



Age-friendly  
University  
Global Network

---



UNIVERSITY of MARYLAND  
GRADUATE SCHOOL

Geriatrics & Gerontology  
Education & Research Program

# ***AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM***

The purpose of this booklet is to provide guidance regarding the policies and procedures involved in enrolling in and completing the program

Program Contact Information:

Diane Martin, PhD, GGEAR Director  
[Diane.martin@umaryland.edu](mailto:Diane.martin@umaryland.edu)

620 West Lexington Street  
Baltimore, Maryland 21201  
410-706-4327  
[www.umaryland.edu/gerontology](http://www.umaryland.edu/gerontology)

Updated: 3/2021

# AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM

## WELCOME!

Regardless of whether you are currently working with older adults or in support of them, thinking of a career transition, providing care to older family members and/or neighbors, or have a general interest in learning more about aging and older adults, the University of Maryland, Baltimore's **Age-Friendly Specialist Certificate of Achievement Program** is for you.

We know that you are busy and that your time is valuable. Therefore, we structured the **Age-Friendly Specialist Certificate of Achievement Program** to be flexible and self-paced. You may attend workshops and trainings offered by the Geriatrics & Gerontology Education and Research (GGEAR) program and other University of Maryland, Baltimore affiliates, by organizations closer to your home, and even some online activities that you can access from anywhere. Requirements must be completed within two (2) years of registration.

This handbook contains all the information and forms you will need to participate in the program and begin the process of earning your **Age-Friendly Specialist Certificate of Achievement**. Study it carefully and feel free to contact us if you have any questions or concerns.

We look forward to helping you meet your goals!

Diane J. Martin, Ph.D.  
*Director, Geriatrics & Gerontology Education and Research Program  
University of Maryland, Baltimore Graduate School*

---

# AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM

## INTRODUCTION

People are living longer than any time in human history -- we have entered the uncharted waters of an aging society with 10,000 people turning 65 every day. By 2030, older adults will represent more than 20% of the American population and by 2034 there will be more people age 65 and older than under the age of 18 ([U.S. Census Bureau, 2019](#)). We will also experience an unprecedented 350% increase in the population aged 85 and older during the first half of the 21<sup>st</sup> century.

Older adulthood is the most heterogeneous period of the entire life span. Additionally, older adults today are much more culturally diverse than previous generations. While some individuals require a complex array of care and management, many continue to live healthy lives and contribute to society in myriad ways. This means the possibilities to work with and on behalf of this population are limitless. In addition to the health care industry, there are opportunities in business & entrepreneurship, education, recreation & leisure, mental & physical health and wellness, government services, research, public policy, academia, and other areas supporting our aging population and their families at the individual, organizational, and societal levels. A workforce familiar with concepts found in gerontology and geriatrics is needed to meet the diverse needs of our growing population of older adults.

**Gerontology:** the field of study examining the bio-psycho-social processes and implications of aging

**Geriatrics:** the branch of medicine focused on medical care and treatment of older persons

These fields are constantly evolving and offer wonderful and rewarding opportunities for those with an interest in understanding and helping older adults by providing critical content for understanding the aging process with the goal of maximizing functioning to maintain autonomy and achieve a high quality of life. **The Age-Friendly Specialist Certificate of Achievement Program** is designed to provide participants with knowledge and skills necessary for personal and professional growth that can be immediately applied, regardless of your profession and reasons for attending.

The U.S. Bureau of Labor and Statistics reports that employment opportunities that intersect with aging and older adulthood will be among the highest occupational growth areas for the next several decades. While the demand will remain high in the healthcare industry, it is expanding to include positions related to prevention of age-related

---

diseases; promotion of healthy habits; and self-management of chronic conditions. Careers working with and on behalf of older adults are not limited to just this industry. Today, the workplaces for persons knowledgeable in gerontology & geriatrics include:

- Academia & Research
- Adult Day Care
- Advocacy Groups
- Assisted Living Communities
- Business, Management & Marketing
- Case Management
- Community Organizations
- Consumer Product Development (esp. digital & electronic)
- Counseling
- Elder Law
- Financial Services
- Fitness & Wellness
- Hospitals
- Housing & Interior Design (inc. new construction, adaptive remodeling to support aging in place, and planned communities)
- Government Agencies
- Long Term Insurance Companies
- Mental Health
- News/Magazine Outlets
- Nursing Homes
- Pharmaceutical Companies
- Religious Organizations
- Professional Volunteer Recruitment
- Skilled Nursing Facilities
- Transportation & Travel (inc. hospitality and leisure)

## DESCRIPTION OF PROGRAM

The **Age-Friendly Specialist Certificate of Achievement Program** is a continuing education-based program with a two-fold purpose:

- broaden understanding of the processes of aging and the diversity of older adults' needs and services required to support them
- enhance skills important to interactions and working with older adults

The program requires completing a minimum of **100 contact hours within a two-year period**. Pre-approved\* seminars, workshops, and conferences are offered both independently and in conjunction with other providers across the State of Maryland (i.e., Alzheimer's Association). Approved online events are available and participants can also request pre-approval of events they identify as appropriate to their goals that meet requirements for inclusion in this program (Appendix A). A certificate of completion will be awarded by the University of Maryland, Baltimore GGEAR program upon satisfaction of contact hour requirements.

\*The pre-approved activities that make up the **Age-Friendly Specialist Certificate of Achievement Program** are also open to individuals who are not enrolled in this program.

---

## **Cost**

A one-time \$50 program application fee, plus registration fees, if any\*\* associated with events (payable to event host).

*\*\*Registration fees vary by host site, but typical cost is \$10/hour for general admission. General admission for GGEAR-supported events will be waived for attendees enrolled in the Age-Friendly Specialist Certificate of Achievement Program.*

## **Structure**

Completion of a **minimum of 100 contact hours within a two-year period** in both content and skill areas as described below.

**Content Components: (30 hours)** A minimum of six (6) hours each of the five content areas below:

- Physiological Processes and Health in Older Adults
- Psycho-social Aspects of Aging
- Policy & Aging
- Diversity & Cultural Competency in Aging
- Ethics & Aging

**Skill Components: (30 hours)** A minimum of five (5) hours each of the six skill areas below:

- Communication
- Person-centeredness
- Assessment
- Counseling/Interviewing
- Care Planning
- Health & Well-Being Management

The remaining 40 hours can be completed by attending any combination of workshops, seminars, and conferences within the above Content and Skill units.

**A minimum of 30 hours must be activities sponsored by University of Maryland, Baltimore's Geriatrics & Gerontology Education and Research (GGEAR) program.**

## **DESCRIPTION OF PROGRAM COMPONENTS**

### **Content Components**

- **Physiological Processes and Health in Older Adults:** Usual and abnormal physiological changes that accompany the aging process will be addressed in applicable offerings. Implications of these changes and common health concerns (i.e., cardiovascular disease, dementia, diabetes, oral disease, pulmonary disease, communication disorders, sensory deficits, cancer, medication side effects/management, and falls), as well as healthy aging, disease prevention, and safety also fall under this topic area.

