

7TH ANNUAL

# Lillian & James Portman Conference



FOR DIRECT CARE WORKERS

**Monday, November 10, 2008 • 8:45 a.m. - 4:30 p.m.**  
**VisTaTech Center, Schoolcraft College**  
**18600 Haggerty Road, Livonia, MI 48512**

*We gratefully acknowledge the following sponsors for their very generous support of the 7th Lillian and James Portman Conference for Direct Care Workers.*

## PLATINUM



## GOLD



## SILVER



## BRONZE



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T.E.A.C.H.



CORPORATE SPONSORS

## Who Should Attend the Lillian & James Portman Conference?

- Nursing assistants
- Personal care assistants
- Home health and home care aides
- Home help providers
- Private duty caregivers
- Activity assistants
- Adult foster care and resident care assistants
- Supervisors, care coordinators, trainers

## What's Different About This Year's Program?

Supervisors and licensed staff are strongly encouraged to join your direct care team in attending the 7th Lillian and James Portman Conference. Your participation demonstrates a commitment to:

- Support the development of front-line workers in adopting effective dementia care practices
- Work together with staff to strengthen communication and relationships with individuals in their care
- Help team members draw upon their aptitude and own leadership abilities to develop small group activities that fit the needs of the participants
- Support your staff in taking steps to develop healthy lifestyles.

## Why Send Staff to This Conference?

- Increased support and skill development can lead to higher staff retention.
- Increased knowledge and tools for giving care may energize and inspire staff in new ways.
- The important work your staff performs each day deserves recognition and celebration.

## Learning Objectives

Participants will:

- Learn why people who provide direct care need to know about different dementia illnesses and the ways they may affect a person's brain and abilities.
- Learn about causes of behavioral distress and interventions for responding to resistance to care, wandering and aggression.
- Understand the importance of non-verbal communication when assisting someone with dementia.
- Identify how to build caring relationships with teammates, persons with cognitive impairment and their families.
- Learn about the leadership role of direct care workers in planning and leading small activity groups.
- Identify ways to lower stress, improve eating habits and heal from experiences with loss and grief.

**Questions?** Contact Jo Campbell at 810.632.5599 or e-mail Jo Campbell at portman2008@gmail.com

## An Introduction to Our Hosts

The Lillian and James Portman Conference grew out of an exceptional experience that several families and their relatives had at Huron Woods, a residential dementia program located on the campus of St. Joseph Mercy Hospital in Ann Arbor, Michigan.



James and Lillian Portman

The families' dream was to create an innovative educational program designed to enhance the current knowledge and skills of direct care staff working with people with dementia and their families. The program would provide a forum where caregivers could share experiences, insights and problem-solve caregiving

challenges. For employers who send staff, this event would provide a rare chance to reward and motivate direct care workers by offering them an opportunity to develop their professional skills.

Myrna and Newell Miller, daughter and son-in-law of Lillian and James Portman, established an educational endowment in their memory to educate others who provide the hands-on care for people with cognitive impairment.

The conference is now hosted by a group of families grateful for the attentiveness and respect that made the final years meaningful for their

relatives. It is this skilled approach to care that prompted these families to host an educational program that focuses on promising areas of communication and care.

Below are the families who have generously supported this year's conference. Without their support, this event would not be possible.

## Family Sponsors

- Menakka and Essel Bailey**, in memory of Ethel Linville Bailey  
**Susan and Arnold Coran**, in memory of Ann Coran  
**Ingrid and Rolf Deininger**, in honor of Fred and Marianne Schwab  
**Vivian Domenick**, in memory of Beatrice Kantor  
**Millie Empedecles**  
**Erich Graf**, in memory of Sarah Weiner Graf  
**Stephanie Kantor Holtzman & Jeffrey Holtzman** in memory of Beatrice Kantor  
**Ruth Husung**, in memory of Mary Schroeder  
**Lois Jelneck**, in memory of Beatrice Kantor  
**Anne and John Kalter**, in memory of Grace Kalter  
**Sherri and Allyn Kantor**, in memory of Beatrice Kantor, and with gratitude to Susan Huber and the staff of Huron Woods  
**Andrea and Bobby Ludwig**  
**Charles and Sharon Newman**  
**Mark and Romana Solent**

# CONFERENCE PROGRAM

**7:45 a.m.** Registration, Continental Breakfast & Visit Resource Center

**8:45 a.m.** Welcome by the Families Hosting This Conference

**9:00 a.m.** Opening Session: *Celebrate Your Being, the Fullness of Your Heart*

You are *INVITED*...to celebrate the fullness of your heart: for giving; for sharing; for your commitment to caring for elders, their families, your co-workers and yourself.

