

# ***HOSPICE AIDES HAVE HEART!***



## **Hospice Education - Aide Resource Teleconferences**

The Association for Home & Hospice Care of North Carolina is proud to present this teleconference series for your valuable team members - the hospice aides. Each teleconference is an hour in length and will cover 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.

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### ***♥Safety in the Hospice Setting – July 12, 2011***

In recognition of June as Nursing Assistant Week., we are dedicating this presentation to focus on you. As an integral part of the Hospice team you work diligently to carry out the mission of hospice. This presentation will be for you as individuals first and then as members of the Hospice team. We will cover the safety and well being of the Hospice Aide. The importance of maintaining safety at all times, how to do that, what to do in emergency situations and tips on taking care of you.

### ***♥Common Behaviors Encountered in the Hospice Patient – August 9, 2011***

Hospice Aides may encounter many different behaviors from patients as they do their job on a daily basis. This presentation will identify some of the more common behaviors that patients present and give strategies on ways to deal with them. The grieving process will also be a part of this discussion as it relates to different behaviors you may see.

### ***♥Signs & Symptoms to Look for in the Dying Patient – September 13, 2011***

This presentation will list common signs & symptoms of the dying patient. Managing this very crucial period for the patient is an important part of the hospice team. Having a basic understanding of what to expect is crucial for preventing the Hospice Aide from being overwhelmed. This knowledge will provide a more prepared Aide for this moment in their workday.

### ***♥Depression and the Hospice Patient – October 11, 2011***

Depression is very prevalent in all walks of life today. It is especially, in the hospice population where our patients are dealing with end of life and issues that go along with this aspect of living. This teleconference will cover the signs and symptoms of depression and your role in dealing with patients who are depressed.

The presenter for this series is **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 and currently she serves on the NC Board of Nursing. Cindy is AHHC's Associate Vice President of Innovations & Professional Development.

## Hospice Education - Aide Resource Teleconferences – Select Your Choice Below

- ♥Safety in the Hospice Setting – July 12, 2011
- ♥Common Behaviors Encountered in the Hospice Patient – August 9, 2011
- ♥Signs & Symptoms to Look for in the Dying Patient – September 13, 2011
- ♥Depression and the Hospice Patient – October 11, 2011

**Registration:** Members: \$95 per agency line per topic (unlimited participants at that site)  
Members: if you prefer a CD rather than the live presentation, at \$95 per CD, please indicate that below – the CD comes with handout and certificate template.  
Non-Members: \$190 per agency line per topic (live or CD – please make selection below)

Enjoy the convenience and cost-efficiency of a telephone workshop. There is no travel time involved and no limit to the number of attendees from your agency who may participate at your site through one phone line. 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. Registrations must be received in writing and will not be accepted without payment.

**The teleconference will take place from 3:00 p.m. until 4:00 p.m. EST.** Due to the expense of using the 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. The 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 handout, certificate and evaluation.**

Selection:  **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 AHHC)

Visa  MasterCard  Discover  American Express

Credit Card Number: \_\_\_\_\_ Exp. \_\_\_\_\_ Sec. Code \_\_\_\_\_

Name (as it appears on card): \_\_\_\_\_

Address (of cardholder): \_\_\_\_\_

Signature (required): \_\_\_\_\_

**Cancellation Policy:** Fees will be refunded, or invoices will be adjusted, only if **written** notice of cancellation is received two weeks prior to the workshop. In the event of cancellation, AHHC will retain or charge \$40 of the initial registration fee per registrant to cover administrative overhead. Once written cancellation is received, a staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. **Fax completed registrations to (919) 848-2355 or mail with payment to: AHHC, 3101 Industrial Drive, Suite 204, Raleigh, NC 27609. For assistance, call Richard Fowlkes at 919-848-3450 or [richardfowlkes@homeandhospicecare.org](mailto:richardfowlkes@homeandhospicecare.org) .**