



**Please join us
for this free educational two-credit Continuing
Education activity for Personal Care Home Administrators, Nursing
Home Administrators and Registered Nurses.**

Professionalism in Resident / Family Care

presented by

Denise Minton, Mission Pharmacy Services

Participants in this course will develop insights into the importance of customer service, professional communication, thorough follow-up and excellent care. Professionalism is the key to attracting prospective residents through networking with the families, community groups, churches, anywhere you meet someone.

Thursday, September 15, 2011

Registration: 4:00 PM ✦ Presentation: 4:30 to 6:30 PM

A complimentary dinner will be provided.

Tours of Baptist Homes will be available following the presentation.

Baptist Homes

489 Castle Shannon Boulevard ✦ Mt. Lebanon, PA 15228

All are welcome. Seating is limited so please RSVP to Sue Lauer by Monday, September 12th by email at slauer@baptisthomes.org or phone 412-572-8308.

