



WEBINAR

ONLINE EDUCATION



August 8, 2013
10:00 a.m.

Appropriate Relationships with Residents/Tenants/Clients and Families

Health Care Assistants play a key role in relationships with resident/tenants/clients and families by “building trust,” “helping with involvement,” and “keeping the residents/tenants/clients and families happy.” Staff attitudes, mutual cooperation, meaningful engagement, and shared expectations lay the foundation for relationships and the customer service provided by a facility.

This informative webinar will review the roles and expectations of the health care assistant for establishing appropriate relationships with residents/tenants/clients and families. There will be discussion on how appropriate and constructive resident/tenant/client, and family relationships, can go a long way in improving the quality of care and quality of life for your residents/tenants/clients.

Speaker Bio: **Lynn Boes** (pronounced Base) graduated from the University of Iowa, College of Nursing in 1979. She has been a registered nurse for 27 years and held national certification in Community Health Nursing through December 31, 1999. She has practiced in a wide variety of settings, including home care, hospital nursing (intensive care, medical-surgical, skilled nursing, and orthopedics), and as a consultant for the State of Iowa Department of Public Health. Lynn graduated from Drake Law School with honors in 1996. She is a shareholder at the Davis, Brown, Koehn, Shors and Roberts law firm in Des Moines, IA.

Accessing the Webinar

Registrants for the webinar will receive the access information via e-mail three days prior to the webinar date. Access information will include a link to the website hosting the webinar and a toll-free phone number with an access code that you must dial into to hear the audio portion of the webinar.

Handouts for the webinar will be available to download and print from our website three days prior to the event.

Schedule

August 8, 2013 (Thursday)

The Webinar begins at 10:00 a.m.
Duration: 50 – 60 minutes

BONUS: Registrants for the webinar will receive a link to a recording of the webinar which can be accessed for six months.

Webinar Audience

Nurses, Department Heads,
Administrators, Assisted Living Managers

There are no CEUs available for this education.

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Registration Information

Registration fees: Members: \$55 per phone line
 Non-Members \$110 per phone line

1. To register on line...go to www.iowahealthcare.org and click on the **WEBINAR: Appropriate Relationships with Residents/Tenants and Families**
2. Select **Register online**. If you have not previously created a personal profile, you will need to do so before you register (One profile per person).
3. Complete the online registration and click **Submit**. A registration confirmation will be e-mailed to you.
4. To register another phone line, click on **LOGOUT** and repeat this process.

Cancellations/Refunds: Refunds will only be granted to those who cancel their registration **three business days** prior to the date of the program listed. Cancellations after this date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. The Iowa Center for Assisted Living reserves the right to cancel any education program; in the event of such a cancellation, all fees will be refunded.



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