

Wisconsin Nursing Home Social Workers Association, Inc.
FALL CONFERENCE 2021

*Caring for the Practitioner, Difficult Conversations: Beyond Basic Motivational
Interviewing*
OCTOBER 14-15, 2021

Three Bears Resort
701 Yogi Circle
Warrens, WI 54666
608-378-2500

The Wisconsin Nursing Home Social Workers Association, Inc. Annual Fall 2021 Conference is planned for **Wednesday October 13 through Friday October 15, 2021** at the Three Bears Resort in Warrens Wisconsin. The **ANNUAL** board meeting is planned for **WEDNESDAY OCTOBER 13, 2021 at 6:30 p.m.** All association members are invited and encouraged to attend.

Audience

Wisconsin Nursing Home Social Workers Association is designed for social workers, social work staff, and other long term care professionals.

Continuing Education Credits

The Wisconsin Nursing Home Social Worker Association, Inc. maintains responsibility for the program. This program has been approved by NASW-WI for up to ten (10) continuing education clock hours.

Hotel Information
Three Bears Resort
701 Yogi Circle
Warrens, WI 54666
608-378-2500

Reservation Information

A block of rooms has been set aside for participants October 13 and 14, 2021. Room rates are \$99.00 single/double occupancy per night. Room reservations **MUST** be made by **September 13, 2021** to confirm room availability and rate. Room reservations/fees are the responsibility of the participant. Please contact the Three Bears directly and mention that you will be attending the Wisconsin Nursing Home Social Workers Association, Inc. Annual Fall Conference 2021.

Conference Information

Registration fee to attend this workshop is as follows:

WNHSAW MEMBER

- Both Days (\$165.00)
- Thursday Only, October 14 (\$135.00)
- Friday Only, October 15 (\$110.00)

NON-MEMBER

- Both Days (\$210.00)
- Thursday Only, October 14 (\$160.00)
- Friday Only, October 15 (\$135.00)

STUDENT

- Both Days (\$40.00)
- Thursday Only, October 14 (\$25.00)
- Friday Only, October 15 (\$25.00)

The fee covers registration for the workshop, materials, break, refreshments, and lunch. Participants are responsible for their individual workshop fees. The full fee should be sent with your registration either by a check, money order made payable to the Wisconsin Nursing Home Social Workers Association Inc. OR online via payment link on our website.

Please complete the enclosed registration form and return, with appropriate remittance no later than September 28, 2021:

WNHSAW
P.O. BOX 1781
Appleton, WI 54912

Deadline for registration is September 28, 2021. A \$20.00 cancellation fee will be charged. Fees are not refundable after September 28, 2021.

If you have any questions about registration or cancellation, contact Julie Severin at 920-213-9965.

For program information, please contact Krissy Jaloszynski at 920-225-1999 or Nichole Duchow at 920-379-6733.

If you require special accommodations as specified under the Americans with Disabilities Act, or have any concerns with lunch, please advise us when you register.

Conference agenda

PARTICIPANTS ARE RESPONSIBLE FOR PRINTING OUT CONFERENCE MATERIALS. MATERIALS WILL BE FOUND ON OUR WEBSITE.

Wednesday October 13, 2021

6:30p.m. ANNUAL BOARD MEETING

All Association members are invited to attend.

Thursday October 14, 2021

7:30a.m.-9:00a.m.

Registration and Continental Breakfast

Fluffy scrambled eggs, cranberry French toast bake, syrup, sausage, seasonal fresh fruit tray, freshly brewed coffee and orange juice.

8:45a.m.-9:00a.m.

Opening Remarks

9:00a.m.-10:00a.m.

Matt Booth What's the Value of your Attitude?

What's The Value of Your Attitude? There is an old saying that "attitude is everything". Is that true? I think Attitude is the START of everything! Attitude determines your thoughts and ultimately your actions. In this program you will find that being positive as often as possible helps you be more successful at what you do. You'll leave this program with practical take-a-ways and the motivation to implement them.

