



Webinar Series for Aging Services Professionals

**The following webinar was rescheduled from a
prior date, registration link below**

Spring 2014

Association on Aging in New York,
Council of Senior Centers and Services (CSCS),
NYS Coalition for the Aging (NYSCA)
and the New York State Office for the Aging
are partnering to provide several online webinars.

Webinar is free to join, but registration is required

Creating a Welcoming Culture from Top to Bottom **April 25, 2014 | 2:30- 3:30 PM**

When someone enters your center, do they feel the friendliness and warmth that you want them to feel? Learn how to create an environment of hospitality and respect, including: integrating new participants, creating a positive, customer-focused senior center, and bringing about culture change amongst staff and seniors.

Krisine Santillo

Director
Lily Café, LifeSpan of Rochester, NY

[Register Here](#)

For more information about the sponsoring organizations:

Association on Aging in New York (Aging-NY) | www.agingny.org

Council of Senior Centers and Services (CSCS) | www.cscs-ny.org

NYS Coalition for the Aging (NYSCA) | www.coalitionforaging.org

NYS Office for the Aging | www.aging.ny.gov
