and Training, ext. 33390



## PAIN ASSESSMENT AND MANAGEMENT (PAMA) SELF STUDY

- Target Group:** RN, LPN, NA, Social Service, Therapeutic Recreation, & Housekeeping
- Class Length:** Varies due to the self-study nature of the class
- Description:** Would you like to acquire a broader understanding of pain assessment and management? Would you like to advance your skills in advocating for residents in pain, educating residents and their families about pain, and managing pain?

This self-study tutorial can be done at your own pace. Upon completion of all the requirements (which differ for NAs, LPNs, RNs, & Ancillary Services), you will receive a certificate of completion, and join the ranks of a new group of Advocates for Residents in Pain known as PAMA (Pain Assessment & Management Advocates).

Easy to follow course content (including handouts, pre and post-tests, and videos) is available:

- For RNs (takes approximately 5 hours to complete)
- For LPNs (takes approximately 3 hours to complete)
- For CNAs (takes approximately 2 hours to complete)
- For Adjunctive disciplines (SS, TR, Housekeeping, etc.)- takes about 2 hours to complete

Use this easy to follow format to set and meet your PRIDE goals, increase your knowledge base, and gain skills that will make you a more valued and appreciated member of your team.

- Contact:** Rosene Dunkle, OD and Training, ext. 33405  
Available year round. Call to obtain packet and videos





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## **PERSONAL PRODUCTIVITY: Tips and Tools for Daily Success**

**Target Group:** All employees

**Class Length:** Self study- approximately two hours

**Description:** Self-study, just-in-time reference handbook provides specific tips and tools people can use immediately for getting their work done better and faster.

Includes built-in self-assessment to help people determine which productivity improvement areas to focus on.

Covers topics such as getting organized, handling interruptions, getting support from others, being a good partner, planning, and more (16 topics in all).

**Cost:** ***Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.***

To replace book or if a department would like to purchase book(s) the price for the book is \$35.00

Please return material by the date on the memorandum.

**Contact:** Kari Zimmerman - ext. 33390

**Sponsor/Vendor:** DDI – Development Dimensions International



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## **PREVENTION AND MANAGEMENT OF BEHAVIORAL ISSUES (PMBI)**

**Target Group:** All employees

**Class Length:** One (8 hour) class

**Class Size:** Minimum = 5, Maximum = 20

**Description:** This class will cover the following topics:

- Theories of Violence
- Social Learning Theory
- Assessment of violence potential
- Staff fear
- Environmental Factors
- Prevention of violence
- Definition of violence
- Therapeutic relationships
- Common precipitation
- Recognizing behavioral clues

**Location/Schedule:** Masonic Village at Elizabethtown , Washington-1 Classroom  
8:00 a.m. to 4:00 p.m.

January 11, 2011  
July 20, 2011

**Cost:** N/A

**Contact:** Kari Zimmerman, OD and Training, ext. 33390





## **RESIDENT ADVOCATE TRAINING**

**Target Group:** All new employees- Supervisors are responsible for scheduling new employees for this class within the first two months of employment. All new nursing assistants will receive this training as a part of their orientation.

**Class Length:** One 4 hour class

**Description:** The Masonic Villages recognizes that residents have the right to be free from abuse and neglect. Management has developed policies and procedures to protect these rights and established a system for the detection and elimination of any type of resident/client abuse. Due to the various departments and their specific reporting requirements, you may refer to the Administrative Policy and Procedure Manual in which the full text of the Abuse Policy and Procedure can be found under Resident Care-012.

The Resident Advocate Education Committee provides staff education and support to ensure all employees are informed of these policies and procedures aimed at assuring our residents receive the full benefit of our mission of love. The instructors are committed to providing the staff with the skills, knowledge and attitude required to assure an abuse-free environment for our facility.

