

Helping your employees navigate the increasingly complex world in which they work and live.



# Educational Sessions



# DONCEAP

Empower your employees with the tools needed to navigate life's obstacles.

DONCEAP offers more than 200 engaging programs for employees and more than 125 On Demand webinars. We continue to add new and varied topics to stay current on everyday issues that you and your employees face.



### Each program:

- Is developed by subject matter experts
- Offers a creative and compelling learning experience
- Is facilitated by an experienced trainer
- Includes practical tips and strategies on health, finance, parenting, caregiving, and professional development issues to keep employees engaged

### We continue to offer program flexibility:

- Each seminar can be tailored to meet your specific needs
- Topics are offered in a variety of formats:
  - Live webinars reach large audiences, multiple site locations, remote workers, non-traditional work hours and offer anonymity for sensitive topics
  - On Demand webinars can be viewed at the employees' convenience
  - On-site workshops offer a personal interactive learning experience
  - Keynote Speakers to educate or motivate for conferences, meetings, special events and retreats
- Our flexible scheduling adapts to your allotted time slot: 30-minute mini sessions, standard one-hour, extended half- or full-day and even seminar series options are available



Programs for your  
employees on the website.  
Stay current with the  
latest trends.



We remain committed  
to helping you better  
meet your employees'  
evolving needs.



Please take a few moments to review this catalog. Mix and match topics to create an interactive program that will resonate with your employee population.

**Check out some of our recent additions:**

- Getting Organized
- Navigate Life Transitions
- Teens and Success in School
- Eating on the Run and on a Budget



Let us help you plan, schedule and  
execute your 2015 employee programs.

Contact the DONCEAP today  
to get started!

# Planning a Successful Event

## Plan Ahead

Please allow a minimum of four weeks notice to ensure enough time to organize an effective and engaging event.

## Make a Request

Contact the DONCEAP to begin the scheduling and coordination process.

## Confirming the Details

Within a week of your initial request your coordinator will confirm the seminar topic, date, time and name of the trainer with you. You will be asked by your coordinator to review your specific needs, goals and expectations. Any concerns about equipment, size of audience, recording policies and licensing agreements will be addressed during this confirmation discussion. Security screening, parking and directions may also need to be addressed.

## Two Weeks Prior to Event

You will receive a confirmation email from your coordinator with all event details, requirements, presentations and accompanying handouts and instructions on how to load and print materials. The name of the trainer, their bio and contact information will also be provided. The trainer will contact you to review and discuss event expectations and logistics a week prior to the event date.

**PLEASE INFORM** your coordinator and the trainer if you plan to video tape, record or broadcast your seminar or webinar. Licensing Guidelines and additional charges may be applicable.

## Two Days Prior to Event

Your coordinator will email you a final reminder. Any outstanding concerns should be resolved at this time.

## Tips for Best Results:

- When you make your request, please let us know your expectations, demographics and goals for the program. This information will help us select the most appropriate trainer for your event
- On-Site Employee Seminars: Keep class size to 50 or less
- On-Site Keynotes: Events with more than 100 attendees have special presentation requirements and charges, please contact a coordinator in advance
- Live Webinars: These are the best way to reach large groups and multiple sites with anonymity. Your employees can attend from anywhere. Post the presentations and handouts on your work/life website for easy access to webinar materials
- On Demand Webinars: If the Live Webinar isn't convenient, view the On Demand version (there are over 100 topics available in the On Demand Webinar Library on the website)

## Cancellations

We understand that unexpected events occur and will work with you to reschedule. If you need to cancel an event, please contact us at least five business days in advance to avoid being charged a contracted event unit.

Live Monthly  
Webinars

page 3



Employee  
Seminars

page 7

Moderated  
Discussion  
Groups

page 5

2015

On Demand  
Webinars

Educational  
Sessions

page 39



Take Your Child to Work  
Day Program

page 43



# Live Monthly Webinars

Your work/life benefit is hosting the following live webinars in 2015. All you need is an Internet connection to participate. Register today as these one-hour sessions fill up quickly. There is no cost to participate.



## Setting Goals for the New Year: Resolutions That Stick!

Friday, January 23rd, 12:00 pm – 1:00 pm ET

Start the New Year off right! Join us to learn how to set and achieve new goals. Executive Coach Linda Dominguez will review why, what and how to make resolutions that are sustainable.

## Overcoming Debt

Tuesday, February 10th, 12:00 pm – 1:00 pm ET

Americans are increasingly realizing that carrying too much debt can jeopardize their financial future. However, many also feel trapped by debt. This webinar will address the different types of debt and how we can work towards living a debt-free life. Topics discussed include: the difference between good debt and bad debt, the impact of interest charges, managing your spending habits, and creating good saving habits.



## The Power of Positive Thinking

Tuesday, March 10th, 12:00 pm – 1:00 pm ET

Today scientists understand how attitude (positive versus negative) can impact our behavior, experiences and relationships. In this webinar we will discuss our ability to benefit from the power of positive thinking by making changes in our thought process and perspective.

If you can't make the live session you can always view the On Demand version at your leisure.

## Staying Strong and Resilient

Tuesday, April 14th, 12:00 pm – 1:00 pm ET

We all face difficult times in our careers and in our personal lives at some point; the challenge is how to get back up and into the game. Participants will learn the most important skill today—how to forge forward in spite of adversity! How do you handle challenges, problems and hardships in your life? Learn strategies for staying strong and resilient, maintaining a positive outlook and reducing stress in your life.

## Working Parents: How to Achieve Balance

Tuesday, May 12th, 12:00 pm – 1:00 pm ET

This webinar provides strategies that will help parents triumph in managing family and work responsibilities. We will cover developing a work/life plan; improving organizational skills; finding quality time for loved ones; tips for on the job, commuting and transitioning from work to home; travel and overtime; self-care; and stress management.

