## BODY OF KNOWLEDGE – Topic Areas for Continuing Education

### WORKING WITH RESIDENTS/CLIENTS

1. **Human Development and Late Adult Years**
   - Life Span Potential
   - Theories of Aging

2. **Human Development and Aging**
   - Human Behavior and Aging
   - Potential and Creativity
   - Wellness and Self-Esteem

3. **Spirituality of Aging**
   - Reminiscing
   - Tasks of Life Review
   - Worship and Religion
   - Death and Dying
   - Palliative Care
   - Journaling
   - Ethics
   - Tasks of Vital Aging
   - Prayer and Scripture
   - Personal Growth
   - Wisdom in Aging
   - Comparative Religions

4. **Biology of Aging**
   - Changes: Physical & Sensory
   - Sexuality
   - Medications
   - Nutrition
   - Healthy Aging
   - Illness and Dysfunction
   - Bariatric Issues
   - Behavioral Interventions
   - Pain Management

5. **Sociology of Aging**
   - Involvement and Isolation
   - Dependence and Independence
   - Living Alone and Social Networks
   - Cultural Attitudes
   - Social Histories
   - Long-Term Care, Aging and Social Needs
   - Living Arrangements: Retirement Housing, Elder Communities, Long-Term Care, Adult Day Services, Assisted Living, Mental Health, Sub-Acute, Independent Living, Home Health, Aging in Place, Senior Centers
   - Cultural Competency
   - Person-Centered, Resident-Directed and Relationship-Based Care

6. **Psychology of Aging**
   - Applied Behavioral Analysis (ABA)
   - Understanding Behavioral Expressions
   - Trauma-Informed Care
   - Memory Loss, Cognitive Decline and Dementia
   - Leisure & Aging
   - Psychological Choices: Depression, Anxiety, Fears
   - Drugs and Alcohol
   - Security
   - Successful adaptations
   - Hospice
   - Counseling Techniques
   - Stereotypes and Myths
   - Institutionalization
   - Aging in Place
   - Memory Care

7. **Leisure and Aging**
   - Recreation: Definition, Types, Philosophy
   - Lifestyles
   - Retirement Living
   - Attitudes: Motivation
   - Analysis of Leisure Time
   - Client Interests
   - Client Rights: Different Categories
   - Volunteerism
   - Creativity in Aging
   - Leisure Education
   - Barriers to Leisure
   - Person Centered Programming

8. **Basic Health**
   - Infection Control
   - First Aid and CPR
   - Health Precautions
   - Personal Health Issues
   - Compassion Fatigue
   - Geriatric Medications and Contra-Indications in the Activities Delivery systems
   - Nutritional Issues and Diabetes
9. **Group Instruction or Leadership**
   - Adult Learning Modes
   - Instruction Methods: Lecture, Handouts, Videos
   - Demonstrations, Samples, Slides, Discussion, Participation, Survey, Sharing Experience
   - Teaching Materials, Tools, Resources
   - Group Dynamics and Leadership
   - In-Service
   - Leader Listening
   - Esteem Building
   - Build Group Support and Group Leadership

10. **Therapy for the Disabled Aging**
    - Overview of PT, OT, Speech Therapy, Art Therapy, Recreation Therapy, Dance Therapy, Music Therapy, Drama Therapy, Validation, Poetry Therapy, Reality Orientation, Re-motivation, Horticulture Therapy, Montessori
    - Restorative Programs: Feeding, Training, ADL Skills, etc.
    - Patient Physical Transfer Techniques
    - Therapeutic Approach: Meaningful, Purposeful and How it Helps
    - Therapeutic Feeding Techniques
    - Aroma Therapy
    - Massage Therapy
    - Therapeutic Swimming

11. **With Residents and Staff**
    - Types of Communication
    - Listening Skills
    - Responding Skills
    - Communication with Frail
    - Communication with Confused
    - Intercultural Concerns
    - Morale Building
    - Dealing with Difficult Situations

12. **Public Speaking**
    - Professional Image
    - Leading Meetings
    - Business Etiquette

13. **Public Relations**
    - The Written Message
    - Publicity and News
    - Letters of Appreciation
    - Volunteer Programs
    - Fund Raising

14. **Interpersonal Relationships**
    - Staff Team Approach: Working Together
    - Coordination of Services: Staff, Families, Volunteers, etc.
    - Peer Relationships: Staff, Residents
    - Family Relationships: Various Age Needs and Attitudes
    - Empowerment, Managing Relationships, Personality Evaluation
    - Staff and Client Relationships
    - Consultant Relationships
    - Organizational Relationships
    - Organizational Structures in Different Levels of Care
    - Conflict Resolution
    - Dealing with Difficult People
    - Assertiveness Training

15. **Motivation**
    - Clients, Families, Staff, Volunteers
    - Professional Improvement
    - Motivational Techniques

16. **Community Service, Support, Relations**
    - Recreation Resources
    - Service Clubs
    - Religious Resources
    - Mainstreaming
    - Adult Health Services and Support Groups: Alzheimer’s, MS, Ostomy, Parkinson’s, Arthritis, Amputee, Cancer
    - Business and Chambers of Commerce
    - Family Open Houses
    - Library Resources

