

What is a Webinar?

Webinars are "live" continuing education programs. There are two options for participating:

1. View the presentation on the internet, while listening by phone
2. Print the presentation slides before the webinar, and listen by phone (no computer access needed)

How Does It Work?

Before the webinar you will receive an email or fax with the link to the internet, the toll-free phone number and the presentation slides (PDF file). On the scheduled date and time you log on to the internet and/or dial into the teleclass line.

How Will You Know That I am Listening the Entire Time?

The webinar system provides us with information that allows us to know when participants are connected or disconnected., whether on the internet, or on the phone only.

How Will I Receive my Certificate of Completion?

Certificates of Completion are **emailed** within 2 working days of the completion of the class to those who received webinar info by email. Certificates of Completion are **mailed** within 5 working days to those who received info by fax.

Cancellation Policy

A refund minus \$25 handling fee, or credit for a future seminar, may be issued if cancellation is 7 days prior to the teleclass date.

Replacement Certificates

Requests for replacement certificates or verification of attendance must be made in writing. Requests will be processed within 14 days. There is a \$25 fee for replacement certificates or to verify attendance at a future Seasons Seminars continuing education program.



Seasons Seminars, Inc. is a **Preferred Provider** of professional continuing education with the **National Association of Boards of Examiners of Long Term Care Administrators (NAB)** and has approved these programs for the number of clock hours listed under their sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses.

The Texas State Board of Social Worker Examiners has issued a sponsor number to Seasons Seminars, Inc. as a **Social Worker** Continuing Education Provider.

Seasons Seminars, Inc. is an approved provider of continuing nursing education by the Texas **Nurses** Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Courses indicated for **ALF Directors** meet the criteria for renewal of the CALM certificate from Texas State University (formerly Southwest Texas State University), or CHERS, as well as the requirements of TDADS facility licensure.

Courses indicated for **Activity Directors** meet the criteria for continuing education required by TDADS. These programs also meet the criteria for continuing education required for recertification by NCCAP.

Continuing Education

2 hours Awarded for each webinar.

Approved for Administrators, ALF Managers, Nurses, Social Workers and Activity Directors

Only those who have a paid registration can receive continuing education hours.

Lunchtime Keynote Webinars Bringing the Annual Conference to You

Grab your lunch, and your co-workers, for a lunchtime continuing education webinar.

WHAT RESIDENTS AND EMPLOYEES TELL US ABOUT SATISFACTION

Presenter: Mary Tellis-Nayak, My InnerView
July 9 11:30 AM - 1:30 PM

1. What drives resident and employee satisfaction
2. Texas specific satisfaction data
3. Using satisfaction data for quality improvement

Mary Tellis-Nayak, RN, MSN, MPH is well grounded in all aspects of nursing home operations. She has worked as a bedside caregiver in a hospital-based SNF, a DON in a freestanding nursing home, and the chief clinician in a large multi facility organization. She was the president/CEO of the American College of Health Care Administrators. In leading JCAHO's program for long-term care accreditation for ten years, she developed the first set of standards for dementia care units, subacute care, and long-term care pharmacies. Mary is currently the Vice President of Quality Initiatives for MyInnerView, a company dedicated to providing management intelligence for long-term care.

UNDERSTANDING RITUALS: HOW THEY IMPACT ON THE LIVES OF ELDERS

Presenter: Nancy Kriseman, GCS, Inc.
August 6 11:30 AM - 1:30 PM

1. Why rituals are important to elders
2. Approaches for helping residents maintain lifetime rituals
3. Approaches for helping develop new rituals that provide comfort and security

Nancy L. Kriseman LCSW., President of GCS Inc. is a licensed clinical social worker with over 24 years of experience working with older people and their families. She is recognized as an expert in the field of aging and is often sought out as a speaker, trainer, consultant, and advocate to help families struggling with difficult situations. Her training program for eldercare facilities, The Caring Spirit™, recently won a National Award for Best Practices in Aging from the American Society on Aging

ENSURING EMPLOYEE'S COMPLETE QUALITY WORK

Presenter: Clint Maun, CSP - Clint Maun and Associates
September 3 11:30 AM - 1:30 PM

