

## PROFESSIONAL TRAINING

# Dysfunction: Strategies for Working With Clients and Families

Presenter:

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Aging Life Care® managers often encounter families who are in crisis. The older adult may have had a dramatic change in cognitive or physical functioning, or recently lost a loved one upon whom they relied for practical and emotional support. These significant challenges to coping and adaptation can be further complicated by previous estrangements or conflicts among family members, as old wounds are reopened and families struggle to regain a fragile equilibrium. This program presents effective strategies for working with these individuals and families that permit the care manager to maintain empathy for each family member while also establishing appropriate boundaries and moving toward a more stable situation for the older adult.

Specifically, the program will address:

- General Principles for Working with Families Experiencing Dysfunction
- Strategies to De-escalate Anger
- Information about Individuals Living with Personality Disorders and How To Address Their Underlying Concerns
- Guidance on Matching Clients Living with Mental Illness with the Right In-Home Worker

**Date** Wednesday, March 21, 2018

**Time** Registration 4:30 p.m.  
Program and Light Dinner 5–6 p.m.

**Location** Weinberg Community for Senior Living  
1551 Lake Cook Road, Deerfield

**Registration Required** by March 15 to Lecia Szuberla  
events@elderwerks.com or 847.462.0885  
Free with 1 CEU to Illinois licensed nurses, social workers, professional counselors and nursing home administrators  
Open to members of the ALCA Chicago Unit and guests

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