

2020

# STUDENT HANDBOOK



National Church Residences  
UNIVERSITY

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# INTRODUCTION

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National Church Residences understands that property management and health care professionals in today's workforce are more challenged than ever before. In order to meet these challenges and to ensure a high quality of care for our residents, we developed the National Church Residences University as an organization-wide internal training program that provides all employees with consistent training across the company in the areas of leadership, management and more. Its curriculum is designed to promote individual performance development in the "core competencies" for each position within the organization.

The goal of National Church Residences University is to answer the immediate and future education and professional development needs of all employees by developing curriculum that is interactive and reflective of specific community, regional and organizational goals.

NCRU provides a fully integrated approach to learning by offering distance learning courses online and through regional and national classroom seminars. Each course is fully certified by the company and course credits are awarded. Completion of NCRU coursework affects annual performance review, pay consideration and company-wide promotion opportunities.

# TYPES OF COURSES OFFERED

The NCRU provides courses specific to certain job titles. For example, property managers must complete courses in marketing and leasing, telephone techniques and more. In addition, other courses in leadership, management and conflict resolution are offered to help employees develop the skills they need to be successful in the workplace. Upon enrollment into the NCRU, each employee is given an individual development plan.

In addition to required courses in a students' individual development plan, all employees must attend an orientation course designed to introduce them to the company and its mission, vision and values. This course also provides employees with information on company procedures, HR practices and employee expectations.





# TYPES OF COURSES OFFERED

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The National Church Residences Education Department provides access to more than 800 programs for our senior living and property management professionals, including coursework in leadership and supervision, clinical care and compliance, professional computer skills, marketing and leasing and many more. All employees must attend an orientation course designed to introduce them to the company and its mission, vision and values. This course also provides employees with information on company procedures, HR practices and employee expectations.

In addition to customized training developed specifically to support our Core Values and the National Church Residences Way, National Church Residences University also benefits from partnerships with the nation's leading education providers including Skillsoft, Relias and Achieve Global. Programs offered by the University include, but are not limited to:

## **Health Care:**

### **Topics include:**

Ethics, Wound Care, Restorative Nursing, Medical Errors Prevention, Mental Health and Neurology, Nutrition, Dementia, Clinical Skills, Abuse and Violence, Diabetes, HIPPA/ Patient Rights, Therapy, Life Enrichment Programs, Office Management and many more courses for CE in-services

## **Property Management:**

### **Topics Include:**

Fair Housing, Marketing and Leasing, Customer Service, Financial Management and Performance, Compliance and Audit Readiness, REAC and Risk Control/Awareness, Yardi Management Systems, and many additional service, management and leadership modules.

# TYPES OF COURSES OFFERED

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## **Service Coordination:**

National accredited programs are offered on topics such as Developing Teams, Establishing Services within Housing, Interventions to Reduce Acute Care Transfers, and Developing Critical Thinking and Clinical Judgment. New courses are being developed annually and webinars are offered monthly for both internal employees and external partners.

## **Corporate Learning (available to all employees):**

Orientation, Coaching and Motivation, Excel, PowerPoint, Access, Effective Business Communication, Leading Teams, Dealing With Difficult Situations and Behaviors, Managing and Leading Change.

# LEARNING APPROACH

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The NCRU provides an integrated approach to learning by blending face to face instruction with web-based training.

## ***Classroom Training***

Taught by Certified Training Associates (CTAs), classes are offered throughout the year at National Church Residences training centers nationwide. Most of these classes are structured in modules and take place over the course of six to eight hours.

CTAs are dedicated to teaching, training and improving the skills of National Church Residences employees. CTAs are typically internal employees that have obtained the CTA designation. All instructors have received specialized training in the field they are instructing and fully understand the adult learning process. In addition, courses and career development tracks to obtain the CTA designation are available through the NCRU.

## ***Online Self Study***

We understand the demand of property management and health care professionals; therefore we provide a training solution that meets the schedule of all employees. Our solution is e-learning modules. These modules can be accessed anywhere anytime online.

## ***Virtual Classroom***

Classes offered in a virtual classroom are instructor led and give students the ability to ask questions and interact with other students. These courses are recorded and can be viewed online at any time.







# PROPERTY MANAGEMENT

When it comes to property management, you'll find the industry is constantly growing and changing. Property managers are faced with a range of unique daily challenges - from marketing and building relationships to core property management competencies. The College of Housing was developed to keep up with emerging trends, rules and regulations and to ensure managers and maintenance staff are continually developing their skills across all aspects of the property management sector.

# HOUSING LEASING & MANAGEMENT EDUCATION REQUIREMENTS

## Online Training: 30-Day New Hire -- Timeline: Within 30 days of employment

Orientation: What We Do and Who We Serve	1.00 Hour
Privacy Act & Security Awareness	0.75 Hour

## Online Training: Annual Requirements -- Timeline: Within 30 days of employment

Cultural Competence	1.25 Hours
The Two Most Common Forms of Workplace Violence	1.00 Hour
Workplace Harassment	1.25 Hours
Code of Conduct	0.50 Hour
ALICE Active Shooter Response Training	1.00 Hour
Cyber Awareness Challenge (External Annual Requirement)	1.00 Hour

## Online Training: Management Essentials Quicksteps -- Timeline: Within 30 days of employment

Processing Reserves	1.00 Hour
Remote Deposit Capture	1.00 Hour

## Online Training: Housing Policy -- Timeline: Within 60 days of employment

Smoke- Free	0.25 Hour
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## Live Classroom Training: Yardi Voyager -- Timeline: Within 90 days of employment

Yardi Certification	36.00 Hours
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# HOUSING LEASING & MANAGEMENT EDUCATION REQUIREMENTS

## Online Training: Risk Control Series -- Timeline: Within 90 days of employment

Drive Safely	1.00 Hour
Fire Safety	1.00 Hour
House Rules	1.00 Hour
Insurance 101	0.75 Hour
Ladder Safety	1.00 Hour
OSHA: Right to Know	0.75 Hour
Safety Self Inspections	1.00 Hour
Slips and Falls Prevention	1.00 Hour