*COME*...give meaning to compassion with music and storytelling. This interactive session offers a time to reflect, renew and energize the essence of you. It is time to come together, 'heart to heart.'

**Presenter:** MariaElena Del Valle, New York Training Manager, PHI, New York, New York

**10:45 a.m. Break – Visit Exhibits**

**11:00 a.m. Morning Workshops**  
(Choose ONE of the five workshops below):

## WORKSHOP 1:

### Relationship – The Key to Connection, Communication and Caring

How do we build relationships?

- When we put ourselves in another person's shoes
- When we see our family members and ourselves through their eyes
- When we listen with our whole being to another person

This interactive session explores concepts of 'relationship' in terms of those who live in places where we work. Come and learn about the meaning of 'connection' in caregiving and skills that can strengthen the relationship. Find out what you can do to build connections in giving care to others.

**Presenter:** Karen Stobbe, Director, In the Moment, Black Mountain, North Carolina



Karen Stobbe

## WORKSHOP 2:

### Direct Care Staff Guide the Way in Planning and Leading Small Group Experiences

Direct care workers have many interests, skills and talents. Among these can include a natural talent for leadership and bringing out the best in others. Building on these assets to stretch your abilities can also help you feel good about a job well done. This session describes an important area of job enrichment. Panelists from group living, adult day and home care services will share their experiences in offering the following kinds of small groups for people with dementia. Speakers will bring examples, describe how they plan each group and share ideas that can help group members be active participants.

- Meal Enhancement Program
- Finding Common Ground Through Sharing and Story-Telling
- Growing a Garden with Tender Hands and Memories
- Promoting Healthy Bodies and Active Minds

Come learn more about the goals and benefits that each group can offer, for its members and its leaders.

**Presenters:** To be determined.

## WORKSHOP 3:

### Positive Caregiving Relationships: The Heart & Focus of Care Activities

- What does 'person-centered' care really mean?
- Will you know it when you 'see' it?
- Do you know how the people you take care of feel about your approach?
- How do they respond to your way of doing things?

This session explores practical ways of relating which support the well-being of individuals. Presenters will show how positive relationships can actually make daily activities easier and more enjoyable for each of you.

**Presenters:** LeDonna Jenson and Marilyn Hartle, Jentle Harts Care Consultants, Indianapolis, Indiana

## WORKSHOP 4:

### What Are We Really Saying? The Importance of Non-Verbal Communication

Communication is much more than just words. Some people with dementia have trouble finding the right words or understanding something you say. Yet, the ability to recognize gestures, tone-of-voice and other non-verbal clues stays intact well into the later stages. Non-verbal communication is ever more important when giving care to a person with dementia. This highly interactive session offers practical information that will help you:

- Learn how to identify non-verbal messages, including posture, gestures, eye contact, facial expression, movement in space and touch, and how they can influence every interaction.
- Identify ways to interpret non-verbal messages of individuals in your care, to assess their mood and possible needs.
- Learn how to adjust your non-verbal communication to create more positive interactions, care experiences and relationships with persons with dementia, and improve the well-being of both you and the individual with dementia.

**Presenters:** Cheri Bales, Adjunct Faculty and Coordinator of Communication and Events, Western Michigan University, Kalamazoo, Michigan  
Roxanne Chang, Attorney specializing in elder law, limited licensed psychologist and Dementia Specialist Consultant to Optimal Life Designs in Dementia Care, Plymouth, Michigan

## WORKSHOP 5:

### Speaking Up for Yourself and Individuals in Your Care

(Registration limited to 18 people)

Most of us regularly have times when things happen – an event, ongoing conditions, changes or decisions that seem unfair – to yourself, or someone you care for or work with. Emotions can sometimes cloud the way in which we express views about things we believe are important, good or true. This workshop will:

- Offer tools to help you recognize and manage your own strong emotions and find perspective.
- Gives tips for speaking up in constructive ways so other people are more able to hear your point of view and respond positively.
- Offer you the chance to explore and practice strategies.
- Can help you be more effective in speaking your mind.

**Presenters:** Maureen Sheehan, PHI, Midwest Training & Organizational Development Specialists, Lansing, Michigan  
Darlene Kauffman, PHI Training Associate, Lake Odessa, Michigan

# CONFERENCE PROGRAM

**1:15 p.m. – 2:45 p.m. Early Afternoon Workshops**  
(Choose from ONE of the five workshops below).

## WORKSHOP 6:

### Speaking Up for Yourself and Individuals in Your Care

*(Repeat session. Registration limited to 18 people)*

See description for Workshop 5.