WNHSPA Annual Fall Conference 2021 Registration Form
October 14-15, 2021

Three Bears, Warrens WI

COMPLETE AND RETURN BY SEPTEMBER 28, 2021 TO:

Julie Severin, Rennes Health Care
WNHSPA PO Box 1781, Appleton, WI 54912
Phone: 920-213-9965 Email: julies@rennesgroup.com

PLEASE PRINT ALL INFORMATION

NAME _____ Certification # _____

FACILITY _____

ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

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1 st Break out session
1 st choice
2 nd choice
2 nd Break our session
1 st choice
2 nd choice

Due to COVID 19 and needing to socially distance please indicate which breakout sessions you wish to attend. This will allow us to make every effort to get our rooms set up to best accommodate our participants.

Registration cannot be accepted at the door. Each person attending is responsible for paying their own individual registration fee. Payment must accompany registration. If registering multiple social workers from member facility, please make a copy of this registration form for each registrant and submit together.

REGISTRATION DEADLINE IS SEPTEMBER 28, 2021

A \$20.00 cancellation fee will be charged. Fees are not refundable after September 28, 2021.

Thursday October 14, 2021 cont.

10:00 a.m.- 12:00 p.m.

Understanding Nursing Home Grievance Requirements- Daniel Perron RFOD

Let's take a closer look at what the state is requiring for Grievances, and how to best serve our residents.

Federal regulatory requirements for grievances: F-tag 585

What is a grievance?

Resident rights related to grievances.

Nursing Home requirements for the grievance process.

What do surveyors look for when investigating grievance procedures and what constitutes non-compliance?

When is a grievance also reportable to the state?

Best Practices for grievance resolution.

12:00-12:45 p.m. Lunch

A succulent blend of smoked pulled pork, Bourbon BBQ sauce, served on a Cranberry Ciabatta Roll, with chips and pickles.

1:00-2:30 p.m.

Breakouts

1)Dementia Care Planning- Heather Moore

Topics include

- I. Understanding Alzheimer's & related Dementias- definitions, how the brain works and the different stages.
- II. Communication- learn techniques and strategies to communicate with those affected by the disease, caregivers and staff. Provide hands on examples. Develop the tools for quality communication for all stages of the disease.
- III. Behavioral expressions- learn common behaviors, how to identify triggers and what is the appropriate responses
- IV. Team development- includes all departments and their roles in providing cares for the overall best quality of life.

2)Matt Booth - Communicate with Attitude

From the day you were born, you've depended on the ability to communicate. A soft touch, that warm gentle hug from your family and somewhere between that first cry for breath and yesterday's long winded lunch, the process has changed. You now live in a world full of clutter, confusion, and information overload. With each step forward in technology, you seem to take a step back from personal connection and then are forced to catch up. Success comes to people not because they are smarter or more talented than you, but because they can communicate their ideas clearly and thus gaining buy-in from staff and co-workers. Virtually every facet of your personal and professional life hangs on your ability to communicate.

3) Melinda Marasch

Trauma Informed Care (TIC) is an important best practice model for all direct care workers to understand. NEAR Science, a collaboration of neurobiology, epigenetics, adverse childhood experiences, and resilience sciences, along with other disciplines identify several approaches to self-care that help mitigate stress, trauma, vicarious trauma, compassion fatigue and burn-out. Understanding how we are affected, as well as how we can care well for ourselves and others, will undoubtedly help us lead and shape the future together. At the conclusion of this TISC training, attendants will be able to accomplish learning objectives, as follows.

- Describe Stress, Trauma, Secondary Trauma, Burn-Out, Compassion Fatigue, Zoom Fatigue, Moral Fatigue &/or Comparative Suffering
- Identify at least 1 way to insulate myself from Secondary Trauma, Burn-Out, Compassion Fatigue, Zoom Fatigue, Moral Fatigue &/or Comparative Suffering
- Identify at least 1 thing to do for continued/better Self-Care.

2:30-2:45p.m.

Break/Refreshments

2:45-4:15p.m.

Repeat of Breakouts

Friday, October 15, 2021

7:00-8:00a.m.

Registration and Continental Breakfast

Fluffy scrambled eggs, cranberry French toast bake, syrup, sausage, seasonal fresh fruit tray, freshly brewed coffee and orange juice.

8:00a.m.-12:00p.m.

