

# Building Relationships... Bridges to Enhancing Dementia Care

Friday, September 7, 2007

LaGuardia Crowne Plaza

East Elmhurst, NY

8:30 a.m. - 2:30 p.m.

~ Produced by Albany Guardian Society and Sponsored by NYAHS Services Inc., in Cooperation with the Foundation for Long Term Care ~

## SPEAKER EVALUATION FORM

Instructions: Please complete the following statements by shading the circle which best describes your rating. At the end of the program, please return the completed form to a FLTC representative. Thank you.

**EXCELLENT      GOOD      FAIR      POOR**

A Seminar  
for Nursing  
Assistants

Shade Circles Like This--> ●

Not Like This--> ⊗ ⊙

### **FRIDAY, SEPTEMBER 7**

Overall seminar rating	124	28	01	
Usefulness of the knowledge/skills acquired	113	35	01	
Lunch	102	45	03	01
Conference location	89	49	09	

### A PRACTICAL APPROACH TO BEHAVIOR MANAGEMENT

► *Molly Morand*      126      25      03

### NEGOTIATING POSITIVE RELATIONSHIPS WITH FAMILIES AND CO-WORKERS

► *Clint Maun*      126      25      01

### **COMMENTS REGARDING PROGRAM**

I liked the seminar program very much.

The program was very interesting, thanks.

Presentation was informative and very useful. I will use the information I gained in the workplace.

Mr. Maun is an excellent presenter.

Excellent seminar. Molly and Clint were both fantastic. I came away with a lot of knowledge and strategies from this seminar that I could share with the rest of my staff.

It was good but too much noise from the others who attended the program.

Great speakers, so knowledgeable! Held my attention. Very informative. Lots of ideas. Mostly common sense, though presented in a pleasant and enjoyable way.

I learned so much from this presentation. I do have a different approach to doing things and understand our customers.

CNA COMMENTS, SEPTEMBER 7...continued

Program was very interesting, educational, especially the importance of good communication skills.

Information was very useful for health care workers. Speakers were very informative.

I found the program very helpful. I got material that will help me to do a better job. I learned how to handle stress, help residents make decisions.

This program is very interesting. I will take this information back with me to my nursing home to help others using the knowledge I received. We should have programs like this more often.

I found the program very interested and informative. I will most definitely practice what I have learned on my elderly residents.

Very positive and knowledgeable.

How many residents should a nurse aide have? No one seems to want to answer that question.

I think this program is excellent and opened my mind to wider ideas.

The program was very informative and some of the information can be used to make my work place a better place for my staff and patients.

A job well done, thanks!

The seminar was very good to attend. It was well thought out and understood by all. Ms.

Morand's topics were fantastic. Mr. Maun was very humorous. His thoughts about the behavioral approach to residents are well understood. Thank you. Can we organize a seminar of this type every year?

Very wonderful. I loved it. The food was first class.

I found the program to be very good. The speakers were on point with many topics. There are things that were discussed that I never thought about. I would love to attend more seminars of this type.

Looking forward to attending more seminars.

The speakers were very good in presenting the material and conveying how to treat everyone as customers.

It was very good. I think all the CNA's from the nursing home should attend this type of seminar.

Very enlightening, although sometimes unrealistic.

I received good information and will use it.

Speakers kept the seminar lively.

The program was very helpful to me. I have learned a lot about the dementia patient. It was also fun.

I enjoyed this program very much. I learned a lot.

This program was very informative. I got a lot of new ideas and I can't wait to share them and apply them. I look forward to attending another one of these seminars.

This program was very useful. It taught me how to understand the patient with dementia better.

Molly was very excellent. Her lecture was very interesting and exciting. She shared a lot of patient care needs. Mr. Maun was a health comedian. Both Molly and Clint were very good.

Program was excellent.

I work in the dementia unit and coming to this conference has enhanced my knowledge about dementia. Also, I learned more about having to give 100 percent and give the best of my ability.

Also learned how to build a better relationship with my co-workers.

This program has helped me to know how to deal with the residents and my co-workers.

When providing lunch, vegetarians need to be kept in mind.

Molly Morand and Clint Maun are both excellent speakers. Hope to see them again.

I am very happy to be here every year.

I learned how to talk to residents and not to tell them "I want you to do.." always help them with what they can do.

Parking should be provided free of charge.

Location was not convenient because we had to pay for parking.

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The program was clearly informative and educational regarding proper procedure on building relationships. I enjoyed the entire seminar.

There were so many solutions for situations in the ADL's in nursing homes for both staff and residents. Facility administrative staff should also be invited to these seminars, as they most of the time refuse to see or understand the real deal of the CAN's caring for dementia patients/residents.

I discovered how to deal with residents who have dementia, loose their abilities and how it affects their thinking, talking and language.

Location would be easier if located in Manhattan or Brooklyn because of access to public transportation.

Next time invite management too. I think they lack negotiating with families and co-workers. They don't have good employee relationships.

I am glad I was one of the people picked to attend the seminar. I learned a lot, understood more about the residents. The information obtained can help me in my work and everyday life with others.

Both speakers were excellent. They were able to teach, keep the audience's attention and provide humor. I wish it could be offered more frequently so more staff could benefit.

For me, it serves as a reminder that at all times, we should give the dementia residents choices and speak to them as adults and not as children. Also, improved relationships with the families help to understand the residents better. Overall, it was a very interesting day.