## Eating Right on the Run and on a Budget

Tuesday, June 9th, 12:00 pm – 1:00 pm ET

We all make excuses for eating junk or fast food. We'll review real strategies for quick, inexpensive meals that are good choices for our health and our wealth. Learn the basics of eating healthy within your financial means as well as when to select organic foods.

## Having the C-A-R-E Conversation<sup>SM</sup>

Tuesday, July 14th, 12:00 pm – 1:00 pm ET

How do you start the conversation with an older loved one about their future and end-of-life care? Where and how do you begin? When do you have this conversation? You will learn talking points and tips for having the C-A-R-E conversation<sup>SM</sup>.

## Bullying: How to Protect Your Child

Tuesday, August 11th, 12:00 pm – 1:00 pm ET

This webinar provides information on recognizing the signs of bullying and how to prevent or cope with it. We will cover types of bullying, talking with children about bullying, signs your child may be being bullied, coping tips for children being bullied, and what to do if you suspect your child is bullying others.

## Green Tips for the Home

Tuesday, September 8th, 12:00 pm – 1:00 pm ET

Learn the ecological and economic benefits of going green. This webinar provides concrete methods to make our homes greener; saving both money and the environment.

## Managing Work & Life

Tuesday, October 13th, 12:00 pm – 1:00 pm ET

This webinar provides strategies to successfully manage your work and personal responsibilities. The topics discussed include: causes of work/life stress, assessing goals and priorities, managing personal/family responsibilities, and managing responsibilities on the job.

## Beating Caregiver Burnout

Tuesday, November 10th, 12:00 pm – 1:00 pm ET

Caregivers will learn the seven ways to beat burnout and keep your stress levels at a healthy place.

## Holiday Survival Guide

Tuesday, December 8th, 12:00 pm – 1:00 pm ET

We all have special feelings about the holidays. For some it's a wonderful time of celebration, family and joy. For others it's a time of sadness and feeling overwhelmed. Participants will examine sources of holiday stress and learn strategies for coping and managing their emotions, time, relationships and finances. We will share ideas for organizing holiday tasks, managing holiday demands and look at the role of holiday traditions.

# Moderated Discussion Groups

The DONCEAP offers several moderated discussion groups where you (and your household members) can explore work and life experiences with other participants and learn from expert facilitators who offer insights and productive guidance on a particular subject.



Interactive forums where you can share your experiences and learn from others.



## The Caregivers Network

Caregivers of older loved ones are welcome to share caregiving challenges and experiences, and to learn about resources and programs designed to help. Monthly topics include, but are not limited to:

- Senior nutrition and meals
- Caregiving stressbusters
- What is your caregiving IQ?
- How hospice and palliative care works and how to discuss end-of-life wishes with a loved one

Sessions are facilitated by Sherri Snelling, CEO and founder of the Caregiving Club and author of *A Cast of Caregivers*. She is a nationally recognized expert on how to help caregivers balance self-care while caring for a loved one.

## Parenting Your Teen

Parents will appreciate the opportunity to freely and confidentially discuss strategies and techniques to address issues that arise during the challenging teen years. Popular topics include:

- Social issues (dating, friendships and peer pressure)
- Teaching teens financial responsibility
- College planning and career goals
- Managing conflict and discipline techniques

Sessions are facilitated by Wendy Kaufman, a consultant and expert on teens. Wendy has been teaching teenagers for over 20 years on a variety of social issues and serves as a consultant to many school systems on the topic of teenagers and stress.

### Parenting Your Child with Special Needs

Participants of the group are able to share their experiences with other individuals who are parenting a child or loved one with special needs while getting support and guidance from an advocate and expert. New topics include, but are not limited to:

- Resolving differences in ways that work
- Balancing the needs of the full family
- Teaching your child skills that protect him or her from bullying
- Embracing the future, setting goals, and pursuing dreams

Sessions are facilitated by Roxanne Bellamy-Campbell who has a Ph.D. in clinical psychology specializing her training and practice to serve adolescents and their families. She has 29 years of public speaking and training experience with more than 11 years of clinical experience helping individuals, groups, and families enrich their lives.

### Shine at Work

Participants in this group are able to discuss strategies for improving skills, advancing their careers, adapting to workplace change and performing to their potential. Topics include:

- Time management
- Effective communication
- Career activism
- Networking for the network-challenged
- Motivation

Sessions are facilitated by Linda Dominguez, CEO of Executive Coaching and Resource Network, Inc. Linda has worked with hundreds of clients to set and reach goals, learn skills, implement strategies and improve bottom line results.

### Your Healthy Lifestyle

Participants in the discussion group will share their journey to a healthier life while getting guidance and support from a Certified Health Coach. Topics include:

- Nutrition, meal planning and healthy meals on the run
- Stress busters, relaxation tips and getting a good night's sleep
- Being resilient; bouncing back from adversity
- The benefits of staying active and fit, and how to keep moving

Sessions are facilitated by Ellen Martino, a Certified Health Coach who received her training from the Institute for Integrative Nutrition. She is a passionate advocate of eating well and firmly believes that we can positively impact our health and well-being with the food and lifestyle choices we make every day and that even small changes can make a big difference!

### Financial Wellness

Participants in the discussion group will explore strategies and techniques for planning financial goals and managing money to meet those goals. Topics include:

- Building good credit
- How to make a budget and live within your means
- Reducing debt and building an emergency fund
- Planning financially for your future: new home, college, and retirement

Sessions are facilitated by Henry Gorecki, a Certified Financial Planner with extensive experience in wealth management at major brokerage firms. Henry founded and currently manages his own investment firm.

These discussion groups, which are conveniently accessible via the DONCEAP website, address the areas above. Log on to the website for further information.