## Online Training: REAC -- Timeline: Within 90 days of employment

Units and Common Areas	0.75 Hour
Building Systems	0.75 Hour
Health Safety	0.75 Hour
Exterior	0.75 Hour
Site and Grounds	0.75 Hour

## Online Training: Service Coordination Fundamentals -- Timeline: Within 90 days of employment

Adult Protective Services	1.00 Hour
Building Professional Relationships	1.00 Hour
Capturing and Using Data	1.00 Hour
Day 1: An Introduction	1.00 Hour
Ethics: Developing a Culture for Practice	1.00 Hour
Property Manager & Service Coordinator: A Winning Team	1.00 Hour
Introduction to Documentation	1.00 Hour

# HOUSING LEASING & MANAGEMENT EDUCATION REQUIREMENTS

## Online Training: Housing Tips & Tutorials -- Timeline: Within 90 days of employment

Housing: Live SMARTer and Stay Protected	1.00 Hour
Understanding the EIV	0.75 Hour
EIV Safeguards and Responsibilities	0.75 Hour
Mrs. Moore on the MOR	0.75 Hour
Yardi Mobile Maintenance	1.00 Hour

## Online Training: Maintenance Technology -- Timeline: Within 90 days of employment

Yardi Mobile Maintenance	1.00 Hour
InspectCheck	1.00 Hour

## Online Training: Service Coordination Enrichment -- Timeline: Within 180 days of employment

Transformational Interviewing	1.00 Hour
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## Online Training: Property Management Basics -- Timeline: Within 12 Months of employment

Applied Fair Housing	1.50 Hours
Marketing in your Backyard	1.50 Hours
The 5 Steps for Telephone Techniques	1.50 Hours
The 5 Steps for Tailoring the Tour and Close	1.50 Hours
Determining Eligibility for Your HUD Affordable Property	1.50 Hours
Determining Eligibility for Your Tax Credit Affordable Property	1.50 Hours
Move-In Procedures HUD (Part 1)	1.50 Hours
Move-In Procedures Tax Credit (Part 1)	1.50 Hours
Move-In Procedures (Part 2)	1.50 Hours
HUD Recertification Procedures	1.50 Hours
Tax Credit Recertification Procedures	1.50 Hours
Move-Out and Resident Retention	1.50 Hours

*\*The Property Management Basics program includes 12 hours of Instructor-Led supplemental training in the form of Online Learning Teams (OLTs)*

# HOUSING LEASING & MANAGEMENT EDUCATION REQUIREMENTS

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**Live Classroom Training: Management Essentials** -- Timeline: Within **30 days** of employment

Developing a HUD Budget	6.00 Hours
Financial Performance	6.00 Hours
Management Essentials HUD Audits (ONLINE Course)	0.75 Hour

# HOUSING MAINTENANCE EDUCATION REQUIREMENTS

## Online Training: 30-Day New Hire -- Timeline: Within 30 days of employment

Orientation: What We Do and Who We Serve	1.00 Hour
Privacy Act & Security Awareness	0.75 Hour

## Online Training: Annual Requirements -- Timeline: Within 30 days of employment

Cultural Competence	1.25 Hours
The Two Most Common Forms of Workplace Violence	1.00 Hour
Workplace Harassment	1.25 Hours
Code of Conduct	0.50 Hour
ALICE Active Shooter Response Training	1.00 Hour
Cyber Awareness Challenge (External Annual Requirement)	1.00 Hour

## Online Training: Risk Control Series -- Timeline: Within 90 days of employment

Drive Safely	1.00 Hour
Fire Safety	1.00 Hour
House Rules	1.00 Hour
Insurance 101	0.75 Hour
Ladder Safety	1.00 Hour
OSHA: Right to Know	0.75 Hour
Safety Self Inspections	1.00 Hour
Slips and Falls Prevention	1.00 Hour

## Online Training: REAC -- Timeline: Within 90 days of employment

Units and Common Areas	0.75 Hour
Building Systems	0.75 Hour
Health Safety	0.75 Hour
Exterior	0.75 Hour
Site and Grounds	0.75 Hour

## Online Training: Maintenance Technology -- Timeline: Within 90 days of employment

Yardi Mobile Maintenance	1.00 Hour
InspectCheck	1.00 Hour



# SERVICE COORDINATION INSTITUTE

The Service Coordination Institute (SCI) was created exclusively for service coordinators working in affordable housing, so they can quickly learn the skills necessary to ensure the services they provide result in the highest quality of care for their residents. For service coordinators, having access to the right education and training is essential. The SCI provides this quality training in an easily accessible format so that service coordinators can meet their continuing education requirements in any place at any time. The Service Coordination Institute offers both online courses and monthly webinars. The online modules are designed to be interactive, easy to navigate and accessible from anywhere there is internet access.

# HOUSING SERVICE COORDINATION EDUCATION REQUIREMENTS

## Online Training: 30 Day New Hire -- Timeline: Within 30 days of employment

Orientation: What We Do and Who We Serve	1.00 Hour
Privacy Act & Security Awareness	0.75 Hour

## Online Training Annual Requirements -- Timeline: Within 30 days of employment

Cultural Competence	1.25 Hours
The Two Most Common Forms of Workplace Violence	1.00 Hour
Workplace Harassment	1.25 Hours
Code of Conduct	0.50 Hour
ALICE Active Shooter Response Training	1.00 Hour
Cyber Awareness Challenge (External Annual Requirement)	1.00 Hour

## Live Webinar Documentation Training: Care Guide -- Timeline: Within 30 days of employment

Week 1: Care Guide Technical Training	2.00 Hours
Week 2: Assessing Residents (Participants)	2.00 Hours
Week 3: Population Health Management	2.00 Hours
Week 4: Care Planning	2.00 Hours

## Online Training: Risk Control Series -- Timeline: Within 90 days of employment

Drive Safely	1.00 Hour
Fire Safety	1.00 Hour
House Rules	1.00 Hour
Insurance 101	0.75 Hour
Ladder Safety	1.00 Hour
OSHA: Right to Know	1.00 Hour
Safety Self Inspections	1.00 Hour
Slips and Falls Prevention	1.00 Hour



