

Serving Unreasonable Older Adults & Their Families

a seminar presented by



PO Box 309, Chester, MD 21619 – 443-416-7710

**Social Workers, Case Managers, Certified Financial Planners, ALMs, CDPs
& NHAs– Please Join us:**

Thursday September 19, 2019

**Holiday Inn Express: 1020 Kent Narrows Rd, Grasonville, MD 21638
Registration at 8:30am – Program 9:00am-12:15pm**

COURSE DESCRIPTION

Contrary to myths and stereotypes about older adults, most are reasonable and straightforward to work with. But when we encounter older adults and their families who are unreasonable, we frequently feel like they are taking up all of our time and energy. This interactive workshop will help participants understand why some older adults and their family caregivers are unreasonable and build empathy for those difficult clients. This workshop will also assist participants provide the best treatment to these clients while protecting themselves from burnout.

*This workshop is designed for intermediate and advanced level social workers & case managers who have practiced in counseling settings and/or with older adults.



Joanna Frankel MSW, LCSW-C

Joanna Frankel is a graduate of Towson University with her Bachelors in both Psychology and Gerontology. Joanna has been working in the long-term care setting for over 15 years. Her experience includes directing the social work department with clients who have a variety of mental health issues, long term care needs, at end of life, on dialysis and who are ventilator dependent. Joanna has expertise in dementia, advance directives/end of life and mental health issues in the elderly.



REGISTRATION INFORMATION

For questions, concerns or to register, contact Darlene Snow at darlene@jenerationshealth.com. Please indicate if you need special accommodations at the time of registration.

Objectives:

After attending this course, participants will be able to:

1. Identify causes of unreasonable behavior in older adults and their families.
2. List at least 3 strategies for managing unreasonable older adults and their families.
3. Name at least 3 ways to minimize unreasonable behavior in older adults and their families.
4. Identify at least 2 approaches for building empathy with unreasonable older adults and their families.
5. Create strategy for protecting yourself and organization when working with unreasonable older adults and their families.
6. List 3 ways to enhance self-care when working with unreasonable older adults and their families.

Agenda:

- 9am-9:15am: What IS Unreasonable Behavior?
- 9:15am-10am: What Causes Unreasonable Behavior?
- 10am-10:30am: Preventing & Minimizing Unreasonable Behavior When Possible
- 10:30am-10:45am: Break
- 10:45am-11:15am: Building Empathy for Unreasonable Behavior
- 11:15am-11:45am: Strategies to Protect Yourself & Your Organization When Handling Unreasonable Older Adults & Their Family Members
- 11:45am-12:15pm: Self-Care When Working with Unreasonable Older Adults & Their Families, Conclusions

Jenerations Health Education, #1494, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Jenerations Health Education maintains responsibility for this course. ACE provider approval period: 01/26/2018-01/26/21. Social Workers completing this course receive 3 continuing education credits.

- Approved for 3 credits for Case Managers through CCMC
- Approved for 3 contact hours for nursing home administrators through NAB
- Approved for 3 hours for assisted living managers through the Office of Healthcare Quality's Assisted Living Unit
- Jenerations is a Certified Sponsor of professional continuing education with the National Council of Certified Dementia Practitioners and International Council of Certified Dementia Practitioners for members holding certifications as CDP, CDCM and CADDCT. This is approved for 1 CEU
- Pending approval for Certified Financial Planners for 3.5 credits

*Successful completion of this seminar will require attendance for the entire event as well as completion & submission of the evaluation form.

*Certificates distributed by presenter at the end of the program.

For grievances, contact Jenerations Health Education at 443-416-7710 or contact@jenerationshealth.com.