# Finance



## Teaching Children About Money

**NEW:** Surveys repeatedly show that most teenagers do not understand basic financial concepts. This seminar will cover how to teach children about money by looking at our own money values and how we communicate about money. We will discuss parental attitudes about allowances and working, how to set goals, and create spending and saving strategies with our children.

## Tax Tips

**NEW:** This seminar will help you understand the secrets of reducing your taxable income, and how to break down the federal tax reporting system and remove the mystery of the tax return. You will learn how to use deductions and exemptions to reduce your taxes, discover simple changes to what you are already doing, and explore the four strategies to save tax dollars.

## Intro to Social Security Retirement Income

**WEB ONLY:** Social Security plays a big role in retirement planning, yet many pre-retirees do not factor it into their plans. During this seminar you will learn strategies that will help you to maximize your benefits, the types of benefits (spousal, divorced, survivor) and how to calculate them, as well as other important factors to consider (current health, family history, work status, spousal requirements).

## Living Off Your Paycheck

Straight-forward, no-nonsense advice for making ends meet. This seminar will go over goal setting and how your money beliefs can affect the way you save and spend, how to reduce debt, the difference between "meat vs. gravy," and how to increase your wealth.

## Budgeting Basics

Learn about the basics of budgeting and how to better manage your money. This seminar is designed to provide an overview of basic strategies and vehicles. Topics discussed include: determining financial priorities, how to reduce expenses, recognizing debt trouble, and strategies for saving. **PLEASE NOTE:** *This seminar does not provide specific financial or investment advice.*



## Building Good Credit and Improving Your Credit Score

Your credit report and your credit score are incredibly important factors which influence how you borrow. This seminar will review each of these factors individually and explain how you can monitor your credit records. You will be able to make sense of your credit report and credit score and learn how to improve your credit score.

# Finance

## Planning Your Financial Future

Preparing for the future means having financial resources to fall back on while simultaneously building wealth with savings and other investments. Many of us are not saving like we should. This seminar will discuss typical roadblocks to saving, how to deal with them, and the importance of investing.

**PLEASE NOTE:** *This seminar does not provide specific financial or investment advice.*

## Overcoming Debt

Americans are increasingly realizing that carrying too much debt can jeopardize their financial future. However, many also feel trapped by debt. This seminar will address the different types of debt and how we can work towards living a debt-free life. Topics discussed include: the difference between good debt and bad debt, the impact of interest charges, managing your spending habits, and creating good saving habits.

## The Basics of Investment

Saving is an important part of personal financial planning, but saving alone is not enough if you are planning on reaching certain financial goals. This seminar will help you better understand the principles of basic investing so that your hard-earned money can be there when you need it. Here we will clarify the difference between saving and investing, identify the principles of investing and the parts of a financial plan, and explain how to assess your financial health.

**PLEASE NOTE:** *This seminar does not provide specific financial or investment advice.*

## The Psychology of Money

This seminar will help you understand why you spend, why you save, and what money means to you. The “neuroscience of money” is explored and you will learn how to leverage your money value system to reach your financial goals.

## Retirement and Estate Planning

This seminar will provide you with strategies and tips for creating a successful retirement and estate plan. The information will help you to assess your current financial situation, set retirement goals, and provide helpful resources for investment.

**PLEASE NOTE:** *This seminar does not provide specific financial or investment advice.*



## The Importance of Having a Will

You work hard and should make sure that your money and other assets end up where you want them to once you are gone. There is a lot of confusion about what you need to do to preserve your wealth and intentions. This seminar will help you understand the basic principles and important components of a will, in addition to alternative options.

# Finance

## Moving Your Adult Kids to Financial and Emotional Independence

This seminar will provide information and helpful ideas for parents to use to empower their young adult children to move toward financial and emotional independence. We will explain the term “adulthood” and offer tips to get children going, emotionally and financially.

## Buying Your First Home

In today’s economy there are few investments that offer as good a return as a home. In this seminar we will explain the process of buying a house and the preparation necessary for such a major and long-term investment. We will cover terminology and provide you with resources so you can make informed decisions when buying a home.



## Financial Boot Camp

This comprehensive three hour seminar puts all the pieces of the financial puzzle on the table in terms anyone can understand. It gives participants the knowledge and tools to move forward to relieve financial stressors created by uncertainty and confusion. With tools in hand, participants will leave with their own personal financial priorities to make smart decisions for a lifetime.



## Managing Your Money in Tough Times

For years we have heard that if you follow sound financial practices and stick to a plan with a solid foundation you will come out ahead. Financial times today have changed both the rules and how we need to react in order to survive tough financial times and still come out on top. This seminar will teach you new ways of thinking and ways to implement new actions.

## Holiday Budgeting

We may have our budget under control during the year, but at the holidays it can get out of control. This seminar will help you avoid waking up on January 2nd thinking, “How could I have spent that much money?” This motivational class teaches a skill set to keep the holidays in balance. You will learn how to rein in your spending during the holidays without being seen as the Grinch®, and how to re-examine your expectations of the holidays to stay out of debt.

# Health & Wellness

## Building Self-Confidence

**NEW:** Self-confidence is one of our greatest personal resources. Self-confidence allows us to face any situation and ultimately reach our goals. This seminar is very motivational and will show participants how to believe in themselves, overcome complacency and offer some ideas on how to boost your self-confidence.

## Eating Right on the Run and on a Budget

**NEW:** We all make excuses for eating junk or fast food. We'll review real strategies for quick, inexpensive meals that are good choices for our health and our wealth. Learn the basics of eating healthy within your financial means as well as when to select organic foods.