# SERVICE COORDINATION CURRICULUM

**\*Online Training: Service Coordination Fundamentals** -- Timeline: Within **90 days** of employment

Adult Protective Services	1.00 Hour
Building Professional Relationships	1.00 Hour
<i>Capturing and Using Data (Coming Soon!)</i>	1.00 Hour
Day 1: An Introduction	1.00 Hour
Ethics: Developing a Culture for Practice	1.00 Hour
Property Manager & Service Coordinator: A Winning Team	1.00 Hour

**\*Live Webinar Training: Care Coordination Series**-- Timeline: Within **120 days** of employment

Care Transitions	1.50 Hours
Chronic Disease Self-Management	1.50 Hours
Enhanced Service Coordination	1.50 Hours
Home for Life	1.50 Hours
Preferred Provider Agreements: An In-Depth Look	1.50 Hours
Transforming Caring	1.50 Hours

**\*Online Training: Service Coordination Enrichment** -- Timeline: Within **180 days** of employment

Transformational Interviewing	1.00 Hour
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**\*Online Training: Advanced Care Planning Series** -- Timeline: Within **180 days** of employment

Session 1: Helping Clients Identify Their Options	1.50 Hours
Session 2: Tools & Resources	1.50 Hours
Session 3: Utilization & Advocacy	1.50 Hours

## Career Development Training

Additional online modules and live webinar trainings annually as part of an ongoing career development plan. Email notifications throughout the year will inform of opportunities and associated requirements.

*\* Denoted trainings meet HUD required and optional training categories and must be documented into the Care Guide system once you have completed your Care Guide training and have been authorized by your QA Specialist to begin using the system for documentation.*

# CONTINUING EDUCATION CREDITS

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If you are licensed Social Worker or if you know that your HUD office requires CEU approved trainings and need the credits, they are free and open to all National Church Residences Service Coordinators. Please note that National Church Residences still requires that all SCs take the National Church Residences Fundamentals courses. In order to get CEUs, you will have to take both versions. Please see the instructions below to access the CEU approved courses.



# SENIOR LIVING

With the rapidly increasing rate of medical knowledge and technological change, continual professional development is essential. The National Church Residences University platform provides education to National Church Residences' health professionals. The library of courses includes Relias training, a leading provider of online education in the senior care industry.

# SENIOR LIVING RESIDENTIAL (SNF) EDUCATION REQUIREMENTS

## QUARTER 1 (DUE DATE 03/31/2020)

### Online Training \* Requiring In-Person Follow-Up -- Timeline: January

REL-SRC-TS-6	* Meaningful Activities	0.25 Hour	OAC 3701-16-06(E)(5)
REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour	OAC 3701-64
N/A-Internal Course	Code of Conduct	0.50 Hour	Corporate Compliance
		<b>1.50 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: February

REL-SRC-TS-5	* Challenging Behaviors	0.25 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DCW	* Dementia Care: Wandering	0.75 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DDD	* Delirium, Dementia, and Depression	1.00 Hour	OAC 3701-16-06(E)(5)
		<b>2.00 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: March

REL-PAC-TS-ACSLSD	* Advanced Care Skills in Late Stage Dementia	2.00 Hours	OAC 3701-16-06(E)(5)
REL-ALL-0-HCSDS	Hazardous Chemicals: SDS	0.50 Hour	OSHA 29 CFR 1910.1200(h)
		<b>2.50 Hours</b>	

## QUARTER 2 (DUE DATE 06/30/2020)

### Online Training -- Timeline: April

REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour	HHS Requirement
REL-SRC-0-MAACE	Medication Administration: Avoiding Common Errors	0.50 Hour	
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour	CFR 483.95(e) & 483.80(a); OSHA 29 CFR 1910.1030(g)(2)
		<b>2.00 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: May

REL-SRC-0-PRRNF	Protecting Resident Rights in Nursing Facilities	1.00 Hour	CFR 483.95(b)
REL-SRC-0-HAB	* Handling Aggressive Behaviors	0.50 Hour	OAC 3701-17-01.1(K)(4)
		<b>1.50 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: June

REL-PAC-0-CAOA	* Cultural Awareness and the Older Adult	1.00 Hour	OAC 3701-17-01.1(K)(4)
REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour	OSHA 29 CFR 1910.1030(g)(2)
REL-ALL-0-PSTF	Preventing Slips, Trips, and Falls	0.25 Hour	OSHA 29 CFR 1910.23/1910.132
		<b>1.75 Hours</b>	



# SENIOR LIVING RESIDENTIAL (SNF) EDUCATION REQUIREMENTS

## QUARTER 3 (DUE DATE 09/30/2020)

### Online Training -- Timeline: July

REL-SRC-0-ABS	Antibiotic Stewardship	1.25 Hours	CFR 483.95(a)
REL-ALL-0-MDRO-V2	Multi-Drug Resistant Organisms (MDROs)	0.50 Hour	CFR 483.80(a)
			OSHA CPL-02-00-159
		1.75 Hours	

### Online Training -- Timeline: August

REL-SRC-0-PRE	Preventing and Responding to Elopement	1.00 Hour	CFR 483.25(d)(10)
REL-ALL-0-HSEC	HIPAA Security	0.50 Hour	CFR 483.85(b); HHS Req.
		1.50 Hours	

### Online Training -- Timeline: September

REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour	OSHA CPL 02-00-103 & -144
REL-SRC-0-STR-R1	Safe Transfers and Repositioning	0.25 Hour	OSHA CPL 02-00-103 & -144
REL-ALL-0-LOTO	Lockout/Tagout	0.50 Hour	OSHA 29 CFR 1910.1200(h)
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour	OSHA 29 CFR 1910.134 & .145
		1.75 Hours	

## QUARTER 4 (DUE DATE 12/31/2020)

### Online Training -- Timeline: October

N/A Internal Course	ALICE Active Shooter Response Training	1.00 Hour	
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour	OSHA CPL 02-91-052
		1.00 Hour	2.00 Hours (Supervisors)

### Online Training -- Timeline: November

REL-PAC-0-CAOA	Workplace Harassment	1.25 Hours	OSHA CPL 02-91-052
		1.25 Hours	

### Online Training -- Timeline: December

REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour	OSHA CPL 02-91-052
REL-C2L-USS-11420	Fraud, Waste, and Abuse	1.00 Hour	CFR 422.503(b)(4)(vi)(C)
		2.00 Hours	

### Online Training Required for Pre-Survey Process -- Timeline: Within 45 days of Enrollment

REL-SRC-0-HSRED	How to be Survey Ready Every Day	1.00 Hour
		1.00 Hour

### Online Training -- Professional Development Fair -- Timeline: Annual (Date to be Determined)

\* See skills checklist for areas assigned based on capacity of job description.