Melinda Marasch, LCSW Difficult Conversations: Beyond Basic Motivational Interviewing

Motivational Interviewing (MI) is a best practice approach recognized by most helping professionals. While most social workers have been exposed to MI, lingering issues with participants continue. Social workers get frustrated and stuck on difficult issues: having the same conversation over and over again, facing active and passive resistance, working with mandated participants, etc. This workshop will provide a very brief overview of basic MI concepts of the MI Spirit, MI Process, and OARS; then will provide opportunity for attendants to define their own difficult participant scenario and address it with more advanced MI approaches. Topics will likely include Trauma Informed Care, resistance, discord, preparatory and mobilizing change talk, and how to plan with stressed/traumatized or mandated participants. At the end of this workshop, learners will be able to...

- Identify at least 1 basic MI concept/approach they could utilize.
- Identify at least 1 advanced MI concept/approach they could utilize.

12:00p.m. **Closing, Evaluations, Certificates**

About the Speakers

Heather Moore

Dementia Outreach Specialist Alzheimer's & Dementia Alliance of Wisconsin

Heather has spent over 23 years in the healthcare field. She received her Associate degree for her Licensed Practical Nurse in 2002. She has nursing experience in Medical/Surgical, Emergency, Skilled Nursing and Memory Care over the past 19 years. Recently she became a Certified Dementia Practitioner through the NCCDP. Heather is also an active team member of the WAI Memory Diagnostic Clinic at Richland Hospital. Heather is currently the Dementia Outreach Specialist covering five Southwestern Wisconsin counties for the Alzheimer's & Dementia Alliance of Wisconsin. She facilitates support groups, memory cafes, dementia network meetings, as well as provides family and community education and supportive services to those affected by Alzheimer's disease or a dementia.

Matt Booth

When Matt speaks to your organization, the audience won't be listening to another talking head with a boring power point. They will be participating in an interactive experience that will engage, educate and entertain while inspiring them to act!

Matt's humor, quick wit, and ability to connect with people creates meaningful attitude changes. Matt has enjoyed getting to share his message throughout the United States and with international audiences around the world.

Matt grew up on a farm in Southwest Wisconsin in the heartland of America. He lives in Dubuque, Iowa on the banks of a small creek that feeds into the mighty Mississippi with his lovely wife Joie and their sons Carter and Graham. Matt enjoys hiking with his family, fishing with his boys and taking his wife out for dinner.

Matt received his undergrad at University of Wisconsin and then graduated with his Master's Degree in Communication from University of Dubuque. Most recently Matt was awarded the highly esteemed CSP, Certified Speaking Professional. The CSP designation is conferred by the National Speakers Association (NSA) only on those speakers who have earned it by meeting strict qualifying criteria. The letters CSP following a speaker's name identify that speaker as a speaking professional with a proven track record for understanding and delivering value from the platform.

Melinda Marasch, LCSW

Ms. Melinda Marasch is a Licensed Clinical Social Worker & a social work/mental health consultant. Melinda has dedicated more than 20 years to her passion in helping others. She specializes in clinical training, supervision & development of programs for therapists & direct care workers. Her expertise includes helping non-therapist direct care workers in providing efficient, effective, therapeutic care for participants. Melinda has experience in residential, school & outpatient care, within criminal justice, healthcare, public, & community-based organizations. Melinda is a member of the international Motivational Interviewing Network of Trainers (MINT) & has completed a Traumatic Stress Studies course in Trauma crisis Informed Care. She has presented numerous trainings across the U.S. on Motivational Interviewing & Trauma Informed Care, as well as on self-care, mental health issues, de-escalation, change management, & more. Melinda also provides on-call care following disruptive events throughout WI & adult outpatient care at ThedaCare Behavioral Health in the Adult Day Treatment Center in Menasha

Dan Perron

Dan Perron is the Regional Field Operations Director (RFOD) for the Northeast Wisconsin Regional Office (NERO) of the DHS Division of Quality Assurance (DQA), Bureau of Nursing Home Resident Care (BNHRC). Dan has served as RFOD since April 2019 and prior to that served as the Supervisor in the NERO office beginning in July 2015. Dan's office provides state and federal regulatory oversight and regulatory enforcement to nearly 100 nursing homes in 19 counties in Northeast Wisconsin. Prior to working with DHS, Dan was a career military officer serving in both Naval Aviation and Naval Intelligence. He retired from the Navy in 2013 after 21 years of service. Dan was born in the Upper Peninsula of Michigan and is a proud "Yooper" but spent most of his childhood in Green Bay, Wisconsin. He moved back to Green Bay after his military service and is happy to call Northeast Wisconsin his home again.