This comprehensive text empowers current and future assisted living administrators to employ effective practices, understand model programs, and learn the necessary tools and tips to maximize the overall health, safety, and comfort of residents in their care. Organized by domains of practice, it also covers content information required to prepare for state-based Residential Care and Assisted Living (RC/AL) administrator certification or licensure exams.

Contains more than 300 practice questions and answers!

Written by certified assisted living administrators and licensed health professionals and featuring practice questions relevant to all state-based exams, this is the authoritative study guide for anyone seeking professional certification/licensure in this growing, high-value line of service.
# TABLE OF CONTENTS

## Part One: Organizational Management
1. The Assisted Living Industry: Context, History, and Overview
2. Policy, Licensing, and Regulations
3. Organizational Overview

## Part Two: Human Resources Management
4. Recruiting and Hiring Staff
5. Training Staff
6. Retaining Employees with Empowerment
7. Continuing Education
8. Interprofessional Practice: Issues for Assisted Living Administrators

## Part Three: Business and Financial Management
10. Financial Management in Assisted Living Facilities
11. Legal Concepts and Issues in Assisted Living Facilities

## Part Four: Environmental Management
12. Accessibility, Fire Safety, and Disaster Preparedness
13. Models of Care
14. Universal Design and Aging-In-Place
15. Home and Community-Based Services (HCBS) as an Alternative to Assisted Living
16. Information and Communication Technology (ICT) in Assisted Living

## Part Five: Resident Care Management
17. Diversity Issues
18. LGBT Issues in Assisted Living
19. Physical Aspects of Aging
20. Psychological Aspects of Aging
21. Memory Care Units in Assisted Living: Benefits and Challenges for Administrators
22. Palliative and Hospice Care
23. Residents’ Rights

---

Features contributions from Benjamin Bongers, MA, Edwin P. Cabigao, PhD, RN, Anthony M. Chicotel, JD, MPP, Mark J. Cimino, JD, Brian de Vries, PhD, David Hahklotubbe, MA, Joseph F. Melichar, PhD, Pauline Mosher Shatara, MA, and Raymond Yee, MBA, MPH

---

# Assisted Living Administration and Management Review

Practice Questions for RC/AL Administrator Certification/Licensure

Darlene Yee-Melichar, EdD, FGSA, FAGHE, Cristina Flores, PhD, RN, FGSA, Andrea Renwanz Boyle, PhD, RN, FNAP

# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Introduction</th>
<th>Chapter 1: Organizational Management (Customer Care, Supports, and Services Domain)</th>
<th>Chapter 4: Environmental Management (Environment Domain)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 2: Human Resources Management (Human Resources Domain)</td>
<td>Chapter 5: Resident Care Leadership and Management (Management and Leadership Domain)</td>
<td>Chapter 6: Answer Key with Rationales</td>
</tr>
<tr>
<td>Chapter 3: Business and Financial Management (Finance Domain)</td>
<td>Featuring contributions from Victoria Aguila, MA, Yadira Aldana, MA, Mark J. Cimino JD, Mia Enriquez, MA, Terry Ervin, MBA, Pauline Mosher Shatara, MA, and Ismael Tellez, MA</td>
<td></td>
</tr>
</tbody>
</table>