## WORKSHOP 7:

### Healing and Growing Through the Grief Process

*"I walked a mile with sorrow and never a word said she:*

*But, Oh, the things I learned from her*

*When sorrow walked with me."*

– Robert Browning

Death, loss and grief are constants in the lives of family, friends, and caregivers. This session explores the meaning of these experiences through stories and case studies. Discussion topics include:

- The value and importance of supportive relationships that help us to heal and grow.
- The influence of culture in spiritual issues associated with grief and loss.
- Tasks of the grieving process.

**Presenter:** Ingrid Deininger, Founder of Individualized Home Nursing Care and Hospice and hospice pioneer, Ann Arbor, Michigan

## WORKSHOP 8:

### Things to Understand About Living with Dementia

Dementia causes changes in how the brain works over time. How each person, each brain, and each family responds to these changes is different. This session will offer information and handouts to help front-line workers develop a greater understanding of the following:

- Types of brain function and ability that may be impacted upon dementia
- How to recognize signs of possible dementia (or indicators of decline, to another stage)
- Tips for adjusting your actions and communication to support remaining abilities
- Potential changes in family roles, relationships and responsibilities
- Community resources that may offer caregiver education and support

**Presenters:** Alan Dengiz, Director of Geriatric Medicine, Geriatric Health Services, St. Joseph Mercy Health System, Medical Director, Glacier Hills Retirement Community, Ann Arbor, Michigan  
Beth Spencer, Director, Silver Club Programs, University of Michigan Geriatrics Center, Ann Arbor, Michigan

## WORKSHOP 9:

### Co-Worker Relationships – An Important Focus

Attention is being given to relationships you have with people in your care. Yet much of what you need to do on the job also requires the help and understanding of others. This session focuses on the importance of getting to know your co-workers and giving each other support. Presenters will share practical ideas that can help you:

- Be more aware of your own style of communication
- Appreciate other people's needs and points of view
- Strengthen relationships with your co-workers and team
- Learn effective ways you can work together to solve problems.

**Presenters:** LeDonna Jenson and Marilyn Hartle, Gentle Harts Care Consultants, Indianapolis, Indiana

## WORKSHOP 10: SPECIAL SESSION FOR SUPERVISORS

### How to Empower Staff to Build a Culture of Excellence in Dementia Care

*(Note length of session: 1:15 p.m. – 4:15 p.m.)*

This Roundtable Exchange is for supervisors of direct care workers who attend the conference. It offers a forum to explore tangible ways your team can build on enthusiasm and put new ideas into action after you return home. Using a unique learning framework, participants will focus on strategies to empower and mentor front-line staff as you work together to design and implement a plan of action within the daily realities of your workplace. Tips for managing resistance to change and other obstacles will also be discussed.

**Presenter:** Jill Hess, Vice President of Organizational Development and Memory Care, Heritage Community of Kalamazoo, Kalamazoo, MI

**2:45 p.m. Break**

**3:00 p.m. Mid-Afternoon Workshops (3:00 p.m. – 4:30 p.m.)**  
(Choose ONE of the three workshops below).

## WORKSHOP 11: Taking Steps to a Healthier You

This session highlights the 2005 Recommended Dietary Guidelines and offers tips to develop healthy eating habits at home, at work and on the go. Come learn how to become a smart shopper and make healthier food choices when you feel stressed, over-worked and short on time. You will learn tips for how to read food labels, pack healthier lunches and make better choices when you eat out.

**Presenter:** Nancy Fisco Miller, Registered Dietitian, NASA Glenn Research Center, Cleveland, Ohio



Nancy Fisco Miller

## WORKSHOP 12: Living a Stress-Resistant Life



Denise Jacob

Persistent stress can have negative outcomes on your health and quality of life. You cannot afford to ignore thinking about stress or waiting until the end of a busy day to address it. You will learn specific techniques and tools in this session that can lessen the impact of stress on your health and well-being while meeting challenges of daily life.

**Presenter:** Denise Jacobs, Holistic Healing Facilitator, Birmingham, Michigan

## WORKSHOP 13:

### LAUGH! It's Good for You and Those Around You

Laughing does not always come easy. Sometimes we are too tired or too busy to see the joy right in front of us. Laughter is a good way to ease and let go of unwanted stress.

- How do we work on laughter?
- How can we find the brighter side of life?
- Join a family caregiver (and former improvisation comedian) in exploring fun and practical ideas to bring more laughter into your life.