## Emotional Eating

**NEW:** Are you an emotional eater? This seminar will define what emotional eating is and identify reasons that you do it. Participants will explore their own personal food history and examine the relationship between mood and cravings. For those who want to put a stop to emotional eating, you'll gain an awareness of your own eating behavior, identify the steps needed for improvement, and provide best practices and resources.

## Getting Organized

**NEW:** If you need help getting organized at home or at work this seminar is for you. We'll explore the downside of lax organization and help you determine your own organizational quotient. Why are we disorganized, what are the benefits of being organized and how do we begin? Storage issues and resources will also be covered.

## Healthy Tips for Business Travel

**NEW:** Do you love or loathe business travel, or are you somewhere in-between? In this seminar, participants will identify ways to prepare ahead of time and understand how to avoid unhealthy temptations. We will also explore incorporating exercise, sleep, and healthy food choices into business travel.



## Mindful Meditation

**NEW:** In our busy "automatic pilot" lives, we may find that we crave opportunities to be mindful. In this seminar, participants will examine the focus of mindful meditation, define it, explore what it is and isn't, identify the benefits, discuss data that supports mindful meditation and have an opportunity to experience it.

## Navigate Life Transitions

**NEW:** Changes in our personal and professional lives often include major life transitions such as: moving, marriage, the birth of a child, death and divorce. We will review strategies to make these transitions easier.

# Health & Wellness



## The Path to Inner Peace

**NEW:** Would you like to walk the path to inner peace? This workshop can show you the way. Participants will identify where to start, and explore pathways to obtain inner peace. We will examine how to let go of things that work counter to that goal, examine how one's past may help, learn how to come to acceptance, and explore best practices for maintaining inner peace.

## Tips for Boosting Your Energy

This program offers tips for using food and natural resources to energize you, explores the benefits of healthy eating choices, and identifies best foods. We will explore power snacks and calories, determine the benefits of exercise, and offer great meal suggestions.

## Healthy Aging

Is 60 the new 40? The way our society looks at age has changed due to longer lifespans and conditions never experienced before. The manner in which we relate and interact with our surroundings makes a huge difference in our individual perception of the aging experience. In this program we will discuss age as a state of mind and explore ways to plan ahead to make the transition successful.

## The Power of Positive Thinking

Today scientists understand how attitude (positive versus negative) can impact our behavior, experiences and relationships. In this program we will discuss our ability to benefit from the power of positive thinking by making changes in our thought processes and perspective.

## Workday Workouts

This program explores the multi-dimensional benefits of exercise and identifies the frequency and importance of proper form/equipment to maximize those benefits. It also looks at the role of attitude and goals on the success of an exercise program. Additionally, it identifies the components of a well-rounded workout, discusses eating well and ends with examples of workouts which can be done at your workstation.

## Stick with It

What dreams/goals do you harbor that seem out of reach? In this program participants will learn tips and insights about making those dreams a reality. We will do this through the use of planning, anticipation, saying "yes", identifying obstacles and their accompanying myths, determining techniques for starting and exploring motivators, flexibility, and how to keep going.

## Menopause 101

Even though menopause can be a very unique experience for each woman, there are also many things that women share in common. This program will define menopause and contrast it with perimenopause. It will also identify what you can expect, examine causes, and explore potential complications. We will look at tests, treatments, and remedies, as well as importance of partnering with your doctor.

# Health & Wellness

## Cafeteria Shopping

**WEB ONLY:** For many people trying to eat healthy during the workday seems unachievable. This webinar workshop will lead you through the typical cafeteria choices to help you create a personal shopping list of foods for better health. Fact versus myth, portion control, and substitutions that make a difference will be addressed.



## All You Need to Know About Cholesterol

In this program participants will explore the complex role of cholesterol. We will examine the role it plays in nutrition and health, as well as determine the numbers that indicate good cholesterol levels. We will also discuss the various types of fats that contribute to good and bad cholesterol numbers. Additionally, diet suggestions will be offered.

## Benefiting from Ergonomics

Ergonomics is about aligning our work stations/sites/tasks with our bodies. This program examines the impact of poor ergonomics on both the worker and the workplace, and identifies common risk factors and types of injuries. Participants will have an opportunity to identify problems with an office station setup and discuss common factory issues. This program will also offer suggestions for properly setting up an office station.

## Forgiveness

We all carry around grudges—some small, some huge. These scars can leave lasting effects. Consequences of living with grudges can lead to negative relationships, weight gain, jealousy towards others, and even difficulty achieving success at work. The art of forgiveness allows us to “let go” and move on.

## Stress Reduction Tool Kit

What are experts saying about living in the stressful world we live in? Handle it and make it better with state of the art tools. Explore the newest research and learn what experts are saying about the impact of stress on our bodies. Participants will leave with the newest techniques, such as mindful communication, to manage stress.

## Promote Family Health

It is a family’s responsibility to take care of one another. This seminar is designed to empower people with knowledge to promote healthy living at home. We will discuss the benefits of healthy living, nutrition and exercise, doctors’ involvement, and how to have informed conversations with children.

## Women’s Health 101

This workshop will focus on women’s health issues. We will discuss the leading causes of death and disease in women, the risk factors, and how to prevent and manage major health conditions.

# Health & Wellness



## Holiday Survival Guide

**NEW:** We all have special feelings about the holidays. For some it's a wonderful time of celebration, family and joy. For others it's a time of sadness and feeling overwhelmed. Participants will examine sources of holiday stress and learn strategies for coping and managing their emotions, time, relationships and finances. We will share ideas for organizing holiday tasks, managing holiday demands and look at the role of holiday traditions.

## Juggling Act: The Five Bucket Principle

How well do all the different pieces of your life fit together? Are you struggling to find a balance? Explore how key areas fit together to enhance both your personal and professional life. Learn practical strategies in this hands-on seminar for an integrated approach to find balance in the five key areas of life: health, career, spirituality, finances, and relationships.

