

# PENDULUM

## Expectations Management Module

Managing risk in your facility starts with preparing your staff to provide the best possible care. Pendulum's Information and Training Modules are designed to educate all levels of facility staff in managing key high-risk areas. The modules are geared toward the skilled nursing or assisted living environments, or a combination of both. A thorough presentation, discussion questions, and sample resources are provided with each module.

### ■ What's in this Module?

Ease residents' transition into the long term care environment by helping them understand what they can expect. The Expectations Management Module will assist the facility in educating residents and their families about aging, risks, and services provided. The module includes:

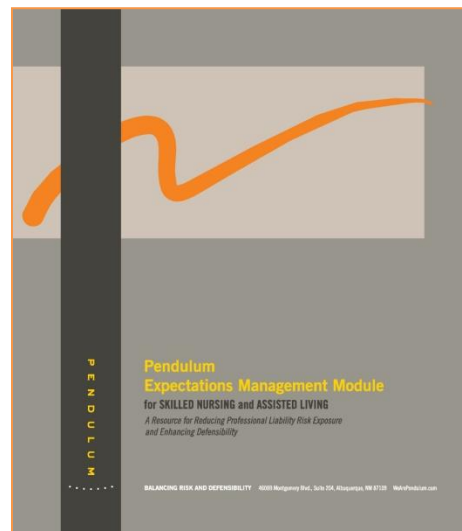
- An in-service training program on expectations management
- Family and staff tools, including information on understanding the aging process, physiological changes that occur with aging, and common risk factors and conditions associated with aging
- Two DVDs—one focused on the skilled nursing setting and one focused on the assisted living setting

The Expectations Management Module also comes with a CD containing the contents of the module, including the training program in PowerPoint format.

**Need more information on  
Pendulum's Expectations  
Management Module?  
Call or email us!**

### **Improve staff training with Pendulum's other module titles:**

- Risk Management Strategies
- Fall Management
- Customer Service
- Abuse Prevention and Management



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