**Presenter:** Karen Stobbe, Director, In the Moment, Black Mountain, North Carolina

# Lillian & James Portman Conference REGISTRATION FORM

November 10, 2008 • 8:45 a.m. - 4:30 p.m.

## Registration Deadline is November 6, 2008

### There are two options for registration:

- Individual Rate: \$75 per person (includes continental breakfast, lunch & educational materials).
- Group Rate: \$65 per person, when three (3) or more staff from your program register (includes continental breakfast, lunch & educational materials)

In-service credits and a certificate of attendance will be given to nursing assistants and home help providers who attend the entire program.

### Registration Methods

1. Payment by check, money order, VISA & Mastercard are accepted. Purchase order numbers are also accepted. We do not accept Invoice Requests.
2. The federal tax identification number for Optimal Life Designs in Dementia Care is 20-2221266.
3. Please return this form to: **Optimal Life Designs in Dementia Care, P.O. Box 128, Hamburg, Michigan 48139**
4. Registration is also possible by phone by calling 810.632.5599.
5. Fax: 810.231.2743

### Method of Payment (check one)

- Check is enclosed. Check or money order should be made payable to Optimal Life Designs in Dementia Care
- My organization's Purchase Order # is \_\_\_\_\_
- VISA       MasterCard

Credit Card No. \_\_\_\_\_

Expiration Date \_\_\_\_\_

Print Name as it appears on card \_\_\_\_\_

Authorized Signature \_\_\_\_\_

**Payment MUST accompany the Registration Form and should be received by November 6.**

For registration questions, please contact Jo Campbell at 810.632.5599 or e-mail Jo Campbell at portman2008@ymail.com

### REGISTRATION CONFIRMATION

There will be NO confirmation sent in the mail. If you wish to confirm your registration, please e-mail Jo Campbell at portman2008@ymail.com

Cancellation and refunds must be made in writing and must be postmarked, e-mailed or faxed by midnight on October 21, 2008. All refund requests received by October 21 will be refunded full registration less a \$50 processing fee. No refunds will be made for cancellations after October 21.

Optimal Life Designs in Dementia Care reserves the right to cancel or postpone any or all conference activities due to unforeseen circumstances. In the event the conference must be canceled or postponed, registration fees will be refunded. Optimal Life Designs will not be liable for attendees' housing and/or transportation.

Name of person filling out the Registration Form: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Organization Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Daytime Phone (\_\_\_\_\_) \_\_\_\_\_

Daytime Fax (\_\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

**List below the names of the staff who will be attending.** Please make copies of the registration form if you need to register more than 5 staff. For each person, select THREE (3) Workshops, one for each timeslot.

### NOTE: SUPERVISORS, CARE COORDINATORS & TRAINERS.

If you plan to attend the 3 hr. afternoon workshop for supervisors (Workshop 10), please also select just one of the morning workshops (1-5).

First & last name: \_\_\_\_\_  Vegetarian Meal  Special Need

1. \_\_\_\_\_

Choose 3 Workshops	11am - 12:30pm					1:15 - 2:45pm					1:15 - 4:15pm		3 - 4:30pm		
	1	2	3	4	5	6	7	8	9	10 For Supervisors		11	12	13	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Vegetarian Meal  Special Need

2. \_\_\_\_\_

Choose 3 Workshops	11am - 12:30pm					1:15 - 2:45pm					1:15 - 4:15pm		3 - 4:30pm		
	1	2	3	4	5	6	7	8	9	10 For Supervisors		11	12	13	
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Vegetarian Meal  Special Need

3. \_\_\_\_\_

Choose 3 Workshops	11am - 12:30pm					1:15 - 2:45pm					1:15 - 4:15pm		3 - 4:30pm		
	1	2	3	4	5	6	7	8	9	10 For Supervisors		11	12	13	
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Vegetarian Meal  Special Need

4. \_\_\_\_\_

Choose 3 Workshops	11am - 12:30pm					1:15 - 2:45pm					1:15 - 4:15pm		3 - 4:30pm		
	1	2	3	4	5	6	7	8	9	10 For Supervisors		11	12	13	
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Vegetarian Meal  Special Need

5. \_\_\_\_\_

Choose 3 Workshops	11am - 12:30pm					1:15 - 2:45pm					1:15 - 4:15pm		3 - 4:30pm		
	1	2	3	4	5	6	7	8	9	10 For Supervisors		11	12	13	
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Vegetarian Meal  Special Need

### Registration Fee Schedule

Individual Rate: \$75 \_\_\_\_\_

Group Rate: \$65 per person x ( ) # of people = \$ \_\_\_\_\_

Total Amount Due: \$ \_\_\_\_\_