- **Psychosocial Aspects of Aging:** Offerings in this topic area will explore psychosocial aspects of aging and mental health in later life. Psychosocial topics include intelligence, learning and memory, personality, stress and coping, spirituality, and wisdom and creativity. This topic area also covers ageism and mental health & related conditions (i.e., dementia, delirium, depression, anxiety, suicide, substance abuse, developmental disabilities, psychosis, etc.). Topics related to social aspects of aging include such topics as relationships, social involvement and support, isolation and loneliness, leisure and recreation, retirement, sexuality, intimacy, caregiving, self-care, stress relief, abuse and neglect, victimization, and loss and grief.
- **Policy & Aging:** Applicable offerings in this area may explore the history, origins, and growth of public policy legislation, advocacy, and programs impacting older adults (i.e., Social Security, Medicare, Medicaid, Older Americans Act, Americans with Disabilities Act, and the Family Caregiver Support Act). Policies and programming that affect older adults, such as long-term care, advance directives, and legal and regulatory issues affecting development and implementation of aging service programs can be included, as well as those that examine the economic standing of elders, and health care, mental health and aging policies and programs that impact older adults.
- **Diversity & Cultural Competency in Aging:** Gero-diversity focused topics such as race, ethnicity, language, gender, socio-economic status, health status & physical ability, sexual orientation, education & health literacy, location of residence (i.e., rural, urban, congregate living), and religion/spirituality are among the applicable offerings for this category.
- **Ethics & Aging:** Applicable offerings in this topic area related to ethical issues and decision-making that affect older adults, including the ethical treatment of older adults with regard to health & medical care, legal issues, living arrangements, employment, etc. Other topic areas falling into this category include mental capacity, abuse & neglect, informed consent, confidentiality, relationship boundaries, and end-of-life planning and decision-making.

## **SKILL COMPONENTS**

- **Communication:** Applicable offerings in this area include those related to written, oral, and non-verbal communication strategies to effectively enhance interactions with older adults. Topics may cover relationships, communication barriers, and techniques & tools to improve communication, including therapeutic communication strategies, adaptive technology, documentation, health literacy, and interprofessional communication. Designing media, marketing, and other professional communication tools to reach older adults may also be covered.

- **Person-centeredness:** A person-centered approach recognizes the individuality of the person and places the older adult at the core of decision-making. Offerings in this category will reflect the importance given to autonomy and independence to older adults and their families to make decisions and develop solutions for the individual, while also recognizing the value of interdependence and reciprocity.
- **Assessment:** Topic areas for this category include assessment & screenings tools related to determining the need for services or screening or resources, including functional ability, cognitive & mood disorders, pain, medication management, and safety. Interviewing techniques and observational skill development/enhancement may also be covered.
- **Counseling/Interviewing:** Applicable offerings for this component will include those that focus on establishing rapport and sustaining working relationships with older persons, their families, and caregivers. Programs that focus on topics such as motivational interviewing, investigative processes, person-center communication, establishment of boundaries, and self-evaluation are among the offerings.
- **Care Planning:** Offerings in skill component focus on assessment of need, care planning, implementation, and monitoring/review on behalf of individuals and/or families. Topics may include chronic disease management, coordination skills, advocacy, organization, networking, documentation, tracking, resources, and information & referral.
- **Health & Well-Being Management:** A wide range of offerings are covered in this component, including those focused on supervision and management. Topics include coaching, team building, conflict resolution, strategic planning and analyses, budgeting, financial management and oversight, monitoring goals and objectives, fundraising and grant writing, volunteer management, research, evaluation, networking, and staying current on regulations in your field.

## **PROGRAM POLICIES**

### **Policy Regarding Reporting/Tracking**

Participants in the **Age-Friendly Specialist Certificate of Achievement Program** will report their completed activities and hours semi-annually using the **Tracking Form provided as Appendix B**. Forms will be due on **July 15** (for January – June) and **January 15** (for July – December). Email reminders will be sent to the participants on file 30 days before each due date.

## **Approved Workshops**

The Geriatrics & Gerontology Education and Research (GGEAR) program regularly offers and supports workshops, seminars, and conferences approved for the **Age-Friendly Specialist Certificate of Achievement Program**. Approved activities will be sent quarterly via email to all registered participants and will clearly indicate that they count towards the program.

**Reminder:** Participants in the program must complete a minimum of 30 hours (of the 100 required hours) in GGEAR-offered or sponsored activities.

GGEAR also recognizes and values programs and trainings offered by entities that are not pre-approved. Therefore, we have in place an approval process in which these activities can be reviewed and approved. Procedures to make such a request are included as Appendix A.

**PLEASE NOTE:** Individuals who participated in pre-approved activities within three (3) months of enrolling in the **Age-Friendly Specialist Certificate of Achievement Program** can request to have these activities count toward program completion requirements. Contact Dr. Diane Martin, GGEAR director, at 410-706-4327 or [diane.martin@umaryland.edu](mailto:diane.martin@umaryland.edu) for more information.

