

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

- Baby Boomers and Generational Diversity
- Diversity and Inclusion
- LGBTQI
- Sign Language and Foreign Languages
- Elder Abuse

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
- Media Use: Press releases, P.S.A., T.V., Radio
- Publicity and News
- Letters of Appreciation
- Volunteer Programs
- Fund Raising

- Marketing Activity Importance letters, Bulletin Boards, Posters, Graphic Techniques
- Community Marketing of Facility and Activities Delivery Systems

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

- 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)
- Music: Basic & Adaptive Techniques 1. Accompaniment Instrument-Chord Structure, Ear Training 2. Recreational-Rhythm Instruments, Musical Games, Movement, Literature for Aged
- 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.



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