



Keys to Success in Housekeeping/ Laundry and Dining Services



DATE & LOCATION

Tuesday May 30, 2018

9:00 am – 1:15 pm

**Handelman Conference Center
7090 Samuel Morse Drive
STE #400
Columbia, Maryland**

Registration & breakfast begin at 8:30 am.
Doors open at 8:30 am

TARGET AUDIENCE

- Administrators
- Housekeeping
- Dining Services

CE — 4.0

- Administrator

FEES

- LifeSpan Members — \$165
- Nonmembers — \$265

SPEAKER

Emile LeDoux

Emile LeDoux has more than 18 years of management experience in the healthcare and food manufacturing industry. In his previous role, Emile was responsible for management and oversight of over 72 environmental service, housekeeping and laundry operations with a \$21 Million annual revenue portfolio. Previously, Emile was responsible for Food Safety and Regulatory Compliance. Assuming the role of Quality Assurance Manager during a FSIS (Food Safety and Inspection Service) implemented NOIE (Notice of Intended Enforcement).

PROGRAM

As the industry continues to focus on Quality of Life, providers must review the services they provide and identify areas for improvement. Nothing creates more of a home-like environment than the quality of the food you provide and the cleanliness of the room in which our residents reside. We will review the housekeeping and laundry departments with an eye on quality, cost and expectations. We will discuss the typical deficiencies for our dining services and what to look for to improve the quality of life for residents.

AGENDA

8:30 – 9:00AM

- *Sign-in/ Breakfast*

9:00-10:45AM

- A brief History of Skilled Nursing Cleaning
- Starting Every day with a Plan
- Types of Cleaning Methods
- Chemicals and Equipment Review
- The Science of floor Care

10:45-11:00AM *Break*

11:00-1:00PM

- Tools for Success in Documentation and Training
- Necessary Programs to put in place for an Effective Laundry System
- Food Storage
- Kitchen Inspections
- The Dining Experience
- Common Deficiencies

1:15PM *Adjourn*

OBJECTIVES

1. Understand the improvements to housekeeping and laundry throughout the years.
2. Understand the importance of starting each day with a plan.
 - Monthly Schedules
 - Project Schedules
 - Communication with Residents and Staff
3. Learn the type of cleaning designations and what precautions must be made.
 - Daily Cleaning
 - Complete Cleaning
 - Discharge Room Cleaning
 - Isolation Cleaning
4. Understand the types of cleaning chemicals and equipment to use.
 - Chemicals
 - Equipment
 - General Cleaning
 - Isolation Cleaning
 - Floor Care (Floor Refinishing, Top Scrubbing Bur-nishing and Extracting)
5. Review the tools that may be used to improve department performance and gauge resident satisfaction.
6. Understand what programs need to be in place to provide cost and time efficient laundry services.
 - Linen inventory
 - Load Counts
 - Poundage Evaluation
7. Understand what to look for in kitchen food storage.
8. Review what to look for when touring the kitchen to identify areas of improvement.
9. Understand the most common dietary deficiencies and how to avoid them.

Continuing Education

This program is sponsored by the Beacon Institute. This program is approved for 4.0 This program is approved by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators.

Registration Policies

1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

Cancellation Policy

Refunds, minus a \$25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification.

Inclement Weather Policy

If Howard County Public Schools are closed or opening late due to inclement weather, all seminars are **CANCELLED**. Registrants will be contacted regarding rescheduling arrangements.

SEMINAR LOCATION

HANDELMAN CONFERENCE CENTER

7090 SAMUEL MORSE DRIVE

SUITE 400

COLUMBIA, MD 21046

(Located at rear of building)

Registration Form

Keys to Success in Housekeeping/Laundry and Dining Service

Wednesday, May 30, 2018

PLEASE PRINT. Copy this form for multiple registrants. Please register and return by **April 25, 2018**.

Name _____ Title _____

Email (Work) **Required** _____ NH License # _____

Facility Name _____

Facility Address _____

City _____ State _____ Zip _____

Work Phone _____ Fax _____

Fees: LifeSpan Members: **\$165** Non-members **\$265** Total Amount Due \$ _____

Please mail with check payable to: **The Beacon Institute**, 7090 Samuel Morse Drive, STE 400, Columbia, MD 21046
Or fax with credit card information to **410.381.6061**



Name on Card _____ Account No. _____

CVV2 Security Code _____ Expiration Date _____ Signature _____

Credit Card Billing Address _____

Card Holder Email Address _____