The learning objectives are as follows: a) to increase staff awareness of abuse, neglect and potential abuse, b) to equip staff with appropriate conflict management skills, c) to reduce abuse, improving the quality of life for our residents

**Location/Schedule:** Masonic Village at Elizabethtown, Washington-1 Classroom

8:00 a.m. to Noon

February 2, 2011

March 2, 2011

March 30, 2011

April 27, 2011

June 1, 2011

June 29, 2011

July 27, 2011

August 31, 2011

September 28, 2011

October 26, 2011

November 23, 2011

December 21, 2011

**Contact:** Elizabethtown - OD and Training, ext. 33816  
Lafayette Hill – Lynn Christ, ext. 1271  
Sewickley – Nancy Wyckoff, ext. 3410  
Warminster - Anne Maher, ext. 112





## RESOLVING CONFLICT

**Target Group:** Leadership/ Supervisory staff

**Class Length:** One 4 hour class

**Class Size:** Minimum = 10                      Maximum= 20

**Description:** Differences of opinion can quickly escalate into an out-and-out battle. In the workplace, it's the leader's role to recognize the signs of conflict and then to quickly choose the appropriate level of involvement to help resolve the issue.

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

### Objectives/ Helps leaders:

- Effectively resolve workplace conflict and enhance productivity, efficiency, and morale.
- Help others take responsibility for resolving workplace conflict.
- Reduce the negative effects of workplace conflict on individuals, groups, and the organization.

**Location/Schedule:** Masonic Village at Elizabethtown, WA1 Classroom,  
(12:30pm to 4pm)  
April 12, 2011  
November 8, 2011

Masonic Village at Warminster  
(8am to 11:30am)  
September 14, 2011

**Cost:** \$60 participant, charged to the department

**Contact:** Kari Zimmerman, ext. 33390





## **RN CREDIT HOURS**

### **Continuing Education (CE) for RNs Offered in 2011**

| <b>Class Title</b>   | <b>CE Hours</b> |
|--|-----------------|
| ADL/RNA Training (page 37)   | 2               |
| Annual Abuse Training  | 1               |
| Caring for Residents with Challenging Behaviors at End of Life by Compassionate Care Hospice (page 38) | 0.5             |
| Coaching Supervision (page 7)  | 13              |
| Cultural Diversity at End of Life by Hospice of Lancaster County (page 38)                             | 1               |
| Delegating for Results (page 15)   | 3.5             |
| Dementia Awareness Education I and II (pages 16 and 17)  | 6.5             |
| Dementia Awareness Education Self Studies (page 18)  | 3               |
| Department of Health (DOH) Best Practice Online courses (page 19)                                      | Varies          |
| Documentation (page 20)  | 3               |
| Getting Started as a New Leader (page 25)  | 3.5             |
| Hip/Knee Replacement Inservice (page 37)   | 0.5             |
| Lab Value Interpretation by Evercare   | 1               |
| MV Hospice Inservice (page 36)   | 1               |
| Mentoring Training (page 29)   | 6.5             |
| Mentoring Training for Supervisors (page 30)   | 3.5             |
| Multiple HealthStream Access Pass Classes (*see directions below)                                      | Varies          |
| Nursing Competency Fair Notebook 2011 (page 37)  | 1               |
| MVE Nursing Department Hot Topics Update for RNs and LPNs (page 38)                                    | 3.5             |
| Pain Assessment & Management Advocacy (PAMA) for RNs (page 41)   | 5               |
| Prevention & Management of Behavioral Issues (PMBI) (page 43)  | 6.5             |
| Resident Advocate Training (page 44)   | 3.5             |
| Resolving Conflict (page 45)   | 3.5             |
| RNAC Part II Training (page 37)  | 2               |
| Taking Time to Grieve by Asera Care Hospice (page 38)  | 0.5             |
| Wound Inservice 2011 (page 37)   | 3               |

