

### Mission

The Council on Aging - Orange County promotes the independence, health, and dignity of older adults through compassion, education, and advocacy.

### Vision

Through the efforts of the Council on Aging - Orange County, our community will realize a better aging experience in which older adults are treasured, and everyone can find solutions to the aging issues they face.

### Values

- Compassion
- Integrity
- Quality
- Responsibility

## How to Deal with Difficult Families: “Can’t We All Just Get Along?”

### Topics Covered

- Understand family grief at time of placement
- Appreciate family need for partnership role
- Identify strategies to prevent and diffuse difficult family behaviors

**Speaker:** Lorie Eber, JD, Long-Term Care Ombudsman  
CEU Program Coordinator

**Date:** Wednesday, June 30, 2010

**Time:** 9:00 am to 1:00 pm

**Location:** Council on Aging - Orange County  
1971 E. 4th Street, Suite 200  
Santa Ana, CA 92705

**Accreditation:** Course meets the qualifications for four (4) hours of continuing education units available for MFTs and/or LCSWs (Provider No. PCE 2300), for RNs, CNAs, and/or HHAs (Provider No. CEP 8029), and for LVNs (Provider No. CEP V10674). Course meets the qualifications for 3.75 MCLE hours (Provider No. 9235). This organization follows CE guidelines specified in the CA Board of Accountancy Regulations. Pending approval for RCFE and NHAP.

**Cost:** \$60 (*continental breakfast provided*)

**Deadline:** Friday, June 25, 2010; Seating is limited

**To Register:** Complete attached registration form

### Questions?

Contact: Lorie Eber  
714-479-0107 ext. 263  
leber@coaoc.org

**How to Deal with Difficult Families:  
“Can’t We All Just Get Along?”**

**Continuing Education Information**

CE Units will be offered for (please **circle**):

**LCSW MFT RN LVN HHA**  
**CNA MCLE NHAP\* RCFE\*** \*pending approval

This organization follows the CE guidelines specified in the California Board of Accountancy. **CPA**

**License Number:** \_\_\_\_\_

Please provide the following (legibly for certification purposes)

Name \_\_\_\_\_

Position \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

\_\_\_\_\_

Phone # \_\_\_\_\_

Email \_\_\_\_\_

**Date & Time:**

Wednesday, June 30, 2010 : 9:00 am –1:00 pm

**Registration Deadline:** Friday, June 25, 2010

**Fee Information**

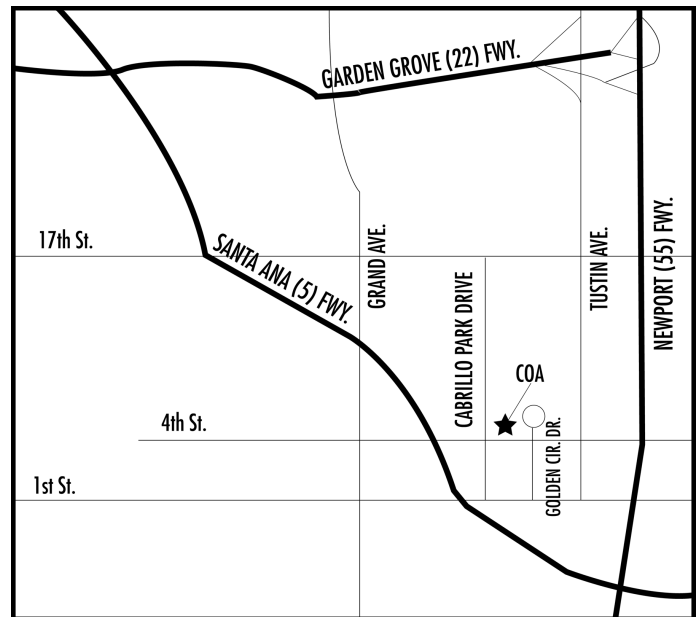
\$60 CEU Attendee\*  
\$60 NON-CEU Attendee\*  
\*includes certificate

**Location Information**

Council on Aging - Orange County  
1971 E. 4th Street, Suite 200  
Santa Ana, CA 92705

**Questions?**

Lorie Eber  
leber@coaoc.org  
714-479-0107 ext. 263



**Payment Options**

- 1.) **By check:** Payable to “Council on Aging, Orange County” and mail completed registration form.
- 2.) **By credit card:**
  - a.) Fill information below and fax to 714-479-0234.
  - Or b.) Fill information below and mail to Council on Aging - Orange County (see above for full address).

Credit Card (please circle):            Visa            MasterCard  
Account # \_\_\_\_\_ Expiration Date \_\_\_\_\_  
Card Holder Name: \_\_\_\_\_