



8 February 2019

Dear Manager/Educator

Age Concern Hamilton is pleased to offer the following training workshops during 2019. The workshops are 1.5 to 2 hours and all will assist you and your staff in your efforts to care for your residents. It is well documented that staff training has benefits for both employers and employees.

Education is the best way to avoid elder abuse and neglect. During the workshops staff and managers will be encouraged to reflect on their own practice so as to confidently ensure they are delivering a service to your residents that is both caring and informed. You will also be assured that staff are made aware of your Elder Abuse policy and procedures, relevant client rights and your legal obligations. All attendees will receive relevant information hand-outs and an attendance certificates.

Please email Margrit Neukomm (margrit@ageconcern.gen.nz) for further information or to book. Each workshop will cost \$100+gst. plus travel. If the timetable provided is not suitable, please consult with Margrit to make other arrangements.

Kind regards

Margrit Neukomm

**Margrit Neukomm
Age Concern Hamilton
Elder Abuse & Neglect Prevention Training**

Age Concern Hamilton Incorporated

Celebrating Age Centre 30 Victoria Street Hamilton 3204 New Zealand

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In-Service Workshops 2019

- Offered on site at your facility
- The workshops are 1.5 - 2 hours
- Date/time to suit your staff

Topic	Workshop Description
It's About Respect	Developing positive attitudes to ageing and the caring of older people.
Ageing Process	Physiological changes in older people, coping with change. What the lack of respect means to older people.
What is Elder Abuse	Defining elder abuse and neglect, legal obligations and indicators of risk.
Elder Abuse & Neglect in Care Facilities	Identifying elder abuse & neglect, risk factors that can lead to abuse & neglect, proactive safe practices.
Challenging Situations	Recognise a difficult behaviour and/or situation with an older person and/or family dynamics. To gain strategies to maintain a meaningful relationship to ensure appropriate care and support to a resident in a difficult situation.
Caring & Stress	Recognising triggers for stress, self-awareness & strategies to keep well
Intimacy, sexuality and the older person	Understand and explore a positive attitude and respect of an older person's sexuality.
Communicating with the older person	Explore patterns of communication, difficulties we encounter and offer solutions to prevent misunderstandings.
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