Facilitator Information: Jennifer Anderson
Jennifer M. Anderson, President & CEO, has over twenty years of experience in long-term care and senior services. Starting as a nursing assistant in a local nursing home gave Ms. Anderson insight into daily challenges facing the long-term care industry. Giving the caregiver the tools and autonomy to provide excellent patient-driven care motivated Ms. Anderson to develop cutting edge training programs, now used nationwide. Ms. Anderson has served in capacities such as Activity Director, Resident Services, Marketing Director, Administrator, and Chief Operating Officer. This wide experience base provides Ms. Anderson with tools to build strong foundations for the employees so that the end result for client satisfaction is realized. Ms. Anderson’s primary role with Mirabelle Management includes overall operations, client and business development, and ultimately direct client relations for service implementation.

Learning Objectives
1. Describe the many symptoms of dementia.
2. Understand how impaired brain function impacts daily life.
3. List methods of successful communication, both verbal and non-verbal.
4. Describe the “so what” philosophy and how to assess its implementation.
5. Describe a simple method of problem-solving for behaviors or symptoms.
6. Learn real life examples of problem-solving through daily challenges.