17. **Regulations**
    - State and Federal Activities, Regulations and Standards, OSHA, ADA, Professional Standards
    - Survey Process
    - Plan of Corrections
    - Legislative Updating
    - JCAHO, CARF, Specialty Standards
    - Assisted Living Regulations, Memory Care, Enhanced Assisted Living Regulations
    - Medical Adult Day Health Regulations

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• Mental Health Adult Day Health Regulations, Adult Day Habilitation (MR/DD)
• Adult Home Regulations, Personal Care and Boarding

PROGRAMMING

18. Individualized Care Planning
• Assessment: MDS, CAA’s, CATS
• Interdisciplinary Team
• Care Planning, Approach, Progress Notes
• Professional Standards
• Legal, Ethical Issues
• Medical Terms
• Charting, Confidentiality
• Patient-Resident Involvement
• For Participant Learning
• Quality Indicators
• Individualized Service Plans
• Person Centered Care Planning and "I" Care Plans

19. Program Management
• Philosophy of Operation
• Expressive and Creative Program Scope: Physical, Mental, Social, Emotional, Community, Spiritual, Educational
• Program Planning: Resident Centered
• Organization and Calendar
• Program Implementation and Conducting Activities
• Evaluation Techniques
• Operating Audio and Visual Equipment and Personal Electronic Devices
• Equipment & Supplies: Control, Safety Precautions, Resource Materials, Ordering
• Modes of Programming
• Operating Facility Vehicles

20. Computer Skills
• Word Processing
• Database
• Charting
• Desktop Publishing
• Games
• Participant Learning
• Internet

21. Program Types: Theory and Practice
• Supportive
• Maintenance
• Empowerment

• Exercise: General, Volleyball, Wheelchair, Reiki, Tae Kwon Do, Yoga, etc.
• Social, Parties, etc.
• Outdoor (e.g., Barbecues, Games, Walks, etc.)
• Away from the Facility (e.g., Visits to Community Places of Interest, etc.)
• Religious (e.g., Bible Study, Services, etc.)
• Creative (e.g., Crafts, Drama, Writing, Journaling, Scrapbooking, etc.)
• Educational (e.g., Current Events, Alzheimer’s Group, Adult Learning, etc.)
• Residents with special needs (e.g., AIDS, DDs, MRs, MS, etc.).
• Resident Planned (e.g., Resident Council or any Activity, etc.)
• In-Room (e.g., Adapt Out-of-Room Activities, etc.)
• Sensory (e.g., Braille Materials, Any Sensory Stimulation, Pet, Food Related, Snoozelen ™, Meditation, Massage, Reflexology, etc.)
• Reality Awareness
• Entertainment (e.g., Games, Entertainer Resources, etc.)
• Self Help (e.g., Independent Activities)
• Community Oriented (e.g., Intergenerational, Community Groups in the Facility, etc.)
• Computer Based and Live Teleconferencing
• Lesson Planning
• Technological Advancements
• Wii
• Outings Policies and Procedures
• Recreational, Leisure Vehicle Training
• Bar Tending, Mixology, Wine Tasting
• Proper Food Handling

MANAGEMENT, PERSONNEL, ETHICS AND LEGAL ISSUES

22. Personal Employment
• Recruiting, Interviewing, Hiring, Termination, Development, Recognition, Evaluation: Staff and Volunteers
• Job Search: Resume Writing, Interview Preparation

23. Management and Leadership
• Interdisciplinary Care Plan Team
• Leadership Styles
• Program Management
• Program Evaluation
• Supervision Philosophies and Techniques
• Delegating and Enabling Staff Ability
• Self-Analysis
• Time Management
• Activity Staff In-Service
• How to Conduct Meetings: Staff, Association
• Problem Solving
• Resident Council and Family Council
• Record Keeping
• Dealing with Challenging People
• Stress Management
• Memory Improvement
• Violence in the Workplace
• Controlling
• Advocacy and Ombudsman
• Universal Worker Concepts
• Culture Change and Greenhouse Concepts
• Management and Management Techniques
• Generational Diversity/Gender Issues
• Quality Assurance, CQI, TQM, etc.
• Association Management and Conferences
• Committee Development
• Customer Service

24. Management Writing Skills
• Documentation Chart Auditing
• Job Descriptions
• Policies and Procedures Manuals
• Incident Records/Reports
• Letters of Request, Direct Mail
• Grant Writing
• Public Relations

• E-mail and Internet Etiquette
• Form Development

25. Financial Management
• Reimbursement
• Record Keeping
• Expense Control
• Establishing Non-Profit Status
• Fund raising
• Donation Management
• Establishing Budgets

26. Professional Development
• Certification
• Professional Attitude Toward Residents
• Professional Associations
• Business Expectations
• Professional Standards, Ethics
• Professional Affiliations
• Professionalism

27. Consulting
• Consultant’s Role, Goals, Knowledge
• Consultant’s Education

28. Resources
• How to Work with Volunteers
• How to Work with Supervisors
• How to Work with Consultants
• How to Work as Middle Management
• Intra-departmental Skills
• How to work with Vendors

Downloadable versions of Certification Standards, policies, forms, documents, fees and additional resources on: www.nccap.org.