#### **\* Access Pass Course Sign Up Instructions:**

1. Sign the “RN Continuing Education Credits” form (one time only- obtained thru OD and Training (E-town) or Human Resource Department (Laf. Hill and Sewickley).
2. Choose the courses you want. Course catalog is available online at <http://www.healthstream.com>
3. Contact Kari Zimmerman with the courses you want to take - [kzimmerm@masonicvillagespa.org](mailto:kzimmerm@masonicvillagespa.org) or 367-1121 x33390. Please allow 1 – 2 weeks for her to assign your classes.
4. Once your classes are assigned, you may take them by logging into your HealthStream <https://www.healthstream.com/HLC/Masonic> .
5. Remember to print out the certificate and keep it for your records.
6. For newly hired RNs, Access Pass courses will not be assigned until after you have completed your 90 day orientation PRIDE evaluation. If you have any questions about Continuing Education for RNs in Pennsylvania, please contact Rosene Dunkle – [rdunkle@masonicvillagespa.org](mailto:rdunkle@masonicvillagespa.org) or 367-1121 x33405.

## **STAFF LIBRARY (IN HEALTHCARE CENTER)**

Visit our Staff Library for many current nursing and interdisciplinary elder care journals as well as textbooks on basic nursing care and an array of related subjects. Educational video tapes on a variety of topics are available, as are the tapes of education offered at the Masonic Village.

Some available journals include:

|  |                              |
|--|------------------------------|
| RN Magazine                                  | The Gerontologist            |
| Journal of Gerontology                       | Nursing Made Incredibly Easy |
| Ostomy / Wound Management (OWN)              | Stroke Connection            |
| Dietary Manager                              | Heart Insight                |
| MMWR (Morbidity and Mortality Weekly Report) | Hospital & Health Networks   |
| Spirituality and Health                      |                              |

Some topics covered by videos (VHS and DVD) include:

|                                  |                      |
|----------------------------------|----------------------|
| Alzheimer's Disease and Dementia | Physical assessment  |
| Basic Nurse Aide skills          | Equipment training   |
| Continence and Ostomy training   | Intravenous training |

Procedure for borrowing materials

- Sign Out -- Write your name, the date, and the item borrowed on the Sign Out Clipboard
- Return -- Complete your sign out information with the return date on the Sign Out Clipboard and place the item in the return bin.

THANK YOU for using our resources respectfully,  
and returning them in a timely manner.  
*If you have any suggestions or ideas to improve the staff library,  
please contact Rose Dunkle (x33405).*

*Thank You*

*SPECIAL THANKS to  
Nancy and Bill Gottschalk,  
Volunteer Librarians*





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## WHALE DONE SELF STUDY

**Target Group:** All employees

**Class Length:** Self study- approximately three hours

**Description:** This class is designed to teach people how to improve their relationships at work in order to become more productive and to achieve better results. **Whale Done!**<sup>TM</sup> will help employees learn how to build trust, accentuate the positive, and when a mistake occurs, redirect the energy for a more productive outcome.

**Cost:** *Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.*

To replace book or if a department would like to purchase book(s) the price for the "Whale Done" book is \$15.00

Please return material by the date on the memorandum.

**Contact:** Kari Zimmerman, OD and Training - ext. 33390

**Sponsor/Vendor:** Blanchard Training and Development, Inc./ Spencer Johnson, MD



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## **WHO MOVED MY CHEESE? SELF STUDY**

**Target Group:** All employees

**Class Length:** Self study- approximately two hours

**Description:** An amazing way to deal with change in your work and in your life. “Who Moved My Cheese” is a simple parable that reveals profound truths about change. It is an amusing and enlightening story of four characters who live in a “Maze” and look for “Cheese” to nourish them and make them happy.

“Cheese” is a metaphor for what you want to have in life - whether it is a good job, a loving relationship, money, a possession, health, or spiritual peace of mind. “The Maze” is where you look for what you want - - the organization you work in, or the family or community you live in.

In the story, the characters are faced with unexpected change. Eventually, one of them deals with it successfully, and writes what he has learned from his experiences on the maze walls. When you come to see “The Handwriting on the Wall,” you can discover for yourself how to deal with change, so that you can enjoy less stress and more success (however you define it) in your work and in your life.

