

# DEMENTIA CARE SERIES

## COMMUNICATING WITH ALZHEIMER'S RESIDENTS & THEIR FAMILIES: STRATEGIES FOR SUCCESS



Tuesday, June 5, 2018

9:00 AM—12:15 PM

Handelman Conference Center  
7090 Samuel Morse Drive, Suite #400  
Columbia, Maryland

Breakfast will begin at 8:30 am. Doors open at 8:15 am

### Target Audience

- Administrators
- Assisted Living Managers
- Nurse
- Social Workers / Services

### Fees

- Lifespan Members: \$85
- Nonmembers: \$185

### CE — 3.0 Hours

- NH Administrator
- Assisted Living manager
- Social Work

### Objectives

1. Name major reasons persons with dementia do not respond well to typical communication
2. Describe different communication strategies that are effective in working with dementia residents
3. Identify common mistakes that when in communicating with dementia residents
4. Strategies for effective ways to communicate with families so the family members communication with residents improves

### Program

Communication with patients with memory loss is a challenge. Family members of these individuals often have even more difficulty understanding their loved ones' needs. This seminar will focus on ways to enhance patient care by enhancing your understanding of your patients and improving the Alzheimer's patients' understanding of you. Facilitating better communication between Alzheimer's patients and their family members is also a goal of this seminar.

### Agenda

**8:30 am** Scan-in / Registration / Breakfast

**9:00 - 10:45 am**

- Introduction: Alzheimer's Disease Definition
- Good Communication Strategies: Why Are They So Important?
- Typical Communication Mistakes Made In Working With Alzheimer's Residents
- Best Strategies For Successful Communication With Alzheimer's Patients

**10:45 - 11:00 am** Break

**11:00 - 12:15 pm**

- Typical Communication Mistakes in Working with Families of Alzheimer's Patients
- Best Strategies for Successful Communication with Family Members and Case Studies

**12:15 pm** Adjourn

### Continuing Education

This program is approved by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators for 3.0 credit hours. The program is approved by the Office of Health Care Quality (OHCQ) for continuing education credits for assisted living managers. This program is approved by the Maryland Board of Social Worker Examiners for Category I continuing education for social workers licensed in Maryland

### Registration Policies

1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

### Cancellation Policy

Refunds, minus a \$25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification. Other fees may apply.

### Inclement Weather Policy

If Howard County Public Schools are closed or opening late due to inclement weather, all seminars are **CANCELLED**. Registrants will be contacted regarding rescheduling arrangements. In the event of inclement weather, please call 410-381-1176 for seminar status.

## SEMINAR LOCATION

### HANDELMAN CONFERENCE CENTER

**7090 SAMUEL MORSE DRIVE  
SUITE #400  
COLUMBIA, MD 21046**

**(Located at rear of building)**

### Registration Form

## Communication with Alzheimer's Residents & Their Families: Strategies for Success Tuesday, June 5, 2018

**PLEASE PRINT.** Copy this form for multiple registrants. Please register and return by **May 31, 2018**

Name \_\_\_\_\_ Title \_\_\_\_\_

Email (Work) **Required** \_\_\_\_\_

NH Administrator License \_\_\_\_\_ NAB CE Registry ID # \_\_\_\_\_

Facility Name \_\_\_\_\_

Facility Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone \_\_\_\_\_ Fax \_\_\_\_\_

Fee: Life Span Members: **\$85** Non Members: **\$185** Total Amount Due \$ \_\_\_\_\_

Please mail with check payable to: **THE BEACON INSTITUTE**, 7090 Samuel Morse Drive, Suite #400, Columbia, MD 21046  
Or fax with credit card information to 410.381.6061



Name on Card \_\_\_\_\_ Account No. \_\_\_\_\_

CVV2 Security Code \_\_\_\_\_ Expiration Date \_\_\_\_\_ Signature \_\_\_\_\_

**Credit Card Billing Address** \_\_\_\_\_

**Card Holder Email Address** \_\_\_\_\_

**QUESTIONS? Please call Anmarie Gordon at 410.381.2401, x240 or [agordon@beaconinstitute.org](mailto:agordon@beaconinstitute.org)**