



COMMUNITY
SERVICES GROUP

A Network of Services. A World of Possibilities.

Training for Professional Caregivers

Understanding, Experience for Staff

Eldercare Assessment & Resources is committed to helping professionals improve their knowledge and skills in caring for elders. Together we can build stronger care teams and deliver person-centered attention to the individuals you serve. When your service team is in need of comprehensive training, our experienced geriatric professionals can provide full-day workshops or hour-long seminars that will help to improve skill sets and re-energize your staff.

Eldercare Assessment & Resources Training

Our expert clinical services team is comprised of licensed and certified specialists. They offer years of experience providing engaging and interactive training on a variety of specialized eldercare topics.

- Behavior management
- Stress management
- Abuse prevention
- Causes of dementia
- Effects of Alzheimer's Disease
- Understanding depression
- Person-centered care
- Mental health issues
- Communication
- Geriatric care management
- Culture change
- Relationship building

About Us

Eldercare Assessment & Resources meets the needs of elders through psychological, care management and educational services. These services are provided by compassionate professionals with geriatric expertise and delivered in accordance with industry-recognized best practice standards. Our services are individualized, intensive and driven by the needs and goals of the individual and his or her caregivers.



Eldercare Services

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There for You, Here for Them

Training Programs for Professional Caregivers

The following list of training topics is broken down into key concepts presented within the training.

Stress Management for Nursing Assistants*

- Defining stress and contributing factors
- Stress management techniques

Physical Impact of Psychological Issues

- Mind-body connection
- Outcomes of depression in rehabilitation
- Increasing motivation in rehabilitation

Abuse Prevention: It's Everybody's Responsibility*

- Definition of abuse
- Role of stress in abusive behavior
- Responding to abuse

Understanding Dementia in the Elderly

- Physiological causes of dementia
- Cognitive effects of dementia
- Functional and behavioral effects of dementia

Managing Psychological Consequences of Alzheimer's Disease

- Cognitive changes in Alzheimer's Disease
- Emotional changes in Alzheimer's Disease
- Social changes in Alzheimer's Disease
- Effects of Alzheimer's Disease on family caregivers

Understanding Depression in the Elderly

- Presentation of depression in the elderly
- Causes of depression in the elderly
- Treatments for depression

Mental Health Issues and Interventions in Aging

- Demographics of mental health disorders in the elderly
- Factors associated with mental illness in elders
- Depression: Presentation and treatment
- Anxiety: Presentation and treatment
- Psychotic Disorders: Presentation and treatment
- Substance Abuse: Presentation and treatment

Reflections on Rewards: A Special Program for Certified Nursing Assistants*

- Identification of caregiving rewards
- Recognition of the value of caregiving professions

Responding with Care to Challenging Family Members

- Understanding stresses of family members
- Communication with family members
- Responding to challenging behaviors by family members

The Compassionate Eye: Caring for Elders with Understanding and Compassion

- Definition of compassion
- Factors associated with successful aging
- Creating an environment that fosters successful aging
- Creating caregiver-resident relationships that foster successful aging

Communicating Clearly and Compassionately

- Characteristics of effective communication
- Development of communication skills

Geriatric Care Management: How we can help

- Definition of geriatric care management
- Benefits of geriatric care management

Behavior Management 101

- Defining behavior management
- Observation of behavior
- Identifying triggers to behavior
- Understanding effects of environment on behavior
- Creating behavior management plans
- Implementing behavior management as a team

Behavior Management: Beyond the Basics

- Communicating with people with dementia
- Learning to "read" behavior
- Compassion, kindness and approach of the caregiver
- Use of validation and other specialized techniques
- Working as a team to address behavioral concerns

* These seminars satisfy the annual certification requirement for abuse prevention training for CNAs.

CSG services are provided in a nondiscriminatory manner, without regard to race, sex, color, national origin, ancestry, religious creed, disability, age or Limited English Proficiency (LEP).

CSG is the preferred choice for individuals and referral sources because of CSG's network of comprehensive mental health, Intellectual and Developmental Disabilities (IDD), children and eldercare services and its commitment to empowering individuals and promoting independence and wellness.