## Living a Healthy Life

This seminar provides tips on how to maintain a healthy lifestyle by reducing stress, better managing responsibilities and getting proper nutrition and exercise. Among the topics discussed are the benefits of a healthy lifestyle, healthy eating and exercise tips, recognizing and reducing stress, the importance of a good night's sleep, and the power of positive thinking.

## Get Smart About Brain Health: 10 Steps to Taking Better Care of Your Memory and Your Mind

Busy parents, executives, students—every one forgets! Maintaining good brain health and memory fitness can make a huge difference to our well-being as we try to remember names and faces, recall important information, or retain facts for work. Lifestyle factors influence our brain health. In this seminar you will learn ways to maintain a healthy brain and boost brain power.

## Lightening Your Life with Laughter

Look at life in a way that takes some of the stress out of it. This informative and enjoyable seminar shares techniques that use humor and laughter for proven stress reduction. We also will discuss the power of positive thinking, the therapeutic benefits of humor, and the practices of laughter therapy.

## Happiness: How to Be Happy in Life

Our Declaration of Independence is founded on life, liberty, and the pursuit of happiness. During this seminar we will decipher what the pursuit of happiness means and explore how our pursuit of happiness leads to increased productivity. We will also take a look at recent trends in happiness, as a way of life, and reveal techniques that build on our "happy days."



# Health & Wellness



## Men's Health 101

The leading causes of illness and death today are heart disease, cancer and stroke. This seminar will focus on diseases specific to men and offer preventative steps to decrease risk and manage major health conditions. We will discuss risk factors, routine screenings, and how to find the right doctor.

## Nutrition 101

In this seminar, taught by nutritionists and dieticians, you will learn about food and nutritional requirements and the importance of eating for a healthy life. Participants will be surprised at what they don't know and what their body actually needs. We will go over the benefits of good nutrition, components of a healthy meal, and tips for healthy eating and meal planning.

## Exercise 101

This seminar will help you understand the importance of cross-training and get a head start on reaching your target exercise rate. You will also learn how to create an exercise regime that is ideal for your situation. We will cover the benefits of establishing a daily exercise routine, how to get started and stay motivated, and how to overcome the exercise "plateau."

## Helping Your Child Get Active

Does your child need to be more active? Learn the many benefits to children of leading an active and healthy lifestyle. This seminar will provide many tips and strategies for helping you get your child on the right track to health. Among the topics discussed are the implications of an inactive lifestyle; benefits of an active lifestyle; tips on diet, meals, and snacks; and how to get your child moving.

## Children's Nutrition 101

Childhood obesity is one of the largest issues facing a parent today. Are we feeding our children well? Too much? What if your child does need to lose weight? You will learn basic nutritional requirements for your growing children, tips for healthy eating, health risks of obesity in children, how to recognize when weight is a problem, and how to build children's self-esteem.

## Healthy Meal Planning: Understanding Portion Control and Food Labels

Learn how to feed your family healthy foods on a budget, how to identify healthy foods and ingredients, and how to incorporate them into your meals. This seminar will identify ways to increase your intake of fruits and vegetables, help you understand portion control, and instruct on how to read and understand food labels.



# Health & Wellness

## Staying Healthy “On the Road”

You don't have to abandon your routine while away from home! This seminar will provide tips on how to eat healthy while dining out, exercise while traveling, and stay healthy while away.



## Your Healthy Heart

Paying attention to your heart health is one of the best things you can do to improve your quality of life, increase longevity, and improve overall health. In this seminar we will touch on the various terms and important factors you need to know to improve your heart health. We will also discuss the risk factors and measurements of a healthy heart as well as how to recognize heart attacks and strokes.

## You Can Be Smoke Free!

This seminar will provide an understanding of what to expect when becoming a non-smoker and how to quit successfully, as well as the immediate and long-term benefits to your health. We will discuss the dangers of smoking and the benefits of stopping, develop a personal action plan, and explore tips to help you manage weight gain and other possible consequences of quitting.

## Benefits of a Good Night's Sleep

Sleep is an essential part of our daily lives and wellbeing. Lost sleep robs us of the opportunity to restore ourselves physically, emotionally and even cognitively. In this seminar you will learn the physical and mental benefits of a good night's sleep, ways to improve your sleep environment, and techniques for relaxation and dealing with insomnia.

## Relaxation Techniques for Stress Reduction

Hectic schedules can result in feelings of exhaustion and a lack of clarity in our work and personal lives. This meditation seminar will teach relaxation exercises that reduce tension and stress. In this seminar we will better understand stress and how it affects the body, learn the benefits of relaxation practices, and introduce stress management techniques (meditation, guided imagery, progressive muscle relaxation).

## Relationships 101

The definition of a good relationship is that the partner you are with wants to see you grow and get better and better. This seminar will include an interactive and lively discussion on the misconceptions of relationships, the meaning of fulfillment, the importance of communication, and the real definition of happiness. We will review the characteristics of a relationship, the five key ingredients to a successful relationship, and the different types of relationships.



# Health & Wellness

## Call Center Stress Management

This seminar provides information to help you better understand call center stress and offers strategies to help you successfully manage it. We will examine the causes of stress, learn how to recognize stress signals, understand specific call center stressors, and review stress management techniques.

## Conquering Fear and Anxiety

Fears and anxieties are made of thoughts that are based upon personal experiences or beliefs. Pretending that these thoughts and fears do not exist, or are not that bad, can actually make them worse. In this workshop we will learn how to talk through our thoughts in order to realize that our fears and anxieties are manageable and controllable.

## Preventative Living

It's all about taking care of yourself today to ensure a longer and healthier tomorrow. This comprehensive three hour seminar will teach participants the work they need to do to reduce and prevent health problems. They will use a step-by-step guide to begin and learn the process of taking charge of the most important person in their life—themselves.

