

Frontline Caregiver Agenda

October 14 (Bismarck) and October 15 (Fargo)

8:00 – 9:30 a.m.

The Empowered Caregiver: Supporting Independence

Presented by: Joan Danks

This class focuses on helping the person living with dementia participate in daily activities, providing the right amount of support, and balancing safety and independence while managing expectations. **Objectives:** Explain the changes in independence that happen in people living with Alzheimer's and other dementias over the course of the disease, Describe the four steps for helping with personal care activities, List tips to help make activities meaningful, identify ways to know what the right amount of support is and describe how dementia affects safety.

9:45 – 10:45 a.m.

The Empowered Caregiver: Communicating Effectively

Presented by: Joan Danks

This class teaches how dementia affects communication, including tips for communicating well with the person living with dementia, family members and other health care professionals. **Objectives:** Explain how dementia affects a person's ability to communicate, describe how a person-centered approach can help with communication challenges, list strategies to help you communicate well with a person living with dementia and identify ways to improve communication with family members, and other health care professionals.

11:00 a.m. – 12:00 p.m.

The Empowered Caregiver: Responding to Dementia-Related Behaviors

Presented by: Joan Danks

This class outlines how dementia can cause changes in a person's behavior including how a person may communicate. Learn about the possible reasons for behaviors and ways to address them, including non-medical and medical approaches. You'll also learn to recognize when additional help is needed. **Objectives:** Describe how dementia can cause changes in a person's behavior, list possible triggers for dementia-related behaviors, compare non-medical vs. medical ways to address behaviors and explain the four-step approach for managing behaviors.

12:30 – 1:30 p.m.

Why Your Work Matters

Presented by: Megan Dooley

Frontline workers are the backbone of long-term care, shaping resident health, dignity, and family relationships. This session highlights the measurable impact direct care has on life expectancy, quality of life, and family trust. Participants will leave with a renewed sense of purpose and practical tools to recognize the importance of their daily work. **Objectives:** Identify how frontline care influences resident life expectancy and well-being, explain the role of staff interactions in maintaining resident dignity and supporting family dynamics and reflect on personal contributions to resident care and articulate one reason their work matters.

1:45 – 2:45 p.m.

Staff Wellness, Burnout, and Conflict Management in Long Term Care

Presented by: Megan Dooley

This session provides strategies to prevent burnout, strengthen resilience, and navigate conflict in the workplace. Participants will explore self-care practices and communication techniques that support both staff wellness and resident outcomes. Through reflection and skill practice, staff will gain tools to manage stress and improve teamwork. **Objectives:** Recognize the signs and symptoms of burnout and compassion fatigue in themselves and others, demonstrate effective conflict management strategies in resident, family, or coworker interactions and develop a personal plan to integrate at least one stress management strategy into their work routine.

3:00 – 4:30 p.m.

Hands-On Training – Safe Transfers and Mobility in Long Term Care

Presented by: Megan Dooley

This interactive training equips staff with the knowledge and skills to safely complete transfers while protecting resident dignity and reducing staff injury. Participants will learn best practices for residents with dementia, Parkinson's, and other mobility challenges. Hands-on practice ensures confidence in applying safe techniques in real-world situations. **Objectives:** Apply safe body mechanics and transfer techniques in hands-on practice scenarios, differentiate how dementia, Parkinson's disease, and other neurological conditions impact mobility and transfer needs and demonstrate strategies to communicate effectively with residents during transfers to enhance cooperation and safety.