

REGISTRATION  
FORM

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone # \_\_\_\_\_  
Email: \_\_\_\_\_

Payment must be included with this registration form.

Registration must be received by:

May 15, 2019

\_\_\_\_\_ Only \$75 for MACS Member!

\_\_\_\_\_ \$85 for Non MACS Member

**Late or same day registration will have an additional \$10 fee.**

\_\_\_\_\_ Total Enclosed

Make check payable to: **MACS**

**Mail Check & Registration to:**

Kathy Neville  
8120 Mapleville Rd.  
Boonsboro, MD 21713

or **PAY BY CREDIT CARD via PAY PAL!**

1. Login to your personal/company Paypal account.
2. Click Send and Request on top toolbar.
3. Click Pay for Goods and Services.
4. Enter [mdmacsinc@gmail.com](mailto:mdmacsinc@gmail.com) in "who to pay" then click Next.
5. Enter amount in large box (USD).
- 6 Note (Mandatory): include name(s) of person(s) registering and what payment is for (2019 MACS Spring Workshop).
7. Shipping Address: Enter registrant's address. List facility address if multiple registrations are being paid for.
8. Choose payment of choice then click button to send.
9. Paypal will send you confirmation email. **You must attach a copy of your confirmation email to your registration and mail/email both to Kathy Neville before deadline.**

Kathy Neville, Registrar  
8120 Mapleville Rd.  
Boonsboro, MD 21713

**MACS**  
MARYLAND ACTIVITY  
COORDINATORS SOCIETY

Activity Professionals should  
not miss this workshop!

**MACS**  
MARYLAND ACTIVITY  
COORDINATORS SOCIETY

SPRING  
WORKSHOP

Phase 3 of the  
CMS RoP:  
**Preparing for  
Success!**

Featuring:  
**Cat Selman**

Wednesday, May 22, 2019  
at  
Homewood Fredrick - Lodge  
500 Pierson Blvd.  
Frederick, Maryland 21702  
9:00 am - 4:00 pm

## Program Description

### The Nuts and Bolts of Cultural Competency

In the new CMS Requirement of Participation, a concentrated focus has been placed on the provision of “culturally competent” care and services by all staff. We need to understand diversity and to examine the caring process as we know it. In this session, Cat will review the cultural and social differences among the elderly. The current requirements, communication techniques, interventions and staff/resident expectations will be addressed. Be ready to meet this new survey focus!

### I Don't Understand What You Are Saying - The Common Sense Approach to Communicating With Elders Who Have Dementia

Are you "swag?" Would you say you are "hip," "cool," or "down?" If it's hard for you to keep up with the nuances of our language, how do you think an elder feels? How do you think these words confuse and confound an elder with dementia?! This session takes a humorous look at our everyday communication with elders, while teaching effective, common-sense strategies that have proven successful with those who have dementia.

### What You Said, is NOT What I Heard! - Effective Communication with Your Staff

Communication is the “top-listed” mandated training topic in the CMS RoP. Most of us feel that we are great communicators, but in reality, it is usually not the case. We talk, but it doesn't mean people listen or even hear. In this session Cat will teach participants four very necessary skills for effective communication. Participants will also get a chance to assess their own communication skills and identify areas for improvement.

### You Know My Name - NOT My Story!

From the moment we meet a new “admit,” the “facts” begin pouring in! Our records for the individual are “jam-packed” with DATA!!! Once we discover a person's “real story,” the story of their lives, we can begin to meet needs, preferences, and interests on a more individualized basis. The key is for staff to **know** those personal stories. Come and learn as Cat teaches us the role we play in developing an elder's story; a process that ultimately helps staff

## WORKSHOP AGENDA

8:30-9:00 am Registration /  
Breakfast Snacks and Coffee

9:00 am-12:00 pm **The Nuts and Bolts of Cultural Competency & Communicating with Elders Who Have Dementia**

12:00-1:00 pm Lunch (included)

1:00-4:00 pm **Effective Communication with Staff & You Know My Name Not My Story**

## Course Objectives

**At the end of these sessions, learner will be able to:**

1. Describe the CMS RoP regarding “culturally competent” training and care.
2. Describe the Activity Professional's responsibilities in regard to “culturally competent” care.
3. Describe the communication barriers for persons who have dementia.
4. Describe successful techniques that may be used when communicating with persons who have dementia.
5. Describe the components of effective communication techniques.
6. Describe the four skills for effective communication.
7. Describe the importance of reminiscence in determining a resident's story.
8. Describe the criteria for the development of a resident's life story.

## Continuing Education

MACS has applied for 6.0 preapproved continuing education clock hours through National Certification Council for Activity Professionals (NCCAP). Preapproval has not yet been granted.

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**WAYS & MEANS ITEMS WILL BE AVAILABLE FOR PURCHASE AT THE WORKSHOP.**

## About the Instructor

Educator. Motivator. Communicator. Consultant. Author... *Catherine R. “Cat” Selman, BS*, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common-sense strategies for the aging services professional. She presently serves as President and Co-owner of The Healthcare Communicators, Inc., a company specializing in continuing education for healthcare professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. With over 35 years' experience in management, education and consultation, Ms. Selman was a member of the CMS Expert Panel responsible for the development of the Activities requirement in the new CMS RoP, as well as the Surveyor Guidance and training materials. She has trained surveyors in all 50 states on this topic! Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In demand, and on topic, she is considered an authority in aging services.