## From Negative Being to Positive You

The goal of this high-energy class is to learn how to lose a “why me” outlook. Learn to build confidence and self-esteem with mindfulness and hard work based on processes that build competence. This seminar will review techniques for motivation and ways to make lifelong changes at work and home.

## Stress Management

This seminar covers common causes of stress, how to recognize your stress signals, and successful strategies for managing stress when it occurs.

## Overcoming Procrastination

You CAN overcome procrastination and become more motivated and productive. This seminar covers common reasons for procrastination and offers advice for overcoming it. We will discuss how we procrastinate, reasons for and the impact of procrastination, and practical tips to overcome procrastination.

## How to Speak to Your Doctor

With the many changes taking place in health care today, this seminar is designed to give patients a set of specific tools to assist before, during, and after a physician visit in order to maximize the time spent together.



## Letting Go of Worry and Anxiety

This seminar is designed to help participants cope with anxiety by understanding how it affects you, how to reduce it, and signs of anxiety disorders.

# Daily Life

## Navigate Life Transitions

**NEW:** Changes in our personal and professional lives often include major life transitions such as: moving, marriage, the birth of a child, death and divorce. We will review strategies to make these transitions easier.

## Smart Shopping

In this economy every penny counts. Learn tips from expert shoppers on how to prepare before you ever step into a store (or virtual store), how to stick to your budget, how to get informed, and how to know your rights. This seminar provides online shopping tips, a list of shopping dos and don'ts, a lesson on couponing, and helpful resources.



## Preventing Identity Theft

This seminar provides information on identity theft, including prevention and coping tips. We will discuss how identity theft occurs, how to prevent identity theft, immediate steps for victims, and helpful resources.



## Wedding Planning

This seminar provides tips and strategies to help you and your partner plan an organized wedding. It will offer a planning timeline and guidance in selecting a reception spot. It will also help you find the right florist, caterer, and photographer for the occasion.

## Planning Your Retirement Lifestyle

This seminar will help you plan for and enjoy a successful and fulfilling retirement. Participants will learn how to discover their passions and preferences and access their expectations and those of their partner. The seminar is designed to change the way you think about "traditional" retirement planning and help you discover and pursue your passions with our step-by-step guidelines.

## Green Tips for the Home

Learn the ecological and economic benefits of going green. This seminar provides concrete methods to make our homes greener; saving both money and the environment.

# Daily Life

## Emergency Preparedness

This seminar is intended to help you prepare yourselves, your families, and your homes in case of an emergency. You will learn how to identify potential disasters in your area, create a disaster supply kit and family emergency plan, and how to cope with the aftermath. Other topics include insurance options and evacuation plans.

## Coping with Deployment

This seminar provides tips on how to prepare for a loved one's military deployment, as well as tips for coping while he or she is away. We will address how to talk to children about deployment, child care arrangements, additional preparations, how to stay connected, how to cope with emotions, and offer helpful resources about deployment.

## Home Improvement

Finding a competent and reliable contractor is the first step to a successful and satisfying home improvement project. Learn how to find the right home improvement professionals, check references, keep records, and handle unforeseen problems.



## Pet Care & Ownership

This seminar is designed to help participants find reliable and affordable pet care services, how to evaluate pet care providers and trainers, and how to prepare for absences.



## Overview of Divorce Issues

This seminar provides helpful and practical information for those experiencing any stage of a divorce or separation. Among the topics discussed are: the overview of the divorce process, lawyer versus mediator, coping skills, and new relationships moving forward. We will also address frequently asked questions about divorce.

# Personal & Professional Development

## Giving Constructive Feedback

**NEW:** The goal of this seminar is to teach participants how to give constructive feedback. We will learn an effective feedback model, review why feedback is important and why we tend to avoid it, and discover how to avoid value judgments.

## The Science of Goal Setting

**NEW:** This seminar examines goal setting as a brain function. We will look at how the brain works, creating an awareness of the mental process and making it easier for us to create new habits in relation to goal setting.



## Staying Strong and Resilient

**NEW:** We all face difficult times in our careers and in our personal lives at some point; the challenge is how to get back up and into the game. Participants will learn the most important skill today—how to forge forward in spite of adversity! How do you handle challenges, problems and hardships in your life? Learn strategies for staying strong and resilient, maintaining a positive outlook, and reducing stress in your life.

## Assertive Communication

**NEW:** This seminar on communication will cover good communication versus poor communication as well as understanding what assertive communication is. We will review a communication model to determine the purpose, focus and process of assertive communication. Tips and obstacles to good communication will be reviewed.



## Workplace Bullying

**NEW:** Workforce environments are experiencing increased bullying and violence. Regardless of the contributing factors—stress due to downsizing, sandwich generation issues and/or financial strains—bullying deteriorates productivity. We will discuss the warning signs of bullying and strategies for both employees and employers to cope with bullying in the workplace.

# Personal & Professional Development

## Professional Writing & Email Etiquette

How do you ensure your email will be read? This program identifies the dos and don'ts of email and offers suggestions for writing emails in a way that captures the attention of the recipient and gives them all the pertinent information. Information about subject lines, format, content, emotions, grammar and punctuation, signatures, and the use of CCs and BCCs will be included.

## Understanding Quality Improvement

This is an introductory seminar designed to familiarize participants with quality improvement. Participants will define the concept and examine its principles, look at reasons for moving to a quality improvement process, explore tools, determine the role of coaching and discuss how to get people on board for change.

## Women's Leadership: Competence and Confidence

Trends show that women are being promoted to management at a fast pace. We'll explore the key attributes that women need to increase their confidence and increase their promotability and explore gender and the role it plays in the workplace.

