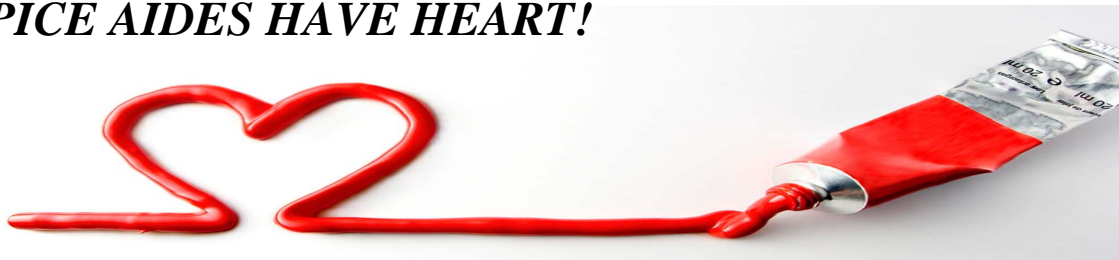


HOSPICE AIDES HAVE HEART!



Hospice Education - Aide Resource Teleconferences

The California Hospice & Palliative Care Association (CHAPCA), in partnership with the Association for Home & Hospice Care of North Carolina, is proud to present this teleconference series for your hospice aides and volunteers. Each teleconference runs from 12:00 noon to 1:00pm PST, and covers topics as diverse as pain management and palliative care, cultural differences regarding end of life and empowering patients and their families. Hospice Volunteers may also find the teleconferences useful. For one fee, unlimited participation is allowed from each individual site.

♥ *Happiness in the Workplace* – November 8, 2011

“How can I maintain my happiness in the workplace?” Being happy in this stress-filled world is a challenge in itself. Some may believe there is no way a person can be happy working in the hospice environment. This presentation will explore happiness, what it is, how we maintain our happiness while dealing with situations that may bring feelings of sadness to us.

♥ *Patient Centered Care* – December 13, 2011

Whoever heard of patient centered care? This is the approach that many health care settings are beginning to take with their patients. Learn what patient centered care is, how to improve your practice by providing patient centered care and what the advantages are to patient centered care.

♥ *Top 10 Resolutions for Excellence in Aide Performance* – January 10, 2012

We all know that the first of the year many people make resolutions to improve some aspect of their lives. In this hour, we will talk about 10 resolutions that might help you improve or maintain excellence in your work area. The information will include performance standards, safety and health.

♥ *The Meaning of Caring*– February 14, 2012

There may be many definitions of caring. In this presentation, we will explore the meaning of caring as it relates to end of life and the importance of demonstrating that caring attitude toward the dying patient. We will discuss actions/behaviors that are symbolic of caring. And we can't forget the challenges we may have with that difficult patient and our ability to still deliver quality care that carries with it that caring approach. We'll include some helpful tips too.

♥ *Caring for the Stroke Patient in Hospice* – March 13, 2012

The stroke patient and family may present us with many challenges during the end of life period. This presentation will focus on some of the challenges we face as Hospice Aides when dealing with the stroke patient. We will have case scenarios related to some of the situations you may encounter in your work and talk about strategies that may be helpful.

Presenter: **Cindy R. Morgan, RN, MSN, CHC**. Cindy is a certified trainer in coaching supervision and has worked in various director level positions in home care and hospice. Her background is in education and staff development. She has been a past Board member of the NC Center for Nursing.

Hospice Education - Aide Resource Teleconferences – Select Your Choice Below

- ♥ **Happiness in the Workplace – November 8, 2011**
- ♥ **Patient Centered Care – December 13, 2011**
- ♥ **Top 10 Resolutions for Excellence in Aide Performance – January 12, 2012**
- ♥ **The Meaning of Caring – February 14, 2012**
- ♥ **Caring for the Stroke Patient in Hospice – March 13, 2012**

Registration: CHAPCA Members: \$95 per agency line per topic (unlimited participants at that site)
Non-Members: \$190 per agency line per topic (live or CD – please make selection below)
If you prefer a CD rather than the live presentation, at \$95 per CD, please indicate that below – the CD comes with handout templates. All you need to participate is a speaker telephone and a room large enough for your staff. It is a controlled, radio-like environment where you will gather your staff, dial a toll free number, state your verbal password and you're connected.

The teleconference will take place from 12:00 p.m. until 1:00 p.m. PST. Due to the expense of using a teleconference hook-up, registrations may not be shared between agencies – the agency's registration covers the access of only one phone line into the teleconference. Agencies must do a separate registration for each phone line requested. Registration confirmation will be emailed to you one week prior to the call to the email address you provide. **Your email confirmation will include: Details on how to dial into the teleconference on a toll-free telephone line, the handouts, a sign in sheet and evaluations.**

CEU: HHAs, CNAs & RNs may report up to one (1) hour of continuing education credit for each workshop participated in. A \$15 per person fee will be required for each CEU certificate requested.

Registrations will not be accepted without payment: Select: **Live Presentation** **CD Presentation**

Agency Name: _____

Agency Address: _____

Contact Name: _____

E-mail Address (please print): _____ alt. Email _____

Phone: () _____ Fax: () _____

Payment Information: Enclosed is my check for \$ _____ (payable to CHAPCA)

Visa MasterCard American Express

Credit Card Number: _____ Exp. _____ Sec. Code _____

Name (as it appears on card): _____

Address (of cardholder): _____

Signature (required): _____

Cancellation Policy: Refunds, less a \$40 administrative fee, will be sent upon written notice of cancellation received two weeks prior to each scheduled workshop. No refunds will be given for cancellation requests received less than two (2) weeks prior to the scheduled session being cancelled, or for "no shows." Please contact the CHAPCA office if you have changes to your registration.



Fax completed registrations to: (916) 925-3780
or mail with payment to:
CHAPCA, 3841 North Freeway Blvd., Suite #225, Sacramento, CA 95834.
More info: CHAPCA - (916) 925-3770 or info@calhospice.org