1. The benefits of a human resource focus for quality care
2. Systems that empower employees to take responsibility for their success
3. 4 questions to determine how individuals are doing

Clint Maun, CSP is a nationally recognized leader in healthcare consulting, speaking and research. He is one of a select few to receive the CSP designation of distinction, Certified Speaking Professional, from the National Speakers Association. As a co-founder of Maun-Lemke, Clint's entire career experience has been in healthcare. His unique combination of Missouri farm background, and educational study in psychology focused in the healthcare profession lets you know he's "been there" when you hear his humorous stories, examples, and learning lessons. Clint's dedication is evident as he brings advocacy for positive self-esteem and motivation to a new level.

THERE IS NO "THEY": DELIVERING CARE FROM THE CUSTOMER'S PERSPECTIVE

Presenter: Larry Johnson, Corporate culture expert
October 1 11:30 AM - 1:30 PM

1. How managing perception of care is as important as the reality
2. Why care and compassion are as important as treatment

For twenty years, **Larry Johnson** has helped organizations build more productive and profitable working cultures through the development of strong leaders and dedicated employees. He has received rave reviews from more 150,000 business, government, and health-care professionals in every state in the union, as well as internationally for his presentations on the topics of leadership, change, customer service, and honesty in business. Larry is the co-author of the highly acclaimed, top-selling book, *Absolute Honesty: Building A Corporate Culture That Values Straight Talk And Rewards Integrity.*

BULLETS AND BOOZE: A CRITICAL LOOK AT PAIN MANAGEMENT

Presenter: Diana Waugh, BSN, Waugh Consulting
November 5 11:30 AM - 1:30 PM

1. The challenge of pain management for those with dementia
2. The relationship between pain and unwanted behaviors

Since 1990 **Diana Waugh, BSN** has been a long term care consultant. She has been accused of "thinking out of the box" for her entire nursing career! Regardless of the topic, she sees the problem and the solution from a little different perspective than three-quarters of her colleagues! She talks on and on about falls mitigation...saying that knowing what the resident likes to see, smell, taste, touch and hear can be helpful with falls management. Now she has a program on pain management entitled "Bullets and Booze" in which she looks at the reasons health care providers don't use the pain management tools available since the days when "Bite on the Bullet" and "Take a shot of this booze" were the pain killer options! As a matter of fact she thinks the fact that care givers don't focus on the residents as people is a major factor in staff turnover!

ZAP THE GAP!

Presenter: Meaghan Johnson, CSP, "Generational Humorist"
December 3 11:30 AM - 1:30 PM

1. Tools that can be used immediately to improve multi-generational relationships
2. How to retain employees from all generations

Meagan Johnson has a rare gift as a speaker: the ability to impart substantive, complex information in an upbeat style with an abundance of both humor and sincerity. She became interested in generational diversity while working in corporate America. A Gen Xer herself, she was frustrated by management's one way fits all approach to success at work and career advancement. She conducted extensive research on generational differences to find successful ways to work with the younger generation. Since 1997 Meagan has educated thousands in audiences around the globe and has written extensively on the multi-generational workforce topic. Meagan helps executives and professionals to tap into each generation's motivational requirements so that the members of each generation can realize their greatest potential. In 2003, she received her CSP, Certified Speaking Professional designation. Currently, only ten percent of professional speakers hold this designation. As a Gen Xer Meagan, was extremely proud to be one of the youngest recipients of the CSP designation.

REGISTRATION FORM
Webinars Summer-Fall 2009

Seasons Seminars, Inc.
911 20th Street
Plano, Texas 75074

LUNCHTIME KEYNOTE WEBINARS

*BRINGING THE ANNUAL
CONFERENCE TO YOU*

Please make copies for multiple registrations

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License #s and State _____

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Email _____

Check the webinars you are registering for:

- Satisfaction (July 9)
- Rituals (August 6)
- Employees (September 3)
- Delivering Care (October 1)
- Pain Management (November 5)
- Zap the Gap! (December 3)

- **1 Webinar \$99**
- **2-6 webinars - \$89 each**
- **Late Registration Fee (less than 2 weeks before the class) - \$109 each**

Please send class materials by:

Email - please provide above

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TOTAL DUE _____

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