## Health and Well-Being in the Workplace

Discover how to enhance your health, well-being, and productivity by relieving stress with simple relaxation techniques. Explore ergonomics and learn how to prevent on-the-job injuries from lifting, repetitive stress, (such as carpal tunnel syndrome), and computer-related injuries (headache, eyestrain and back pain). Other topics include: work-life balance, how to establish priorities, and the importance of healthy eating and regular exercise.

## Boosting Productivity: Taming Technology & Time

168 hours in a week is all we have. Technology makes us accessible 24/7, but how we manage this accessibility directly impacts productivity. In this seminar participants will learn about time management tools including writing effective emails, avoiding interruption overload, and exciting apps.

## The Art of Negotiation

Every job requires the use of negotiation. Negotiation is a challenge, as no one method works for all. We will discuss how to flex our communication style so we negotiate appropriately for each situation and each person. This seminar will explain why we need to negotiate, characteristics of successful negotiators, dos and don'ts of negotiation, and assertive communication.



## Creating a Positive Work Environment

What does a positive work environment look like and how can we achieve it? Topics covered in this seminar include building trust, positive communication, setting expectations and needs, and exploring creative ideas for recognition and rewards. You will discover how teamwork, finding meaning in your work, accepting responsibility, and humor can all lead to a more positive work environment.

# Personal & Professional Development

## Crossroads and Intersections: Boundaries in the Workplace

This seminar is about “getting it” in the workplace before it gets you. In ever-changing local and global environments reading signals correctly is the key to staying on course by understanding how to find opportunities and identify risks. Failure to “read the signals” can result in poor utilization of team members and external relationships. We will examine the tools necessary to find, receive and send signals effectively.

## Effective Presentation & Public Speaking Skills

Excellent presentation skills are essential for success. In this seminar participants will learn how to plan for successful presentations and build confidence. We will discuss verbal and body language elements, how to build rapport with an audience to keep them engaged, using humor in presentations, and how to manage adversity.

## Managing Priorities: Getting the Right Things Done

**WEB ONLY:** Why do you procrastinate? What are your time bandits? Do you overschedule yourself? Learn strategies to identify what needs to get done and how to prioritize activities and workload with the right focus, such as: managing your schedule, handling interruptions, limiting distractions, and prioritizing.

## Surviving Mergers and Acquisitions

Participants will learn what to expect in the midst of organizational change and learn ways to navigate through the process. This seminar will review the five phases of dealing with change, how to identify new opportunities, the importance of self-care, and committing to the new business structure and culture.

## Team Building

The ability to understand and communicate effectively in teams is an important part of our personal and professional success. Through discussion, interactive exercises and a debriefing session we will explore how teams can work together most effectively and learn how to apply successful team concepts and strategies in very practical ways.



## Business Etiquette

Business etiquette is a practical and profitable social skill that plays an important role in career success, building better relationships, and increasing professionalism. With workplace civility, employees thrive in a positive environment where all are treated with courtesy and respect and are able to focus on their work. This seminar provides valuable guidance on business etiquette in the workplace by explaining strategies for building productive relationships, increasing workplace courtesy, and addressing common etiquette challenges.

# Personal & Professional Development

## Is Leadership Your Next Step?

Advancing to a leadership position may seem like a daunting task, but it is easier with a plan. This seminar will provide key elements of leadership, along with tips and skills you can use to develop a leadership plan. We will look at defining leadership and executive presence, deciding if a leadership role is right for you, and building your development plan.

## Non-Verbal Communication: Identifying, Understanding and Using Body Language

Each of us is continuously sending and receiving a myriad of wordless signals and these signals send strong messages. In this seminar you'll learn to create trust and transparency in relationships by sending non-verbal signals that match up with your words. This seminar covers how to accurately read other people and to respond with non-verbal cues that demonstrate to others that you understand them.



## Non-Verbal Communication: Using Body Language At Work

This seminar will start with a brief review of the basics. It will then move onto body language at work, exploring the difference between the words someone says and the body language they use while saying those words, and giving and receiving feedback.

## Networking for the Network-Challenged

During this seminar you will learn why networking is the key to your career success and how to make networking a stress-free, fear-free, career-boosting process. You will learn how to assess and expand your network, how to begin a structured networking plan, and how to use networking to develop long-term relationships with others. This seminar will help you understand your current communication and networking style and encourage you to move out of your comfort zone to approach and engage the people you want, and need, to know.

## Diversity in the Workplace

This seminar offers an awareness and understanding of the importance of diversity in the workplace and strategies to prevent behaviors that are a barrier to valuing diversity. Here you will learn how perceptions, assumptions, and biases develop; how they impact our responses; and how stereotypes, prejudice, and other "isms" interfere with our understanding of and ability to work with people who are different.

## Fostering Inclusion in the Workplace

Inclusive work environments are productive work environments. This seminar discusses how employees and managers can create an inclusive workplace. You will learn to identify activities, attitudes and assumptions that exclude co-workers. We will explore ways to include others that will enrich the office as well as personal lives, distinguish tolerance versus acceptance, and discuss how to create an inclusive environment.

# Personal & Professional Development

## Understanding and Communicating with a Multigenerational Workforce

There are four diverse generations working side-by-side in today's workplace, each with its own viewpoints, values, and styles. This seminar will help you communicate with all co-workers, regardless of age. We will identify generational differences, how to eliminate old stereotypes, and learn how to custom-fit your communication style to meet the challenges of generational differences.



## Investing Your Experience: Planning the Next Stage of Your Career and Life

During this seminar you will learn how to discover your passions and preferences and how to align late-career options with your goals. You will also understand how to make career and retirement decisions that will lead to personal fulfillment and how to create a personal action plan.

