



**FLORIDA ASSOCIATION OF HOMES AND SERVICES FOR THE
AGING
The FAHA Innovation Exchange**

Submission Form

Name/Title of Submitter:	Brian Robare, Director of Operations
Facility/Organization Name:	The Estates at Carpenters
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Date of Submission:	3/16/2006
Title of Innovation:	Gold Seal Program
Topic for Submission: (Please choose a topic from the list included in the attached submission guidelines which best describes the innovation you are submitting.)	Topic: Workforce issues
Audience: (Choose one or more, as appropriate.)	<input type="checkbox"/> HUD Housing Communities <input checked="" type="checkbox"/> Retirement Communities (CCRC or fee for Service) <input checked="" type="checkbox"/> Assisted Living Facilities <input checked="" type="checkbox"/> Nursing Homes

1. **Description of Innovation:** Please succinctly describe the innovative program or service, creative idea or best practice and the resulting benefits to your organization or the consumers you serve. Limit the narrative to 3 pages, excluding attachments such as forms.

The Estates at Carpenters considers their employees to be one of their greatest assets. The management company developed the Gold Seal Program to enable the departments directors a means in which that could reward those employees that excel in their professions and increase retention of employees that excel and meet or exceed the program requirements. Recommendations are made by the employees immediate supervisor and submitted to the Administration of the Estates for final approval.

The Gold Seal Program is explained to new hires that the benefits of the Gold Seal Program are independent of yearly wage increases. Quarterly updates are conducted to assure that the employee maintains their eligibility on the Gold Seal Program. If the employee violates the standards of excellence that have been set for the Gold Seal Program; they will be immediate removal from the program. The employee is illegible to be reconsidered for program after three

months from the date of their removal.

This program is available to licensed practical nurses, certified nursing assistants, dietary aides, laundry aides and housekeeping employees that display professionalism, excellent judgment and interpersonal skills, exemplary work ethic, quality work production and outstanding attendance. Recipients of this honor receive an increase in their hourly rate of pay, personal health insurance at no cost, four free meal tickets for use in our Bistro each month and a special recognition pin identifying the employee as a Gold Seal Employee. The retention rate of employees who have received this honor have an 89.6% retention rate and the nursing staff members (LPNs and CNAs) have a 100% retention rate!!! In part due to the success of this program the Manor has used agency (temporary) personnel for over 8 years!!! This program is consistent with the Manor's philosophy of identifying excellence and rewarding it. For the 48 employees who have achieved our Gold Seal designation the recognition and benefits of this program have reinforced the reality that we value the professionals that are work behind the scenes in every department – those professionals who add to and enhance the quality of life and care of our residents.

2. **Budget:** Provide information about the annual budget or total cost of your innovation (if a one-time expense) and the number of staff or volunteers used to implement it. If your innovation did not require a budget or staff, please indicate.

The budget varies depending on the number of participants on the program, health insurance costs and other benefits offered to participants.