

PENDULUM

Information and Training Modules

Pendulum's Information and Training Modules are designed to assist all levels of facility staff in managing high-risk topics. The modules include information for the skilled nursing setting, the assisted living setting, or a combination of both.

The **Risk Management Strategies Module** is a great resource to help a facility manage risk. Topics covered vary from risk-reduction recommendations to admissions-process information. The module also includes Pendulum's complete set of sample policies and procedures and an in-service training program on informed decisions. A one-year subscription to the Pendulum Risk Management Resource Center—an online source for tools, documents, and resources—is included with the module. These are individual modules for the skilled nursing or assisted living settings.

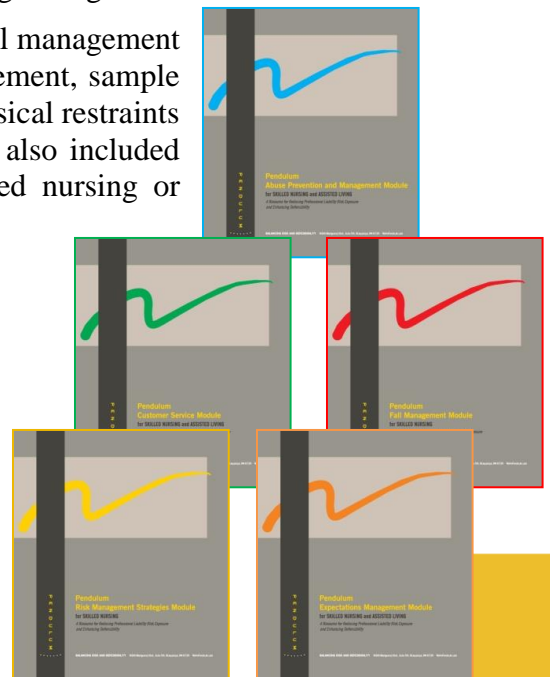
The **Expectations Management Module** will assist a facility in educating residents and their families about aging and associated risks, and establishing expectations of residency in the long term care and senior housing setting. Along with an in-service training program on expectations management and staff and family tools, the module includes two expectation management DVDs. The module is appropriate for both the skilled nursing and assisted living settings.

The **Customer Service Module** will help a facility expand its customer service program. Topics include leadership and customer service and service recovery. A self-assessment tool helps the facility gauge its customer service program. Two in-service training programs are also included in the module, along with Medcom's DVD "The Nursing Assistant: Communication with Residents and Their Families." The module is appropriate for both the skilled nursing and assisted living settings.

The **Fall Management Module** will help a facility expand its fall management program through an in-service training program on fall management, sample policies and procedures, and best practices. An overview on physical restraints is also included. Setting-appropriate DVDs and guidelines are also included with the module. These are individual modules for the skilled nursing or assisted living settings.

The **Abuse Prevention and Management Module** will assist a facility in implementing techniques to minimize abuse, identify potential abuse risk factors, and manage alleged abuse. Along with an in-service training program on abuse prevention and management, best practices, and sample policies and procedures, two DVDs on the subject of residents' rights and dignity are included. The module is appropriate for both the skilled nursing and assisted living settings and other settings providing services to the elderly and or mentally ill.

All Pendulum Information and Training Modules include a CD containing the contents of the module, including the in-service training program in PowerPoint format.



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