

**EDUCATIONAL CONFERENCE CALL #4 IN OUR SERIES:
“Staff Communication & Respectful Work Environments”
WEDNESDAY, SEPTEMBER 13, 2006 – 3PM (ET) [2PM CT / 1PM MT / 12PM PT]**

Expert Speaker Biography: Kate Waldo

Kate Waldo is a Culture Change Practitioner for PHI, supporting the training and consultation activities of PHI's Northern New England LEADS Institute. She provides support to nursing homes, home health agencies, and other long-term care employers that are seeking to improve the quality of jobs for direct-care workers and the quality of care for consumers.

Prior to joining PHI's staff, Kate held positions in adult day health, skilled nursing, and assisted-living settings and has spoken regionally and provided technical assistance on culture change in nursing homes. She has a bachelor's degree in Recreational Therapy from Western Carolina University and is a Certified Recreational Therapy Specialist (CTRS) and a certified Eden Associate.