



The "Rules"

Exploring the impact of governance and internal quality policies on how care is provided, choice perceived & expectations exceeded.

- + The positive impact of quality policies and governance
- + How the language of governance and quality outcomes influences change
- + The right to decline versus refuse - avoiding negatively implied language
- + Recognizing responsive behaviours as a form of communication
- + Evidencing "choice" in all care and services
- + Using "leaders" to reinforce governance and quality outcomes daily
- + Guests who are serving in someone else's home

★Recommended Option

| Target | Front-Line Staff | Registered Staff | Managers |
|--------|------------------|------------------|----------|
| | | ● ★ | ● |

| Schedule | 1 Hr * | 1½ Hr * | 3 Hr * | Full Day | Multi-Day |
|----------|--------|---------|--------|----------|-----------|
| | | ● | ● ★ | | |

*can be repeated multiple times throughout the day.

| Extras | Handouts | Posters | Certificates | Info Binders |
|--------|----------|---------|--------------|--------------|
| | ● | ● | | |

NOTES:



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