# SENIOR LIVING RESIDENTIAL (AL- OH) EDUCATION REQUIREMENTS

## QUARTER 1 (DUE DATE 03/31/2020)

### Online Training \* Requiring In-Person Follow-Up -- Timeline: January

REL-SRC-TS-6	* Meaningful Activities	0.25 Hour	OAC 3701-16-06(E)(5)
REL-SRC-0-PRRA	* Preventing, Recognizing, and Reporting Abuse	0.75 Hour	OAC 3701-64
N/A-Internal Course	Code of Conduct	0.50 Hour	Corporate Compliance
		<b>1.50 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: February

REL-SRC-TS-5	* Challenging Behaviors	0.25 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DCW	* Dementia Care: Wandering	0.75 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DDD	* Delirium, Dementia, and Depression	1.00 Hour	OAC 3701-16-06(E)(5)
		<b>2.00 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: March

REL-PAC-TS-ACSLSD	* Advanced Care Skills in Late Stage Dementia	2.00 Hours	OAC 3701-16-06(E)(5)
REL-ALL-0-HCTB	Hazardous Chemicals	0.50 Hour	OSHA 29 CFR 1910.1200(h)
		<b>2.50 Hours</b>	

## QUARTER 2 (DUE DATE 06/30/2020)

### Online Training -- Timeline: April

REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour	HHS Requirement
REL-SRC-0-MAACE	Medication Administration: Avoiding Common Errors	0.50 Hour	
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour	CFR 483.95(e) & 483.80(a);
			OSHA 29 CFR 1910.1030(g)(2)
		<b>2.00 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: May

REL-SRC-0-PRRALF	Protecting Resident Rights in Assisted Living Facilities	1.00 Hour	CFR 483.95(b)
REL-SRC-0-HAB	* Handling Aggressive Behaviors	0.50 Hour	OAC 3701-17-01.1(K)(4)
		<b>1.50 Hours</b>	

### Online Training \* Requiring In-Person Follow-Up -- Timeline: June

REL-PAC-0-CAOA	* Cultural Awareness and the Older Adult	1.00 Hour	OAC 3701-17-01.1(K)(4)
REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour	OSHA 29 CFR 1910.1030(g)(2)
REL-ALL-0-PSTF	Preventing Slips, Trips, and Falls	0.25 Hour	OSHA 29 CFR 1910.23/1910.132
		<b>1.75 Hours</b>	



# SENIOR LIVING RESIDENTIAL (AL-OH)

## EDUCATION REQUIREMENTS

### QUARTER 3 (DUE DATE 09/30/2020)

#### Online Training -- Timeline: July

REL-ALL-0-EFFCOM	Effective Communication	0.25 Hour	CFR 483.95(a)
REL-SRC-0-ABS	Antibiotic Stewardship	1.25 Hours	CFR 483.80(a)
N/A Internal Course	Assisted Living Medicaid Waiver Training	0.50 Hour	
		<b>2.00 Hours</b>	

#### Online Training -- Timeline: August

REL-SRC-0-PRE	Preventing and Responding to Elopement	1.00 Hour	CFR 483.25(d)(10)
REL-ALL-0-HSEC	HIPAA Security	0.50 Hour	CFR 483.85(b); HHS Req.
		<b>1.50 Hours</b>	

#### Online & Live Training -- Timeline: September

REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour	OSHA CPL 02-00-103 & -144
REL-SRC-0-STR-R1	Safe Transfers and Repositioning	0.25 Hour	OSHA CPL 02-00-103 & -144
REL-ALL-0-LOTO	Lockout/Tagout	0.50 Hour	OSHA 29 CFR 1910.1200(h)
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour	OSHA 29 CFR 1910.134 & .145
		<b>1.75 Hours</b>	

### QUARTER 4 (DUE DATE 12/31/2020)

#### Online Training -- Timeline: October

N/A Internal Course	ALICE Active Shooter Response Training	1.00 Hour	
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour	OSHA CPL 02-91-052
		<b>1.00 Hour</b>	<b>2.00 Hours (Supervisors)</b>

#### Online Training -- Timeline: November

REL-PAC-0-CAOA	Workplace Harassment	1.25 Hours	OSHA CPL 02-91-052
		<b>1.25 Hours</b>	

#### Online Training -- Timeline: December

REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour	OSHA CPL 02-91-052
REL-C2L-USS-11420	Fraud, Waste, and Abuse	1.00 Hour	CFR 422.503(b)(4)(vi)(C)
		<b>2.00 Hours</b>	

# SENIOR LIVING RESIDENTIAL (AL-FL)

## EDUCATION REQUIREMENTS

### QUARTER 1 (DUE DATE 03/31/2020)

#### Online Training \* Requiring In-Person Follow-Up -- Timeline: January

REL-SRC-TS-6	* Meaningful Activities	0.25 Hour	OAC 3701-16-06(E)(5)
REL-SRC-0-PRRA	* Preventing, Recognizing, and Reporting Abuse	0.75 Hour	OAC 3701-64
N/A-Internal Course	Code of Conduct	0.50 Hour	Corporate Compliance
		<b>1.50 Hours</b>	

#### Online Training \* Requiring In-Person Follow-Up -- Timeline: February

REL-SRC-TS-5	* Challenging Behaviors	0.25 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DCW	* Dementia Care: Wandering	0.75 Hour	OAC 3701-16-06(E)(5)
REL-PAC-0-DDD	* Delirium, Dementia, and Depression	1.00 Hour	OAC 3701-16-06(E)(5)
		<b>2.00 Hours</b>	

#### Online Training \* Requiring In-Person Follow-Up -- Timeline: March

REL-C2L-P1087	* Managing Problem Behaviors Day to Day	2.50 Hours	OAC 3701-16-06(E)(5)
		<b>2.50 Hours</b>	

