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## 2011-2012 Hospice Education Aide Resource Teleconferences

**OFFERED EXCLUSIVELY TO MEMBERS**

The Association for Home & Hospice Care of North Carolina and the Home Care Association of NJ 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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♥ **Happiness in the Workplace** | **November 8, 2011** | **3:00p-4:00p**

“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 sad situations.

♥ **Patient Centered Care** | **December 13, 2011** | **3:00p-4:00p**

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, what the advantages are how to improve your practice by providing patient centered care.

♥ **Top 10 Resolutions for Excellence in Aide Performance** | **January 10, 2012** | **3:00p-4:00p**

We all know that the first of the year many people make resolutions to improve some aspect of their lives. This session will talk about 10 resolutions that will 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** | **3:00pm-4:00pm**

There may be many definitions of caring. This presentation will explore the meaning of caring as it relates to end of life and the importance of demonstrating a caring attitude toward the dying patient. We will discuss actions/behaviors that are symbolic of caring and our ability to deliver quality care that carries a caring approach.

♥ **Caring for the Stroke Patient in Hospice** | **March 13, 2012** | **3:00p-4:00p**

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

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**PRESENTER:** **Cindy R. Morgan, RN, MSN, CHC** 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 AIDES HAVE HEART!



**YES!** We wish to participate in the telephone conference. I understand we will be emailed the information after the paid registration is processed. Fees will be refunded only if written cancellation is received by Home Care Association of NJ two weeks prior to the workshop **and no refunds after the dial-in number is sent to your agency.** In the event of a written cancellation, Home Care Association of NJ will retain \$30 of the initial fee to cover administrative overhead. Email refund requests to [donna@homecarenj.org](mailto:donna@homecarenj.org). **Registrations must be received in writing and will not be accepted without payment.** Your email confirmation will include: Details of how to dial into the teleconference on a toll-free telephone line and handouts. **An email address must be provided below to receive a confirmation and dial-in information.** Questions? Please contact Karen Noll at [karen@homecarenj.org](mailto:karen@homecarenj.org). **ONE REGISTRATION FORM PER DIAL-IN LINE IS REQUIRED**

	LIVE TELECONFERENCE	AUDIO RECORDING
<b>Happiness in the Workplace</b> November 8, 2011	<input type="checkbox"/> \$99 per line	<input type="checkbox"/> \$125 per CD
<b>Patient Centered Care</b> December 13, 2011	<input type="checkbox"/> \$99 per line	<input type="checkbox"/> \$125 per CD
<b>Top 10 Resolutions for Excellence in Aide Performance</b> January 10, 2012	<input type="checkbox"/> \$99 per line	<input type="checkbox"/> \$125 per CD
<b>The Meaning of Caring</b> February 14, 2012	<input type="checkbox"/> \$99 per line	<input type="checkbox"/> \$125 per CD
<b>Caring for the Stroke Patient in Hospice</b> March 13, 2012	<input type="checkbox"/> \$99 per line	<input type="checkbox"/> \$125 per CD

Agency Name: \_\_\_\_\_ Est. # of aides for program \_\_\_\_\_  
 Contact Name & Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 E-mail Address (please print): \_\_\_\_\_  
 Back-up email address: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**IMPORTANT:** The registration fee covers one phone line. I understand that if I share the dial-in information and/or passcode I will be responsible for any additional fees incurred. \_\_\_\_\_ *(initial here that you agree)*

**PAYMENT INFORMATION:**

Enclosed is my check in the amount of \$ \_\_\_\_\_ (payable to Home Care Association of NJ)  
 Credit Card:       Visa                       MasterCard                       American Express  
 Credit Card Number: \_\_\_\_\_ CVV# \_\_\_\_\_ Exp Date \_\_\_\_\_  
 Address (of cardholder): \_\_\_\_\_  
 Name (on card): \_\_\_\_\_ Signature \_\_\_\_\_

**REGISTRATION FEE INCLUDES 1 (ONE) DIAL-IN LINE ONLY.**  
**FOR ADDITIONAL DIAL-IN LINES PLEASE COMPLETE A SEPARATE REGISTRATION FORM. AGENCIES ACCESSING ADDITIONAL LINES WILL BE RESPONSIBLE FOR THE FULL REGISTRATION FEE.**  
 Fax Completed form to (732) 877-1101 or mail to: Home Care Association of NJ at  
 485D Route 1 South, Suite 210, Iselin, NJ 08830.