**Cost:** *Book can be borrowed from OD & Training...Please do not write in the book, if damage is done upon return, you will be charged to replace the book.*

To replace book or if a department would like to purchase book(s) the price for the “Who Moved My Cheese” book is \$15.00

Please return material by the date on the memorandum.

**Contact:** Kari Zimmerman, OD and Training - ext. 33390

**Sponsor/Vendor:** Blanchard Training and Development, Inc./ Spencer Johnson, MD



## **COMPUTER TRAINING: PC ORIENTATION**

|                       |  |
|-----------------------|--|
| <b>Target Group:</b>  | New employees  |
| <b>Class Length:</b>  | 1/2 hour   |
| <b>Min. Required:</b> | No Minimum   |
| <b>Description:</b>   | Class will cover: <ul style="list-style-type: none"><li>• Signing into Active Directory and HCS if applicable.</li><li>• Starting and shutting down the computer correctly.</li><li>• Introduction to the Intranet and the user guides that are in the IT Help Desk section.</li></ul> |
| <b>Contact:</b>       | Carla Fackler, IT Department, ext. 33373 to arrange a date and time.   |
| <b>Location:</b>      | Masonic Village at Elizabethtown, IT Training Room, MHCC 4 <sup>th</sup> Floor.  |

## **FEEDING ASSISTANT PROGRAM (PA STATE APPROVED)**

|                        |  |
|------------------------|--|
| <b>Target Group:</b>   | Non-nursing, non-professional staff who may feed residents including: Housekeeping, Dietary, Unit Assistants, Administrative Assistants, etc.  |
| <b>Class Length:</b>   | 8 hours<br>(4 hours Resident Advocate Training & 4 hours of Feeding, Communication, Interpersonal skills, and Safety Information)  |
| <b>Class Size:</b>     | Minimum required = 5   |
| <b>Description:</b>    | Completion of this PA Department of Health approved program is required PRIOR to feeding residents. Course content includes: <ul style="list-style-type: none"><li>• Basic anatomy &amp; physiology of swallowing</li><li>• Resident's rights related to eating and feeding</li><li>• Infection control related to eating and feeding</li><li>• The feeding procedure</li><li>• Safe feeding techniques</li><li>• Special situations</li><li>• Safety techniques</li><li>• Diets &amp; liquid consistencies</li><li>• Documentation</li><li>• Communication</li><li>• Age-specific Guidelines</li><li>• Interpersonal Skills</li><li>• Dealing with difficult behaviors</li><li>• Heimlich Maneuver</li><li>• Resident Advocacy including abuse recognition, prevention, and reporting</li><li>• Behavioral symptoms to report</li></ul> |
| <b>Contact:</b>        | Rosene Dunkle, OD and Training, ext. 33405   |
| <b>Sponsor/Vendor:</b> | PA Department of Health (DOH)  |



**Ken Blanchard Courses**  
**(available for departments)**



**FISH!**

**Class Length:** 2 hours

**Min. Required:** 5

**Description:**

Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude to the job every day. Imagine an environment in which people are truly connected to their work, to their colleagues, and to their customers. This engaging program shares four tips that the world famous fish market, Pike Place Fish, uses to create a fun, bustling, joyful atmosphere and offer great customer service.

Join us as we learn to apply the four ingeniously simple lessons:

- Play
- Choose your attitude
- Make their day
- Be there

**GUNG HO!**

**Class Length:** 4 hours

**Min. Required:** 5

**Description:**

Gung Ho! Introduces us to an invaluable management tool, outlining methods to inspire the way people lead.

Participants attending this training session will learn the essential principles of the Gung Ho! theory:

- The Spirit of the Squirrel – Worthwhile Work
- The Way of the Beaver – In Control of Achieving the Goal
- The Gift of the Goose – Cheering Each Other On

**WHALE DONE!**

**Class Length:** 8 hours

**Min. Required:** 5

**Description:**

This class is designed to teach people how to improve their relationships at work in order to become more productive and to achieve better results. **Whale Done!**<sup>TM</sup> will help employees learn how to build trust, accentuate the positive, and when a mistake occurs, redirect the energy for a more productive outcome.