### QUARTER 2 (DUE DATE 06/30/2020)

#### Online Training -- Timeline: April

REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour	HHS Requirement
REL-SRC-0-MAACE	Medication Administration: Avoiding Common Errors	0.50 Hour	
REL-SRG-0-ICP	Infection Control and Prevention	1.00 Hour	CFR 483.95(e) & 483.80(a); OSHA 29 CFR 1910.1030(g)(2)
		<b>2.00 Hours</b>	

#### Online Training -- Timeline: May

REL-SRC-0-PRRALF	Protecting Resident Rights in Assisted Living Facilities	1.00 Hour	CFR 483.95(b)
REL-ALL-0-HCTB	Hazardous Chemicals: The Basics	0.50 Hour	OSHA 29 CFR 1910.1200(h)
		<b>1.50 Hours</b>	

#### Online Training \* Requiring In-Person Follow-Up -- Timeline: June

REL-PAC-0-CAOA	* Cultural Awareness and the Older Adult	1.00 Hour	OAC 3701-17-01.1(K)(4)
REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour	OSHA 29 CFR 1910.1030(g)(2)
REL-ALL-0-PSTF	Preventing Slips, Trips, and Falls	0.25 Hour	OSHA 29 CFR 1910.23/1910.132
		<b>1.75 Hours</b>	

# SENIOR LIVING RESIDENTIAL (AL-FL)

## EDUCATION REQUIREMENTS

### QUARTER 3 (DUE DATE 09/30/2020)

#### Online Training -- Timeline: July

REL-ALL-0-EFFCOM	Effective Communication	0.25 Hour	CFR 483.95(a)
REL-SRC-0-ABS	Antibiotic Stewardship	1.25 Hours	CFR 483.80(a)
REL-SRC-0-SFH	Safe Food Handling	0.50 Hour	
		<b>2.00 Hours</b>	

#### Online Training -- Timeline: August

REL-SRC-0-PRE	Preventing and Responding to Elopement	1.00 Hour	CFR 483.25(d)(10)
REL-ALL-0-HSEC	HIPAA Security	0.50 Hour	CFR 483.85(b); HHS Req.
		<b>1.50 Hours</b>	

#### Online & Live Training -- Timeline: September

REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour	OSHA CPL 02-00-103 & -144
REL-SRC-0-STR-R1	Safe Transfers and Repositioning	0.25 Hour	OSHA CPL 02-00-103 & -144
REL-ALL-0-LOTO	Lockout/Tagout	0.50 Hour	OSHA 29 CFR 1910.1200(h)
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour	OSHA 29 CFR 1910.134 & .145
		<b>1.75 Hours</b>	

### QUARTER 4 (DUE DATE 12/31/2020)

#### Online Training -- Timeline: October

N/A Internal Course	ALICE Active Shooter Response Training	1.00 Hour	
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour	OSHA CPL 02-91-052
		<b>1.00 Hour</b>	<b>2.00 Hours (Supervisors)</b>

#### Online Training -- Timeline: November

REL-PAC-0-CAOA	Workplace Harassment	1.25 Hours	OSHA CPL 02-91-052
		<b>1.25 Hours</b>	

#### Online Training -- Timeline: December

REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour	OSHA CPL 02-91-052
REL-C2L-USS-11420	Fraud, Waste, and Abuse	1.00 Hour	CFR 422.503(b)(4)(vi)(C)
		<b>2.00 Hours</b>	

# SENIOR LIVING RESIDENTIAL (FL - NEW HIRE)

## EDUCATION REQUIREMENTS

### Online Training -- Timeline: Within 30 days of Hire

REL-PAC-0-FLADRD1	Florida AL Alzheimer's Disease - Level 1	4.0 Hours
REL-SRC-0-HAFL	HIV and AIDS - Florida Law	1.00 Hour
REL-SRC-0-SFH	Safe Food Handling	0.50 Hour
REL-C2L-P1221	Activities of Daily Living Documentation for CNA	1.00 Hour
REL-C2L-P1146	Dementia Care - Coaching and Completing ADLs	1.00 Hour
REL-C2L-P1087	Managing Problem Behaviors Day to Day	2.50 Hours
REL-PAC-0-AIFALF	Adverse Incidents - Florida ALF	1.00 Hour
		<b>11.00 Hours</b>

### Online Training -- Timeline: Within 60 days of Hire

REL-PAC-0-FLADRD2	Florida AL Alzheimer's Disease - Level 2	4.00 Hours
		<b>4.00 Hours</b>

# THERAPY

## EDUCATION REQUIREMENTS

### QUARTER 1 (DUE DATE 03/31/2020)

#### Online Training -- Timeline: January

REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour	OAC 3701-64
N/A-Internal Course	Code of Conduct	0.50 Hour	Corporate Compliance
		<b>1.25 Hours</b>	

#### Online Training -- Timeline: February

REL-SRC-0-CDP	Communicating with People with Dementia	1.00 Hour	
		<b>1.00 Hour</b>	

#### Online Training -- Timeline: March

REL-ALL-0-HCTB	Hazardous Chemicals: The Basics	0.50 Hour	OSHA 29 CFR 1910.1200(h)
		<b>0.50 Hour</b>	

### QUARTER 2 (DUE DATE 06/30/2020)

#### Online & Live Training -- Timeline: April

REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour	HHS Requirement
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour	CFR 483.95(e) & 483.80(a);
			OSHA 29 CFR 1910.1030(g)(2)
		<b>1.50 Hours</b>	

#### Online Training -- Timeline: May

REL-SRC-0-PRRALF	Protecting Resident Rights in Assisted Living Facilities	1.00 Hour	CFR 483.95(b)
		<b>1.00 Hour</b>	

#### Online Training \* Requiring In-Person Follow-Up & Live Training -- Timeline: June

REL-PAC-0-CAOA	* Cultural Awareness and the Older Adult	1.00 Hour	OAC 3701-17-01.1(K)(4)
REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour	OSHA 29 CFR 1910.1030(g)(2)
REL-ALL-0-PSTF	Preventing Slips, Trips, and Falls	0.25 Hour	OSHA 29 CFR 1910.23/1910.132
		<b>1.75 Hours</b>	

