

# DEMENTIA CARE 101

## COMMUNICATION IS KEY

**FEBRUARY 20, 2025**

9:00 AM -10:00 AM CT

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### **Dementia Care 101: Communication is Key**

**February 20, 2025 | 9:00 – 10:00 AM | Zoom**

#### **Course Description**

Join Carrie Chiusano, an experienced Dementia Care Specialist, for a transformative session focused on the critical role of communication in supporting individuals living with dementia. Effective communication is more than just exchanging words—it is a vital tool for fostering trust, reducing frustration, and enhancing the well-being of individuals experiencing cognitive decline. This session will delve into practical communication strategies designed to promote meaningful interactions, tailored to the unique challenges posed by dementia.

Participants will explore a variety of proven techniques that address common barriers to communication, such as difficulty expressing needs or understanding instructions. Carrie will provide actionable tips for navigating complex scenarios, de-escalating distress, and building stronger connections with individuals in various stages of dementia.

#### **Learning Objectives:**

1. Understand common challenges faced by individuals with dementia in expressing and interpreting communication, and how to overcome these barriers.
2. Develop practical skills to use tailored verbal and non-verbal communication techniques that reduce distress, improve understanding, and build trust with individuals experiencing cognitive decline.
3. Learn how to navigate complex scenarios and de-escalate distressing situations by implementing compassionate communication strategies

#### **Presenters**

Carrie Chiusano, PCHA, CADDCT, CDP, ADC, Executive Director | Dementia Care Center of Excellence, Presbyterian SeniorCare Network

#### **Intended Audience**

This webinar (and the Dementia Care 101 Series) is designed for any individual who regularly interacts with residents experiencing cognitive decline, ranging from direct care staff to director-level and administrative roles. The course is intended to be practical and relevant across various levels of responsibility, with particular focus on resident communication.