

**River Cities Chapter of Medical Assistants  
(RCCMA)  
Saturday, January 12, 2019**

**When:** *8:00am – 8:30am Check in and Network*  
8:30am – 10:30am Education  
10:45am – 12:00pm Board Meeting

**Where:** **Providence Portland Medical Center**  
**Cancer Amphitheater Center**  
4805 NE Glisan | Portland, OR 97213  
*Parking is off 47th / Glisan*

2 CEUs approved by the AAMA

**Beth Wilhelm, LCSW, CADC II Program Director, CODA**  
Oklahoma State University, University of Oklahoma  
Bachelors in Psychology, Masters in Social Work



*“Why are they screaming at me?”* The best de-escalation tools start well before a crisis happens. Learn how to take the worst situation with patients, peers, or providers

Learning Objectives:

1. Descriptive program title (actual topic/content): De-escalating Aggression through Trauma-Informed Care.
2. “As a result of this program, the participant will be able to...” participants will be able to identify factors that can lead to aggressive behavior.
  - Participants will be able to utilize the CALM model to de-escalate potentially violent situations minimizing the potential of harm to you, bystanders, and the individual.
  - Participants will be able to identify and utilize self-care strategies to reduce fear and anxiety in stressful situations.
  - After completion of this education session participants will have an understanding of how aggression can occur in healthcare settings and be able to safely manage the risks.

**To register, contact Johnny Adamson; [johnnyvee83@gmail.com](mailto:johnnyvee83@gmail.com) to indicate your attendance.**

Free to AAMA current members.  
Please bring your 2019 AAMA Membership Card for verification of membership.

AAMA non-member will pay \$20.00 administrative processing fee to attend.  
AAMA non-member student (student ID required) will pay \$5.00 administrative fee to attend.  
**Payments will be taken in either cash or check only.**

For membership information or to become a member of the **American Association of Medical Assistants**, please go to: [www.aama-ntl.org](http://www.aama-ntl.org).