



PART 2: Reframing Agitation and Aggression to Responsive Behaviors

General Course

2 CE credits

Location: LIVE INTERACTIVE Webinar

Date: April 16th, 2025

Time: 2:00pm – 4:10pm ET

(10-minute break included)

Course Description: This is the companion training to AFA's introductory course "Reframing Agitation and Aggression as Responsive Behaviors". We encourage all attendees to have first taken the introductory course "Reframing Agitation and Aggression as Responsive Behaviors". In this advanced course, we will dive deeper into actionable steps for how to address agitation and aggression. This course will feature a brief review from the introductory course, and use that information to practice de-escalation strategies in case vignettes and role plays. Strategies include redirection, soothing, or exploring the reality of someone with Alzheimer's. This will be a very interactive session. 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 course you will be able to:

1. Demonstrate responses to Alzheimer's related agitation and aggression.
2. Describe how people with Alzheimer's use behaviors as forms of communication.
3. Distinguish and choose different approaches for different situations.
4. Demonstrate the ability to respond to novel agitation and aggressive situations.

Program Goals and Target Audience: To educate social workers, case managers, 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: Leah Daly, MPH

Leah is the Education Program Manager at AFA. She received her MPH from Columbia University and her Bachelors of Science in Environmental Public Health from the University of Michigan. She's been featured on numerous television, radio, and online news platforms discussing Alzheimer's disease and related dementias. She's passionate about creating educational programming that is informative and compelling to any audience, no matter the topic. She's worked in education, community capacity building, and public health for over a decade. She especially enjoys creating and facilitating trainings for the community.

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](#). 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 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 or mailed within 10 business days of course completion.

- Alzheimer's Foundation of America, Inc. 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 #SW-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: 7/25/2024 – 7/25/2027. Social workers completing this course receive 2 continuing education credits. (Please note: New Jersey is not currently covered under our ASWB accreditation, please check back soon).



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