

Coping with Verbal and Physical Abuse

Announcing a new training opportunity from your
RCS Behavioral Health Support Team!

No one working in long-term care deserves to be treated poorly at work by the residents they serve – but unfortunately, it’s a common experience. This mistreatment can take a toll on staff, contributing to burnout, high turnover rates and even decreased care quality. This FREE training focuses on helping staff cope with verbal and physical abuse from residents, with the goal of increasing both skill and self-confidence. Attendees will participate in supportive, guided discussion about their experiences while learning techniques on how to respond when engaging with an abusive resident.

Receive 2.5 Long Term Care Worker Continuing Education (CE) credits!

Course Objectives:

- Gain new perspective on what challenging behaviors mean to the resident.
- Understand what boundary-setting is and why it’s so critical.
- Learn where the line is between boundary-setting and abuse.
- Develop strategies for coping with racism, homophobia, etc.
- Learn effective ways to ‘get your head in the game’ before providing care.
- Improve staff support among each other and from ‘the top down.’
- Increase your confidence... because you are a skilled caregiver!

Training Details:

- For maximum effectiveness, each class will have a limit of 40 participants and will be 2.5 hours in length.
- Active participation is required. Please be prepared to have your camera on during the training.
- Participants will be sent a workbook to use for the training.
- Trainings are available to all LTC facilities.
- All staff are encouraged to attend, regardless of role or discipline.
- This training offers 2.5 Continuing Education Credits!



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I can't take being yelled at anymore!

If I enforce this rule, will that be considered abuse, or a restriction of rights?

I wish I wasn't such a pushover with her.

Am I just supposed to let this resident beat up on me because they have a mental illness?

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