



# Understanding Behaviors as Forms of Communication

## General Course

Location: LIVE Interactive Webinar

Date: September 21, 2022

Time: 12:00pm – 2:00pm ET

**Course Description:** This LIVE interactive Webinar workshop will aim to highlight the importance of understanding the impact dementia and related illness has on a person's ability to communicate. As a result, care partners and care professionals may need to shift their communication approach and gain insight into the variety of ways individuals living with dementia may communicate. Through this workshop, we will look to reframe typical “problem behaviors” sometimes exhibited by individuals living with dementia as expressions of need and explore the myriad of ways individuals with dementia commonly communicate their needs, especially as the illness progresses. Participants will explore strategies to proactively meet needs, as well as develop tools to de-escalate and diffuse situations if they arise. This workshop is fully interactive. Attendees may ask and answer questions throughout the presentation and participate in instructor-led discussions, as well as case vignette discussions, and a Q&A session at the end.

### **From this workshop you will learn to:**

1. Define the stages and symptoms of Alzheimer’s Disease.
2. Recognize distressing behaviors as expressions of an unmet need.
3. Identify effective communication strategies.
4. Apply appropriate strategies for responding to distressing behaviors.

### **Course Agenda:**

12:00pm-12:30pm - Gain foundational understanding of Alzheimer’s Disease, including signs and symptoms, medication, and progression of the disease.

12:30pm-1:00pm - Review specific types of distressing behaviors; wandering, sundowning, aggressive/agitated behaviors, and the behavioral triggers an individual may experience.

1:00pm-1:30pm - Learn about communication techniques specific to each stage of Alzheimer’s.

1:30pm-2:00pm - Apply what you have learned to develop strategies on how to appropriately respond through scenarios.



**Program Goals and Target Audience:** To educate CCM board-certified case managers, social workers, paraprofessionals, and health care professionals of all levels about dementia care and supporting those affected by dementia-related illnesses.

**Content Level:** Beginner, Intermediate

**Presenter Bio: Jennifer Reeder, LCSW, SIFI**

Jennifer Reeder is the Director of Education and Social Services for the Alzheimer's Foundation of America. This includes overseeing AFA's National Toll-Free Helpline staffed by licensed social workers, and community class programs all instructed by various therapists and educators. Ms. Reeder graduated in 2011 from Temple University with a Masters of Social Work, and entered the not-for-profit sector providing in-home therapy to families in the Philadelphia area for over 9 years. She is proud to now be supporting individuals and families affected by Alzheimer's and dementia-related illnesses while providing clinical guidance to the licensed social workers of AFA. She encourages engagement and peer support from attendees, while drawing from real life situations to enhance the learning process.

**Fee and Registration Information:** Cost is \$25 and includes 2 CE credits. To begin registration follow this link: <https://alzfdn.org/education-workshop/> Once the first step of payment process is completed a link will be emailed to register on the platform GoToWebinar. Attendees will receive a final email with a link to log on to the actual webinar at the specific start date and time. Registration remains open until start of the live webinar. Cancellations must be received 24 hours prior to the live webinar to receive a refund.

**Course Completion and CE Information**

Course completion requirements:

- Licensed social workers must attend the entire course, complete an online course evaluation. AFA will email all registrants who attended the entire course with a link to the evaluation which is completed through SurveyMonkey.
  - Other professionals seeking CEs must also attend the entire course and complete the online evaluation.
  - Certificates of completion will be emailed within 10 business days of course completion.
- Alzheimer's Foundation of America, Inc. SW CPE is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0222.



- Understanding Behaviors as Forms of Communication, Course #3600, is approved by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program to be offered by Alzheimer's Foundation of America as an individual course. Individual courses, not providers, are approved at the course level. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. ACE course approval period: 05/26/2021 - 05/26/2023. Social workers completing this course receive 2 General Social Work Practice continuing education credits.
- This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 2 CE contact hour(s). Activity code: I00050678 Approval Number: 220001524.

**For questions, concerns, or to request special accommodations, please call: 866-232-8484 or email Jennifer Reeder – [jreeder@alzfdn.org](mailto:jreeder@alzfdn.org).**

### System Requirements

Operating system	Windows 7 - Windows 10 Mac OS X 10.9 (Mavericks) - macOS Big Sur (11) Linux Google Chrome OS Android OS 5 (Lollipop) - Android 10 iOS 10 - iOS 12
Web browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (WiFi recommended for VoIP audio)
Software	GoToWebinar desktop app GoToWebinar mobile app JavaScript <a href="#">enabled</a>
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended) Microphone and speakers (USB headset recommended)
Mobile device	iPhone 4S or newer iPad 2 or newer