# THERAPY

## EDUCATION REQUIREMENTS

### QUARTER 3 (DUE DATE 09/30/2020)

#### Online Training -- Timeline: July

REL-ALL-0-EFFCOM	Effective Communication	0.25 Hour	CFR 483.95(a)
REL-ALL-0-CDIV	Cultural Competence	0.50 Hour	HHS CLAS Standard 4
		0.75 Hour	

#### Online Training -- Timeline: August

REL-ALL-0-HSEC	HIPAA Security	0.50 Hour	CFR 483.85(b); HHS Req.
		0.50 Hour	

#### Online Training -- Timeline: September

REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour	OSHA CPL 02-00-103 & -144
REL-SRC-0-STR-R1	Safe Transfers and Repositioning	0.25 Hour	OSHA CPL 02-00-103 & -144
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour	OSHA 29 CFR 1910.134 & .145
		1.25 Hours	

### QUARTER 4 (DUE DATE 12/31/2020)

#### Online Training -- Timeline: October

N/A Internal Course	ALICE Active Shooter Response Training	1.00 Hour	
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour	OSHA CPL 02-91-052
		1.00 Hour	2.00 Hours (Supervisors)

#### Online Training -- Timeline: November

REL-PAC-0-CAOA	Workplace Harassment	1.25 Hours	OSHA CPL 02-91-052
		1.25 Hours	

#### Online Training -- Timeline: December

REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour	OSHA CPL 02-91-052
REL-C2L-USS-11420	Fraud, Waste, and Abuse	1.00 Hour	CFR 422.503(b)(4)(vi)(C)
		2.00 Hours	



# THERAPY

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## EDUCATION REQUIREMENTS

**Online Training Required for Pre-Survey Process -- Timeline: Within 45 days of Enrollment**

REL-SRC-0-HSRED	How to be Survey Ready Every Day	1.00 Hour
		1.00 Hour

**Online Training -- Professional Development Fair -- Timeline: Annual (Date to be Determined)**

*\* See skills checklist for areas assigned based on capacity of job description.*

# SENIOR SERVICES (HOME HEALTH AND HOSPICE) EDUCATION REQUIREMENTS

## Online Training -- Timeline: **Quarter 1** (Due Date 03/31/2020)

N/A-Internal Course	Home Health Incident Reporting	0.25 Hour
REL-SRC-OPRHCH	Patient Rights: Home Care and Hospice	0.25 Hour
REL-PAC-0-EPR-R1	Ethics and Personal Rights	1.00 Hour
REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour
N/A-Internal Course	Code of Conduct	0.50 Hour
		<b>2.75 Hours</b>

## Online Training -- Timeline: **Quarter 2** (Due Date 06/30/2020)

REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour
REL-ALL-0-HCTB	Hazardous Chemicals: The Basics	0.50 Hour
REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour
REL-ALL-0-PPE	Personal Protective Equipment	0.25 Hour
		<b>2.75 Hours</b>

## Online Training -- Timeline: **Quarter 3** (Due Date 09/30/2020)

REL-ALL-0-HSEC	HIPAA Security	0.50 Hour
REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour
REL-PAC-0-CDIV	Cultural Competence	0.50 Hour
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour
N/A-Internal Course	ALICE Active Shooter Response Training	1.00 Hour
		<b>4.00 Hours</b>

## Online Training -- Timeline: **Quarter 4** (Due Date 12/31/2020)

REL-ALL-0-NDEP	Workplace Emergencies & Natural Disasters: An Overview	1.00 Hour
REL-CV-0-WH	Workplace Harassment	1.25 Hours
REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour
		<b>5.25 Hours</b>

# SENIOR SERVICES (H.H. AND HOSPICE ADMIN) EDUCATION REQUIREMENTS

## Online Training -- Timeline: Quarter 1 (Due Date 03/31/2020)

N/A-Internal Course	Home Health Incident Reporting	0.25 Hour
REL-SRC-OPRHCH	Patient Rights: Home Care and Hospice	0.25 Hour
REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour
N/A-Internal Course	Code of Conduct	0.50 Hour
		<b>1.75 Hours</b>

## Online Training -- Timeline: Quarter 2 (Due Date 06/30/2020)

REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour
		<b>0.50 Hours</b>

## Online Training -- Timeline: Quarter 3 (Due Date 09/30/2020)

REL-ALL-0-HSEC	HIPAA Security	0.50 Hour
REL-PAC-0-CDIV	Cultural Competence	0.50 Hour
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour
N/A-Internal Course	ALICE Active Shooter Response Training	1.00 Hour
		<b>3.00 Hours</b>

## Online Training -- Timeline: Quarter 4 (Due Date 12/31/2020)

REL-ALL-0-NDEP	Workplace Emergencies & Natural Disasters: An Overview	1.00 Hour
REL-CV-0-WH	Workplace Harassment	1.25 Hours
REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour
		<b>3.25 Hours</b>

# SENIOR SERVICES (CENTERS FOR SENIOR HEALTH) EDUCATION REQUIREMENTS

## Online Training -- Timeline: **Quarter 1** (Due Date 03/31/2020)

REL-PAC-0-INDEP	Respecting Resident Rights	1.00 Hour
REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour
N/A-Internal Course	Code of Conduct	0.50 Hour
		<b>2.25 Hours</b>

## Online Training -- Timeline: **Quarter 2** (Due Date 06/30/2020)

REL-ALL-0-PSTF	Preventing Slips, Trips, and Falls	0.25 Hour
REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour
		<b>0.75 Hour</b>

## Online Training -- Timeline: **Quarter 3** (Due Date 09/30/2020)

REL-ALL-0-HSEC	HIPAA Security	0.50 Hour
REL-PAC-0-CDIV	Cultural Competence	0.50 Hour
		<b>1.00 Hour</b>

## Online Training -- Timeline: **Quarter 4** (Due Date 12/31/2020)

N/A-Internal Course	ALICE Active Shooter Response Training	1.00 Hour
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour
REL-CV-0-WH	Workplace Harassment	1.25 Hours
REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour
		<b>4.25 Hours</b>

