



Ali Espinosa

Director of Human Resources
Abbey Delray South

"Prior to GEMS training, I'd done a few coaching sessions, but I really didn't feel confident going into them. After today's session, I really feel that I have the tools to be productive with the residents when they are going through their MPL Reviews. This is a great training, and I feel a lot more confident than I did when I first started."



Kathy Havel, RN, MSN, SPHR

Director of Human Resources
Friendship Village of South Hills

"The GEMS workshop made me more aware of how MPL can impact not only residents but team members as well. It's not just something we are doing to say we earned the certification—it's an initiative that can make such a positive impact on the lives of our residents and team members as they successfully age."



James Ransone

Administrator
Abbey Delray South

"I had the great fortune of attending GEMS training. We learned how to easily carry out a follow up MPL Review and the steps that we could walk through to carry out the follow up session effectively. It's made me a lot more comfortable myself, and I feel confident in helping others who will be going through training back at my community."



Vanessa Hertz

Resident Services Assistant
Oak Trace

"I feel like now that I have the GEMS certification I can help lead our team through the entire MPL Review process. I am also able to encourage successful aging because residents are aware that I am actively participating in the MPL Review process from start to finish. I am able to build relationships with each individual and develop a positive and comfortable environment where they want to come back and participate year after year."