



Understanding Behaviors as Forms of Communication

General Course

Location: LIVE Interactive Webinar

Date: April 17, 2024

Time: 11:00 am – 1:10 pm ET
(10-minute break included)

Course Description: This LIVE interactive Webinar workshop will aim to highlight the importance of understanding the impact dementia-related illnesses have 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 including the universal approach of trauma-informed care, 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. Utilize techniques from the universal approach of trauma-informed care.
5. Apply appropriate strategies for responding to distressing behaviors.

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: [Alzheimer's Foundation of America | Dementia Care Professional Trainings & Educational Workshops \(alzfdn.org\)](https://www.alzfdn.org/education/dementia-care-professional-trainings-educational-workshops). Once the first step of payment process is completed a link will be emailed to register on the platform ZOOM. 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 and complete an online course evaluation. AFA will email all registrants who attended the entire course with a link to the exam and evaluation which are 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.
 - The Alzheimer's Foundation of America #1898, is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: 7/25/2023 – 7/25/2024. Social workers completing this course receive 2.0 general 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: I00055332 Approval Number: 230001782.

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

System Requirements

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
 - An HD cam or HD camcorder with a video-capture card
Note: See the list of [supported devices](#).
 - Virtual camera software for use with broadcasting software like OBS or IP cameras
Note: For macOS, [Zoom client 5.1.1 or higher is required](#).

Supported operating systems

- macOS X with macOS X (10.10) or later
- Windows 11*
***Note:** Windows 11 is supported on version 5.9.0 or higher.
- Windows 10*
***Note:** Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

Supported tablet and mobile devices

- [iOS and Android devices](#)
- Blackberry devices
- [Surface PRO 2 or higher, running Windows 8.1 or higher](#)

Notes:



- Tablet PCs running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Tablet PCs only support the desktop client.

Supported browsers

- **Windows:** Edge 12+, Firefox 27+, Chrome 30+
- **macOS:** Safari 7+, Firefox 27+, Chrome 30+
- **Linux:** Firefox 27+, Chrome 30+

High-DPI support

- High-DPI displays are supported in Zoom version 3.5 or higher

Bandwidth requirements

The bandwidth used by Zoom will be optimized for the best experience based on the participant's network. It will automatically adjust for 3G, WiFi, or wired environments.

Recommended bandwidth for meetings and webinar panelists:

- For 1:1 video calling:
 - For high-quality video: 600kbps (up/down)
 - For 720p HD video: 1.2Mbps (up/down)
 - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)
- For group video calling:
 - For high-quality video: 1.0 Mbps/600kbps (up/down)
 - For 720p HD video: 2.6Mbps/1.8Mbps (up/down)
 - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)
 - For gallery view receiving: 2.0Mbps (25 views), 4.0Mbps (49 views)
- For screen sharing only (no video thumbnail): 50-75kbps
- For screen sharing with video thumbnail: 50-150kbps
- For audio VoIP: 60-80kbps
- For Zoom Phone: 60-100kbps