*\* The following courses are being taught as in-service trainings. Completion and compliance are not tracked through Relias learning.*

## Live Instructor Led Training -- Timeline: **Annual** (Date to be Determined)

REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour
REL-ALL-0-HCTB	Hazardous Chemicals: The Basics	0.50 Hour
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour
REL-ALL-0-PPE	Personal Protective Equipment	0.25 Hour
REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour
REL-ALL-0-NDEP	Workplace Emergencies & Natural Disasters: An Overview	1.00 Hour
		<b>4.25 Hours</b>

# SENIOR SERVICES (COMMUNITY WELLNESS)

## EDUCATION REQUIREMENTS

### Online Training -- Timeline: **Quarter 1** (Due Date 03/31/2020)

N/A-Internal Course	Home Health Incident Reporting	0.25 Hour
REL-SRC-OPRHCH	Patient Rights: Home Care and Hospice	0.25 Hour
REL-PAC-0-EPR-R1	Ethics and Personal Rights	1.00 Hour
REL-SRC-0-PRRA	Preventing, Recognizing, and Reporting Abuse	0.75 Hour
N/A-Internal Course	Code of Conduct	0.50 Hour
		<b>2.75 Hours</b>

### Online Training -- Timeline: **Quarter 2** (Due Date 06/30/2020)

REL-ALL-0-BBPATH	Bloodborne Pathogens	0.50 Hour
REL-ALL-0-HCTB	Hazardous Chemicals: The Basics	0.50 Hour
REL-ALL-0-HCSDS	HIPAA Do's & Don'ts: Electronic Communication & Social Media	0.50 Hour
REL-SRC-0-ICP	Infection Control and Prevention	1.00 Hour
REL-ALL-0-PPE	Personal Protective Equipment	0.25 Hour
		<b>2.75 Hours</b>

### Online Training -- Timeline: **Quarter 3** (Due Date 09/30/2020)

REL-ALL-0-HSEC	HIPAA Security	0.50 Hour
REL-SRC-0-PBI-R1	Preventing Back Injuries	0.50 Hour
REL-ALL-0-TUBTB	Tuberculosis: The Basics	0.50 Hour
REL-PAC-0-CDIV	Cultural Competence	0.50 Hour
REL-ALL-0-SHSUP	Sexual Harassment for Supervisors (Supervisors Only)	1.00 Hour
N/A-Internal Course	ALICE Active Shooter Response Training	1.00 Hour
		<b>4.00 Hours</b>

### Online Training -- Timeline: **Quarter 4** (Due Date 12/31/2020)

REL-ALL-0-NDEP	Workplace Emergencies & Natural Disasters: An Overview	1.00 Hour
REL-CV-0-WH	Workplace Harassment	1.25 Hours
REL-ALL-0-W007	The Two Most Common Forms of Workplace Violence	1.00 Hour
		<b>3.25 Hours</b>



# SENIOR SERVICES (SERVICE COORDINATION) EDUCATION REQUIREMENTS

## Online Training: 30-Day New Hire -- Timeline: Within 30 days of employment

Orientation: What We Do and Who We Serve	1.00 Hour
Privacy Act & Security Awareness	0.75 Hour
Adult Protective Services	1.00 Hour
Building Professional Relationships	1.00 Hour
<i>Capturing and Using Data (Coming Soon!)</i>	1.00 Hour
Day 1: An Introduction	1.00 Hour
Ethics: Developing a Culture for Practice	1.00 Hour
Exceptional Caring (External Annual Requirement)	1.00 Hour
Transformational Interviewing	1.00 Hour
HIPAA Do's and Dont's: Electronic Communication and Social Media	0.50 Hour
HIPAA Security	0.50 Hour

## Online Training: Annual Requirements -- Timeline: Within 30 days of employment

ALICE Active Shooter Response Training	1.00 Hour
Cultural Competence	1.25 Hours
The Two Most Common Forms of Workplace Violence	1.00 Hour
Workplace Harassment	1.25 Hours
Cyber Awareness Challenge (External Annual Requirement)	1.00 Hour
Code of Conduct	0.50 Hour

## Live Webinar Documentation Training: Care Guide -- Timeline: Within 30 days of employment

Week 1: Assessing Residents (Participants)	2.00 Hours
Week 2: Population Health Management	2.00 Hours
Week 3: Care Planning	2.00 Hours
Week 4: Care Guide Technical Training	2.00 Hours

# SENIOR SERVICES (SERVICE COORDINATION) EDUCATION REQUIREMENTS

## Online Training: Risk Control Series -- Timeline: Within 90 days of employment

Drive Safely	1.00 Hour
Fire Safety	1.00 Hour
House Rules	1.00 Hour
Insurance 101	0.75 Hour
Ladder Safety	1.00 Hour
OSHA: Right to Know	1.00 Hour
Safety Self Inspections	1.00 Hour
Slips and Falls Prevention	1.00 Hour
Person-Driven Outcomes Training	3.00 Hours

## \*Live Webinar Training: Care Coordination Series-- Timeline: Within 120 days of employment

Care Transitions	1.50 Hours
Chronic Disease Self-Management	1.50 Hours
Enhanced Service Coordination	1.50 Hours
Home for Life	1.50 Hours
Preferred Provider Agreements: An In-Depth Look	1.50 Hours
Transforming Caring	1.50 Hours

## \*Online Training: Advanced Care Planning Series -- Timeline: Within 180 days of employment

Session 1: Helping Clients Identify Their Options	1.50 Hours
Session 2: Tools & Resources	1.50 Hours
Session 3: Utilization & Advocacy	1.50 Hours

## Career Development Training

Additional online modules and live webinar trainings annually as part of an ongoing career development plan. Email notifications throughout the year will inform of opportunities and associated requirements.

*\* Denoted trainings meet HUD required and optional training categories and must be documented into the Care Guide system once you have completed your Care Guide training and have been authorized by your QA Specialist to begin using the system for documentation.*





# FRANKLIN UNIVERSITY PARTNERSHIP

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## Education Pathway and Partnership

National Church Residences University and Franklin University have partnered to create educational pathways that lead to a college degree. Our educational partnership is designed to reduce the cost of education for National Church Residences employees, while also reducing the time to graduation.

