



# Trinitas Regional Medical Center

## TRINITAS REGIONAL MEDICAL CENTER STATEWIDE CLINICAL OUTREACH PROGRAM FOR THE ELDERLY S-COPE PROGRAM

**TOPIC: ANGER, AGITATION, AND AGGRESSION: STRATEGIES FOR CARE PROVIDERS**

**LOCATION:** Bergen New Bridge Medical Center  
230 East Ridgewood Avenue, Paramus, NJ 07652

**DATE:** Thursday, April 18, 2019

**REGISTRATION TIME:** (8:30am-9:00am) *Continental Breakfast will be served*

**PROGRAM TIME & CE's:** 9:30am – 12:30pm; NJ Social Workers: This course is approved by the Association of Social Work Boards – ASWB NJ CE Course Approval Program Provider #30 Course #1808 from 03/30/2018 to 03/30/2020. Social workers will receive the following type and number of credit(s): General Social Work Practice 3.

**Program is FREE of Charge**

***\*Registration information below***

***THIS TRAINING IS PROMOTED ON-LINE AT [WWW.SCOPENJ.ORG](http://WWW.SCOPENJ.ORG)***

### **PROGRAM DESCRIPTION**

This workshop will provide an overview of anger and aggression often observed in long term care settings. A discussion on healthy vs. unhealthy anger, and awareness will be reviewed. Participants will recognize how to help clients identify triggers, communication skills, and provide strategies. Emphasis will be on practical solutions and tools used to provide anger management support. Anger is a psychobiological emotional state consisting of feelings varying in intensity from mild irritation or annoyance to intense fury or rage. People often freeze, flight, or fight when in rage. Up to 92% of patients with dementia experience *agitation and* nearly half of all people with dementia have agitation symptoms every month. Nurses have reported aggression as part of top safety concerns. This workshop will equip participants with an overview of the knowledge and skills needed to understand and address individuals who exhibit anger, agitation, and aggression. Predominant focus will be on strategies.

**PRESENTER:** **Mobin Chadha, LCSW, CAMS-II;** Program Director for the S-COPE Program at Trinitas Regional Medical Center, which serves NJ adults 55+ in nursing facilities. She is a licensed clinical social worker (LCSW), a certified anger management specialist (CAMS-II), and a certified regional trainer for National Task Group. She is also an owner of Life Seva, Counseling and Consultation services where she practices as a person-centered psychotherapist focusing on the individual's strengths, empowering them, and helps to effect change. Mobin received her master's degree from Rutgers University School of Social Work. At Rutgers, she served on the Executive Council Board and assist in oversight of 200 volunteers for their mentoring program and budgeting. Mobin has extensive history in behavioral healthcare collaborating with caregivers of specialized populations including I/DD and Dementia. Her work has included providing clinical consultation, crisis response, and conducting statewide trainings. Mobin advocates for managing difficult and complex behaviors using non-pharmacological approaches.

## ABOUT S-COPE

**S-COPE** is an innovative crisis response and clinical consultation team for adults age 55+, who reside in Nursing Facilities or Division of Mental Health and Addiction Services' (DMHAS) residential settings.

**S-COPE** is funded by DMHAS and is operated by Trinitas Regional Medical Center.

**S-COPE's** mission is to address psycho-geriatric challenges and provide professional training and staff development to insure the appropriate use of acute psychiatric services and effective support of older adults with behavioral and psychiatric challenges. **S-COPE** partners with New Jersey Institute for Successful Aging (NJISA) to provide state of the art clinical response throughout the state.

**S-COPE** is committed to promoting state-of-the-art geriatric behavioral health services within LTC through education, on-site training, workshops and annual conferences.

### Goals for this workshop:

1. Identify difference between destructive anger and healthy anger.
2. Define 3 characteristics of people with anger problem.
3. Identify 3 conditions that increase agitation.
4. Define 2 strategies that can be used to help minimize aggression.

### Breakdown of Outline:

1. (60 minutes). Education on Understanding Anger. Etiology and Characteristics of anger problem will be reviewed. A discussion on primitive brain and conditions that increase functioning.
2. (30 minutes) Video and team discussion on appropriate approach to angry client
3. (30 minutes) Education on importance of treatment and education on common assessment tools used (clinical and empirical)
4. (45 minutes). Strategies to manage anger and de-escalation techniques will be reviewed.
5. (15 minutes). Questions and Answer about Anger, Aggression, and Agitation and how care providers can effect change

**Target Audience:** Mental Health Professionals, Healthcare Professionals, Social Workers, Nursing Staff, Psychologists and Long Term Care Administrators

**Practice/Content Level:** NJ Social Workers: Program designed with beginning and intermediate content.

### Registration Process:

- Via Telephone: Please inquire with Leslie Diana at 908-272-3606.
- Via Fax: Please, fax in your registration form to Leslie Diana at 908-272-3608.
- Via Email: Please email your registration form to Leslie Diana at [ldiana@trinitas.org](mailto:ldiana@trinitas.org)
- Via Mail: Please mail in your registration form to:  
Trinitas Regional Medical Center – S-COPE Program  
Attn: Leslie Diana  
300 North Ave. 3<sup>rd</sup> Floor, Cranford, NJ 07016

## REGISTRATION FORM

- **Via Telephone: Leslie Diana at 908-272-3606**
- **Email: [ldiana@trinitas.org](mailto:ldiana@trinitas.org)**
- **Fax: 908-272-3608**
- **MAIL INTO: 300 NORTH AVE EAST; 3<sup>RD</sup> FLOOR, CRANFORD, NJ 07016**

**TOPIC: ANGER, AGITATION, AND AGGRESSION: STRATEGIES FOR CARE PROVIDERS**

**DATE: Thursday, April 18, 2019**

**Print Full Name**

**Phone#:**

**Print Professional Title**

**Print Facility Name**

**Full Address:**

**Print E-Mail Address**

**For cancellations, questions or concerns, please, call 856-770-6362.**

Certificates of Attendance will be awarded immediately upon completion. Attendees must attend in its entirety, and complete an evaluation.

NJ Social Workers: This course is approved by the Association of Social Work Boards – ASWB NJ CE Course Approval Program Provider #30 Course #1808 from 03/30/2018 to 03/30/2020. Social workers will receive the following type and number of credit(s): General Social Work Practice 3.

For further information and/or grievance please contact Leslie Diana 908-272-3606.

COMPLAINTS: TRMC S-COPE Program is committed to high quality educational program delivery. Attendees, who are dissatisfied with any aspect of the program may inform of their concern in written within 7 days of the event via email to our Program Director, Mobin Chadha 856-770-6362 and communicate their concern. Ms. Mobin Chadha, in turn will handle the complaint in the following manner: Investigate the concern and provide the attendee with a resolution or status report within 72 hours. In the event that the attendee is not satisfied with the proposed resolution, the matter will be referred to Mrs. Leone Murphy, APN, C; Nursing Administrator who will provide a resolution and indicate the resolution in writing to the attendee and to Program Director.

Any attendee not satisfied with the resolution provided by this provider may register their complaints with the approval entity with an option to appeal to their licensing Board if an attendee is displeased with the results of Trinitas' grievance process. A record of the complaint and the resolution will be kept by TRMC/S-COPE Program.

**DISABILITY/SPECIAL NEEDS ACCOMODATIONS:**

If you have a special physical (ADA) or dietary requirement and wish to discuss provisions, please contact the coordinator via:

- Email: Please, email your request for registration to [ldiana@trinitas.org](mailto:ldiana@trinitas.org)
- Telephone: Please, call Leslie Diana at 908-272-3606