## **Certificates of Activity Attendance**

Participants in GGEAR-related activities will receive a Certificate of Attendance at the conclusion of the event. Participants who attend approved sessions sponsored by other organizations are required to submit proof of attendance with their quarterly tracking form (Appendix B).

## **Policies Regarding Topic Overlap & Professional CEUs**

GGEAR recognizes that there are times when topic areas presented in the workshop/seminar/conference will overlap between two or more components. However, for the purpose of fulfilling requirements for the **Age-Friendly Specialist Certificate of Achievement Program**, an offering can only be applied to one segment of the program. If a workshop is approved for multiple content and skill areas, participants can choose to apply the event to whichever segment of the program they would like.

Where appropriate, licensed professionals (i.e., social workers, dementia care practitioners, etc.) participating in the **Age-Friendly Specialist Certificate of Achievement Program** are able to use the program activities to accrue both continuing education units (CEUs) for licensing as well as to meet program requirements.

# **AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM**

## **APPLICATION INSTRUCTIONS**

*Send your completed application (next page) form and the \$50 application fee to:*

**Geriatrics & Gerontology Education and Research Program**  
Attn: **Age-Friendly Specialist Certificate of Achievement Program**  
620 West Lexington Street  
Baltimore, Maryland 21201

Please only include the materials requested in the application. No additional information or references are required at initial application. You will be contacted if additional information is needed.



**University of Maryland, Baltimore**  
**Geriatrics & Gerontology Education and Research Program**  
**AGE-FRIENDLY SPECIALIST**  
**CERTIFICATE OF ACHIEVEMENT PROGRAM**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

County: \_\_\_\_\_

Preferred Phone: \_\_\_\_\_

Preferred Email: \_\_\_\_\_

Employer (if applicable): \_\_\_\_\_

Position/Job Title (if applicable): \_\_\_\_\_

License/field of practice (if applicable): \_\_\_\_\_

Family Caregiver: \_\_\_\_yes \_\_\_\_no

Volunteer: \_\_\_\_yes \_\_\_\_no

Age 65 or Older: \_\_\_\_yes \_\_\_\_no

## EDUCATION

Please list all educational institutions attended, and degree or certificate bestowed, along with the date of graduation or completion. Begin with high school, and list chronologically. (Attach additional sheets if necessary.)

SCHOOL	DATE COMPLETED/GRADUATED	DEGREE/CERTIFICATES

## PERSONAL QUESTIONNAIRE

**We are interested in your educational goals and needs as they relate specifically to this program. You will be asked to revisit these items at the end of the program.**

1. What do you intend to gain by participating in the **Age-Friendly Specialist Certificate of Achievement Program**? (Please check all that apply). Also, please comment on each of the items you check by attaching a labeled, typewritten response. Do not write in the space provide.

√	Gain	Please explain on a separate paper (typed)
	Increased knowledge in aging	
	Increased competency in aging	
	Increased professional network	
	Attain CEUs	
	Job Advancement	
	Pay Raise	
	Job Security	
	Career Change	
	Professional status recognition	
	Personal satisfaction & growth	
	Other _____	

2. How do you intend to apply what you've learned in the Age-Friendly Specialist Certificate of Achievement Program in your professional, volunteer, and/or personal roles?

3. What are your training needs? Please rank the Content Components below from 1 (most training needed) through 5 (least training needed):

- Physiological Processes and Health in Older Adults
- Psychological Processes and Mental Health in Older Adults
- Social Policy and Aging
- Aspects of Rural Aging
- Ethics and Aging

4. What skills do you need training in? Please rank the Skill Components below, from 1 (most training needed) through 5 (least training needed):

- Communication
- Assessment
- Counseling/Interviewing
- Case Management
- Management

5. Are there any factors that may limit your ability to fully participate in the Age-Friendly Specialist Certificate of Achievement Program (e.g. cost, lack of internet access, family/work responsibilities, disability)?