### **College Transfer Credit for National Church Residences University Curriculum**

As an employee of National Church Residences you have educational benefits at no cost through National Church Residences University that are eligible for college credit at Franklin University, a private not-for-profit institution. Transfer select professional development and training curriculum at National Church Residences University as college credit to Franklin University. When you apply and enroll at Franklin University simply submit your certificate of completion for university elective or technical credit.

### **15% Tuition Reduction for All National Church Residences Employees**

All National Church Residences employees are eligible for a 15% tuition reduction on select degree programs at Franklin University. To receive the tuition reduction employees would need to apply at Franklin using the application link located next to the National Church Residences logo on Franklin's partnership page.

For more information Visit:

<http://nationalchurchresidences-edu.org/franklin-university.html>







# GENERAL STUDENT INFORMATION

Expenses  
Login Instructions  
Contact Information



# EXPENSES

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Curriculum	Cost
Online Curriculum Access (Per User)	\$61.00
Yardi Voyager (Housing Property Management Only)	\$1,200 Travel charges may vary

# NCRU/RELIAS LEARNING CENTER

The National Church Residences' Learning Center (Relias) is designed to deliver, track and report online training and various learning strategies. National Church Residences Employees utilize the system to stay current with training requirements.



Welcome to Relias  
Outline

## ABOUT THIS COURSE

This module has been designed to introduce you to all the features that you will need to be successful utilizing the Relias Learning Management System (Relias LMS).



Help

## ASSIGNMENTS PAGE

Course Name	Duration	Due Date	Action
2018- RLMS Compliance Training (Recurring Training Plan)			
Bartelsmann Security Awareness Training	45 hours	Due 10/1/2018	Take Now
HFRA: The Basics	45 hours	Due 10/1/2018	Take Now
Corporate Compliance and Ethics		Due 8/20/2018	Take Now
Financial Literacy: Reading Financial Reports		Due 12/31/2017	Take Now
Wellness Series Impact Study (One-Time Only Training Plan)			

This page will display the courses you have been assigned, allow you to assign yourself electives, and utilize some tools.

NEXT

# NCRU/RELIAS LEARNING CENTER

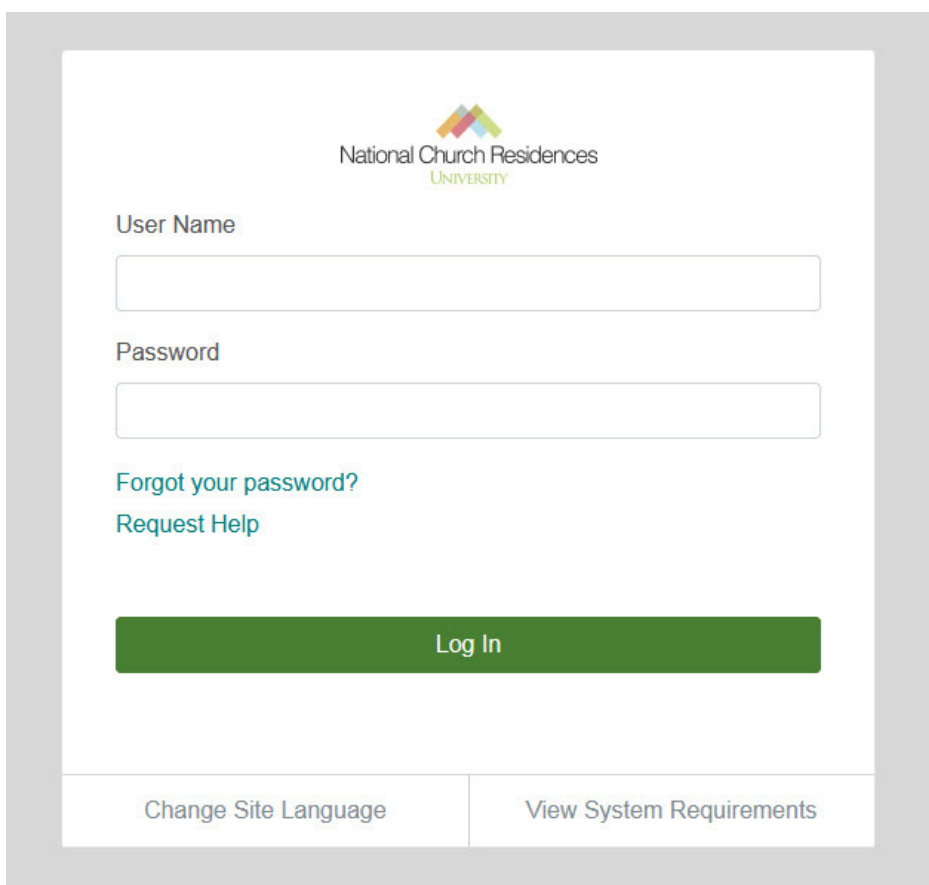
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To access the Learning Center visit <https://nationalchurch.training.reliaslearning.com/>. For all new users logging into the Learning Center, your login ID is your first initial and last name. Your password is learn.

**Username:** first initial and last name

**Password:** learn

**Website:** [www.nationalchurchresidences-edu.org](http://www.nationalchurchresidences-edu.org)

A screenshot of the login page for National Church Residences University. The page has a light gray background. At the top center is the logo, which consists of a colorful geometric design above the text "National Church Residences UNIVERSITY". Below the logo are two input fields: "User Name" and "Password". Below the "Password" field are two links: "Forgot your password?" and "Request Help". A large green button labeled "Log In" is centered below the links. At the bottom of the page, there are two links: "Change Site Language" and "View System Requirements".

National Church Residences  
UNIVERSITY

User Name

Password

[Forgot your password?](#)

[Request Help](#)

Log In

[Change Site Language](#)

[View System Requirements](#)

National Church Residences Education and Career Development Department will provide support for all matters related to the National Church Residences University University.

Email: [ncru@nationalchurchresidences.org](mailto:ncru@nationalchurchresidences.org)

Support Hours: 9:00 a.m. to 5:00 p.m. (EST) Monday through Friday

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