

What Is the Society of Certified Senior Advisors®?

Society of Certified Senior Advisors (SCSA) is the premier membership organization for professionals who serve older adults. SCSA's *Working with Older Adults* program provides a standardized education in key aging issues and the CSA certification program is dually accredited.

Founded in 1997 with the input of health, social, financial, legal and other experts, SCSA believes that growing older an experience to be valued and supported with the right kind of planning, recommendations and referrals for people's unique situations.



#1204
ISO/IEC 17024
Personnel Certification



CSA Is Dually Accredited

The Certified Senior Advisor (CSA)® credential is one of only a few certification programs that are accredited by both the American National Standards Institute (ANSI) and the National Commission for Certifying Agencies (NCCA). SCSA is committed to maintaining ANSI's and NCCA's high standards.



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Why Should You Work With a Certified Senior Advisor?

When you work with a CSA, you are working with someone who has invested time and effort in learning about the things that are important to you. Professionals become CSAs because they want to learn about the health, social and financial aspects of being age 65 or older. They have made specific efforts to earn your trust and have committed to meeting CSA continuing education standards that focus on aging issues and encourage volunteering to help older adults.

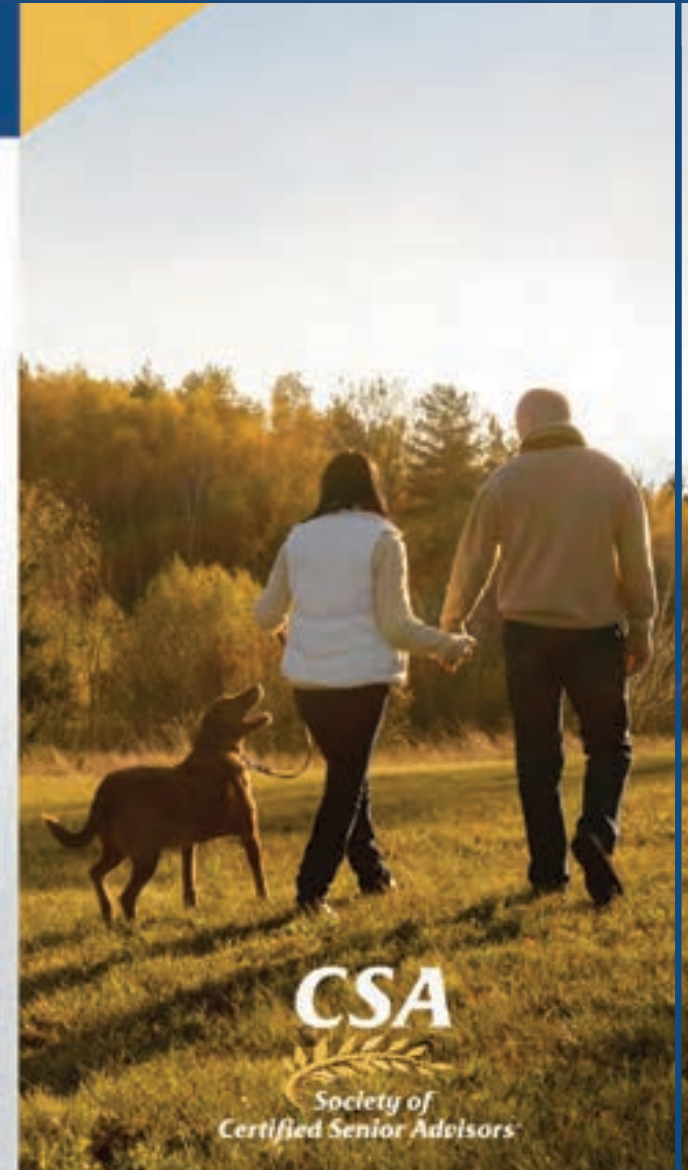
Insist on working with a Certified Senior Advisor; work with someone who is committed to you.

To find a CSA in your area or verify that a CSA is a member in good standing:

www.csa.us | 800-653-1785 | society@csa.us

Important: Certified Senior Advisors (CSAs) have supplemented their individual professional licenses, credentials and education with knowledge about aging and working with older adults. The CSA designation alone does not imply expertise in financial, health or social matters. Find out more at www.csa.us.

YOU DESERVE PROFESSIONAL ADVICE



CSA
Society of
Certified Senior Advisors

What Is a Certified Senior Advisor (CSA)®?

CSAs are specialists in aging — professionals who have supplemented their expertise with knowledge about aging and health, social and financial issues important to many older adults.

CSAs are uniquely able to help you navigate your individual experience of aging and benefit from its opportunities. Your CSA will help you:

- Know what to expect and plan for as you age
- Integrate your needs and goals — health, social and financial
- Consider factors to make decisions in your best interests
- Select your best options and solutions
- Make adjustments as your needs change

Your CSA will also help you find services and supports for your aging needs, and refer you to other qualified professionals with complementary expertise.

All CSA candidates must pass a certification exam and criminal background check, and agree to uphold the highest ethical standards for the benefit and protection of older adults. Also, every three years CSAs must fulfill continuing education requirements, verify their compliance with laws and regulations, and reaffirm their pledge to follow the *CSA Code of Professional Responsibility*.



CSA Code of Professional Responsibility

All CSAs must follow these ethical standards:

▪ **Competence.**

CSAs are obliged to keep their professional training, skills and knowledge current and comprehensive to competently provide professional services to clients.

▪ **Honesty.**

CSAs shall not lie, cheat or steal and must accurately communicate to clients their professional licenses, credentials and other business qualifications; and must be clear in their communication with clients.

▪ **Trustworthiness.**

CSAs must act in a trustworthy manner by promptly and courteously addressing client questions and concerns and performing their services in the client's best interest.

▪ **Fairness.**

CSAs shall conduct their professional activities fairly and impartially and must disclose all potential or perceived conflicts of interest that may arise. CSAs must rigorously safeguard client, potential client and business associate information.

▪ **Professionalism.**

CSAs must serve with the highest degree of professionalism, use due diligence, and act in good faith in all matters, upholding the standards of the CSA designation and any other licenses or credentials they hold.

Society of Certified Senior Advisors Education

SCSA's *Working with Older Adults* course on the health, social and financial issues of aging gives professionals practical knowledge, tools and resources that enable them to understand and serve older adults more effectively.

Developed by experts, *Working with Older Adults* covers 26 topic areas in six modules:

- The Journey of Aging
- Health Transitions as People Grow Older
- Quality-of-Life Choices for Older Adults
- Financial and Estate Planning for Age 65 and Older
- Federal and State Programs for Retirement and Health Care
- Essential Ethics for Working with Older Adults

Professionals learn what it means to be an older adult — how aging works, how it changes lives, and how it affects decisions. They recognize how health, social, and financial issues work together and influence outcomes. Understanding this, professionals can better serve older adults in a variety of ways, and help ensure they receive integrated services, supports and options.

Working with Older Adults is based on key competencies for serving older adults identified by CSAs under ANSI and NCCA accreditation standards.