*Note on accommodations: If you require accommodations to permit your attendance or participation in the program, please provide a written request with your completed application form.*

**6. How did you learn about the Age-Friendly Specialist Certificate of Achievement Program?**

- Informational session
- Brochure
- Email or listserv
- Website
- Supervisor/Coworker
- Conference/Training, specify: \_\_\_\_\_
- Current or former UMB student, specify school: \_\_\_\_\_
- Newsletters
- Other: \_\_\_\_\_

By signing I am acknowledging that information provided may be used for the evaluation of the **Age-Friendly Specialist Certificate of Achievement Program**.

**SIGNED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

# APPENDIX A

---

# AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM

## WORKSHOP APPROVAL FORM

Please complete this form for any conference, seminar, or workshop that is not pre-approved as part of the **Age-Friendly Specialist Certificate of Achievement Program**.

**Note: A separate form is required for each activity that has not been pre-approved.**

Submit this form at least 4 weeks prior to the session you wish to have considered for inclusion. **Refer to pages 5-7 of the program booklet for detailed descriptions of each Content/Skill component.**

**Please check one Content/Skill area that best relates to the workshop you wish to receive credit toward completion of your Age-Friendly Specialist Certificate of Achievement Program.**

### **Content Component:**

- Physiological Processes and Health in Older Adults
- Psycho-social Processes of Aging
- Policy and Aging
- Diversity & Cultural Competency in Aging
- Ethics & Aging

### **Skill Component:**

- Communication
  - Person-Centeredness
  - Assessment
  - Counseling/Interviewing
  - Care Planning
  - Health & Well-Being Management
-

### 1. Certificate Participant Information

<b>Certificate Participant:</b> _____
<b>Contact Information:</b>
<b>Phone:</b> _____
<b>Email:</b> _____
<b>Address:</b> _____

### 2. Workshop Information

<b>Name of Workshop:</b> _____
<b>Date of Workshop:</b> _____
<b>Location:</b> _____
<b>Hours of Workshop:</b> _____
<b>Presenter Name:</b> _____
<b>Presenter Qualifications (Job Title, Employer, Education, etc.):</b>
_____
_____
<b>Sponsoring Organization:</b> _____
<b>Contact Person:</b> _____
<b>Phone:</b> _____
<b>Email:</b> _____

### 3. Attachments:

- Copy of Workshop Announcement (i.e. brochure, flyer, email, website link)
- Biography/Resume and/or qualifications of presenter.
- Indicate the number of hours requested \_\_\_\_\_

- 4. Describe how this session meets the requirements for the specific content/skill area which you checked at the top of this form (3-4 sentences).**

---

**Certificate Participant Signature**

**Date**

*Submit this form to Diane Martin, Ph.D. via email [diane.martin@umaryland.edu](mailto:diane.martin@umaryland.edu) or by mail to Geriatrics & Gerontology Education and Research Program; University of Maryland, Baltimore Graduate School; 620 W. Lexington Street; Baltimore, MD 21201*

*Questions? Contact Dr. Martin at 410-706-4327 or [diane.martin@umaryland.edu](mailto:diane.martin@umaryland.edu)*

---

# APPENDIX B

---

## AGE-FRIENDLY SPECIALIST CERTIFICATE OF ACHIEVEMENT PROGRAM Reporting Form

Participant Name:

\_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

This is my list of applicable workshops for the 6-month period:

\_\_\_\_\_ January 1, 20\_\_ thru June 30, 20\_\_

\_\_\_\_\_ July 1, 20\_\_ thru December 31, 20\_\_\_\_\_

<u>Workshop</u>	<u>Date</u>	<u>Hours</u>	<u>Area</u>
-----------------	-------------	--------------	-------------

I attended the workshop(s) listed above.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

This reporting form is due semi-annually on January 15 and July 15.

*For workshops not sponsored by GGEAR, include copy of Attendance Certificates*

**Submit to:** GGEAR; University of Maryland, Baltimore; 620 W. Lexington St; Baltimore, MD 21201

