

**Remembering Why We Do What We Do:  
Managing Challenging Situations While Maintaining Our Goals and Values**

Sponsor: Longtree & Associates, a Long-Term Care Seminar and Consulting Firm  
Presenter: Heidi Schnapp, CSW,CWP,CCM  
Date: January 23, 2019  
Time: 12:15pm – 1:15pm  
Location: St. Clare's Hospital, Denville, NJ  
CE: 1.0 SW, RN, CM

**Course Description:**

While striving to provide older adults with the best possible care, health care professionals must manage client expectations and various challenges. This seminar shares communication and self-care techniques and strategies to assist the professional in handling these challenges, while maintaining professional standards, goals and values. This course is designed for social workers, nurses and other professionals who work with the elderly. Practice Level: beginning to intermediate.

**Course Objectives**

1. Identify expectations and challenges from the perspectives of professionals and their elderly clients
2. Describe communication skills to enhance client and professional satisfaction
3. Describe self-care skills
4. Apply enhanced communication and self-care skills to diffuse a challenging situation

This course is approved by the Association of Social Work Boards - ASWB NJ CE Course Approval Program Provider #13. Course # 1548 from 09/06/2017 to 09/06/2019. Social workers will receive the following type and number of credit(s): General social work: 1.0. Method of delivery: Face to Face.

Longtree and Associates, provider #1208, is approved as a provider for social work continuing education by the Association for Social Work Boards (ASWB) through the Approved Continuing Education Program. Longtree and Associates maintains responsibility for the program. ASWB Approval Period: 03/20/2017 – 03/20/2020. Social workers should contact their regulatory board to determine course approval. Social workers participating in this course will receive 1.0 continuing education clock hours.

Provider approved by the State of California Board of Registered Nursing, Provider Number (CEP) 15796, for 1.0 contact hours. Valid until June 20, 2019.

Your presenter, Heidi Schnapp, CSW,CWP,CCM is in private practice working with a geriatric base. Heidi has a keen understanding of the ethical issues confronting the culturally-diverse elderly population in the long term care setting, as well as the legal and ethical issues concerning advanced care planning for end-of-life care. Heidi has also worked with clients facing physical, mental & emotional challenges including bullying, obesity, addiction and cultural sensitive issues.

There is no fee for this program. If you have questions or concerns about the course content, references, content evaluation, grievances, registration, facilities, special accommodations, course administration or if you want more information on social work continuing education units, please contact Laurie Loughney at Longtree & Associates, LLC at 848-218-1320 or at [longtreena@aol.com](mailto:longtreena@aol.com). Attendees who complete this course, sign in and out, and complete the course evaluation will be awarded a Certificate of Attendance on that date.

See agenda following.

## Agenda

OBJECTIVES	CONTENT (Topics)	TIME FRAME	PRESENTER	TEACHING METHODS
List learner's objectives in behavioral terms	Provide an outline of the content for each objective	State the time frame for each objective	List the Faculty for each objective.	Describe the teaching methods, strategies, materials & resources for each objective
1. Identify expectations and challenges from the perspectives of professionals and their elderly clients	<ul style="list-style-type: none"> <li>• Frame the mission, goals and values of healthcare professionals</li> <li>• Challenges faced by professionals</li> <li>• Challenges faced by older adults</li> </ul>	10 minutes	Laurie Loughney, CSW, LNHA, CALA, CDP, AHM	Lecture & PowerPoint presentation
2. Describe communication skills to enhance client and professional satisfaction	<ul style="list-style-type: none"> <li>• Communication skills/framing the encounter</li> <li>• Recognizing priorities, practicalities and perceptions</li> <li>• Communicating with individuals with cognitive decline, hearing impairment, and their caregivers</li> </ul>	20 minutes	Laurie Loughney	Lecture & PowerPoint presentation
3. Describe self-care skills	<ul style="list-style-type: none"> <li>• Risk and Protective factors</li> <li>• Professional quality of life scale</li> </ul>	10 minutes	Laurie Loughney	Lecture & PowerPoint presentation
4. Apply enhanced communication and self-care skills to diffuse a challenging situation	<ul style="list-style-type: none"> <li>• Presentation of case study</li> <li>• Methods for behavioral management</li> <li>• Stress management and staff support models</li> </ul>	20 minutes	Laurie Loughney	Case study, discussion, PowerPoint presentation