



501 Silverside Road, Suite 51, Wilmington, DE 19809 Phone: (302) 235-6895 Fax: (302) 239-4214

Delaware Health Care Facilities Association

LIVE WEBINAR • OCTOBER 7, 2020 • 2-3 pm

Coping With Challenging Situations in Dementia Care

Presented by Teepa Snow, MS, OTR/L, FAOTA

World-renowned dementia care expert

This session is designed to help learners better understand why the person they are trying to help may at times exhibit 'challenging behaviors.' Attendees will be introduced to the 'six pieces of the puzzle' that may be used to help determine these contributing factors. This problem-solving approach will be presented to help learners reduce the intensity, frequency, or occurrence of challenges. This session will also help learners develop better communication skills when working with people living with dementia by emphasizing the value of empathetic and supportive communication.

Objectives: By the end of the session, learners will be able to:

1. List the six factors that may be used to determine what may be contributing to 'challenging behaviors'
2. Describe several effective verbal communication techniques for interactions with a person living with dementia
3. Identify several physical techniques that may increase the probability of positive Interactions with those living with dementia

This webinar will be delivered via Zoom and is approved for 1 continuing education credit for NAB and the Delaware Board of Nursing. To receive credit, you must attend the entire webinar. the webinar will not be recorded.

Fee: ***\$40 each for members \$60 each for non-members***
Add \$30 for each additional person

Facility Name: _____ **Member** ☐ **Non-Member** ☐

Contact Person: _____ **Email:** _____

Phone: _____

Name (Please PRINT legibly) or TY	Position	NAB ID # or NSG License #	Fee
1. _____	_____	_____	\$ _____
2. _____	_____	_____	\$ _____
3. _____	_____	_____	\$ _____
4. _____	_____	_____	\$ _____
			TOTAL \$ _____

Live Webinar: Coping With Challenging Situations in Dementia Care

PAYMENT

_____ **Total Amount Due**

_____ **By check**, payable to Delaware Health Care Facilities Association.

NOTE: webinar link will be released when payment is received.

Mail to DHCFA, 501 Silverside Road, Suite 51, Wilmington, DE 19809

_____ **By credit card**, using secure fax: (302) 239-4214 or Call 302-235-6895 for card payment

Check one: **Visa** **Mastercard** **American Express** **Discover**

Cardholder Name: _____

Card Number: _____ **Exp Date:** _____

Billing Address: _____

City: _____ **State:** _____ **Zip:** _____

Signature: _____ **Date:** _____

MARK YOUR CALENDAR -- LIVE WEBINAR

Wednesday, November 11

2-3 pm

Recognizing Signs of Depression in Older Adults

Presented by Dr. James Ellison

Swank Foundation Endowed Chair in Memory Care and Geriatrics at Christiana Care in Delaware

More Wednesday Webinars for the Fall to be Announced!