## Dealing with the Elephant in the Room

In this communications development seminar you will learn the skills to talk to anyone about anything. We begin by identifying the uncomfortable issues and realities you face at work and home and then learn how to confront such issues with tact, empathy and clarity.

## Building Better Relationships Through Effective Communication

Good communication skills are essential in creating and maintaining effective and productive relationships. This seminar provides participants with the communication skills needed to facilitate successful working relationships. We will identify the barriers to effective communication and guide you towards how to be a good communicator through the use of active listening and conflict resolution techniques.

## Call Center Stress Management

This seminar provides information to help you better understand call center stress and offers strategies to help you successfully manage it. Here we will take a look at what causes stress and how to recognize stress signals. You will also learn stress management techniques and mind/body relaxation techniques.

## Emotional Intelligence to Improve Relationships

This seminar (based on Daniel Goleman's work) identifies the four components of emotional awareness. It will help to identify the range of emotions and how they affect our relationships within the workplace setting and our home environments, and will help you focus on your target areas in order to improve your relationships.

# Personal & Professional Development

## Coping with Serious Illness in the Workplace

This seminar is designed to assist those who are coping with the chronic or life-threatening illness of a co-worker, friend or family member. We will discuss common responses to a diagnosis of serious illness; the impact it has on co-workers, friends, and family; and changes that can be expected when a co-worker is living or caring for a family member with a serious illness. Supportive resources and practical strategies to help are also provided.

## Planning, Prioritizing and Organizing Your Time

Time management and organizational skills are critical to successfully balancing work, life, and family. You will learn strategies and tips for organizing and managing your time that will make a critical difference in the quality of your work and life.



## Overcoming Procrastination

Want to overcome procrastination and become more motivated and productive? This seminar covers common reasons for procrastination and offers advice for overcoming it. We will discuss how we procrastinate, reasons for and the impact of procrastination, and offer radical tips to overcoming procrastination

## Managing Work and Life

This seminar provides strategies to successfully manage your work and personal responsibilities. The topics discussed include causes of work/life stress, assessing goals and priorities, managing personal/family responsibilities, and managing responsibilities on the job.

## Dual-Career Relationships: Strategies for Couples Who Work

Working couples need to juggle family obligations and share the responsibilities of homecare and child care. This seminar offers suggestions to on how to successfully manage child care, other family responsibilities, and work obligations. We will discuss the advantages and challenges of dual-earner relationships, how to develop a work/life plan, strategies for combining career and work, and time and stress management tips.

## The Positive Effects of Self-Esteem on Performance

Once we believe we can, we do! New research shows that the power of the mind is stronger than we ever thought. This seminar will outline a way to rewire our brains in order to be more optimistic and increase self-confidence. We will also discuss ways to build self-esteem and how control our negative thoughts.

# Personal & Professional Development



## Managing Work and Life While Working Nontraditional Hours

This seminar helps those who work nontraditional schedules manage the challenges of both work and personal responsibilities. We will address how to recognize the challenges of shift work, manage your personal and work lives, and find child and senior care options.

## Dealing with Conflict in the Workplace

Conflict resolution is a hot term in business today because it is becoming increasingly relevant in the workplace. This seminar provides tips for managing and resolving conflict at work. Topics covered include understanding causes of conflict, improving communication skills, and resolving conflict.

## Coping with Change in Uncertain Times

The world as we know it is changing and adapting can be difficult. This seminar can help you understand and cope with change, learn how change affects you, reduce the stress associated with change, and discover strategies to successfully adapt to change.

## Telecommuting with Success

Working remotely offers both benefits and unique challenges. In this seminar you will learn key skills to help you succeed in this growing work environment. The seminar will help you manage common challenges that many remote workers face. It will offer communication strategies for staying connected and visible, and teach self-management techniques to enhance efficiency, productivity, and manage distractions.

## Coping with Job Changes/Loss

For companies who are downsizing, this seminar provides practical tips for adjusting to changes in the workplace and coping with job loss. Topics discussed include adjusting to changes in your job, communicating with your family, stress management techniques, and career counseling and job searches.



## Ethics and Values

Doing the right thing sounds simple, but isn't always so clear. This interactive seminar offers insight and tips to better understand moral principles and values and how they apply to business ethics. During this seminar we will discuss knowing what is right, doing what is right, skills of the ethical versus unethical employee, and helpful resources.

# Professional Development for Managers

## Effective Meeting Management

Don't waste company time! This seminar teaches participants the basic skills required to plan, prepare for, and execute a successful meeting. The seminar will address preparation and goal setting, how to create an effective agenda, developing strong leadership/facilitator skills, overcoming obstacles, managing follow-up issues, and assessing outcomes.

## Coaching for Peak Performance

Coaching is a skill that, if used effectively, unlocks the potential and maximizes the performance of employees. This seminar offers a managerial road map for helping employees overcome barriers or hurdles, and improve performance.

## Managing Change

This seminar provides managers with a conceptual background for understanding the impact of change on both the individual and the organization. It highlights the manager's role in helping the team deal with natural resistance, strengthen team commitment, and maintain productivity and growth during periods of upheaval.

## Managing Teleworkers

This seminar addresses the unique challenges that managers of teleworkers face. We will discuss reservations about allowing work from home arrangements, the realities of today's workplace, and the characteristics of tele-managers. This seminar is designed to help identify the potential benefits, good candidates, and the possible challenges.

## Effective Interviewing Skills

In this interactive seminar, you will learn and practice essential skills for conducting successful interviews and creating a systematic hiring process. We will review job descriptions, finding the right candidate, the interview process, laws and regulations, and evaluating and comparing candidates.



## Managing Stress in the Workplace: Helping Others Deal with Stress

What is stress and how can it be effectively managed? Stress in the workplace can be counterproductive. This seminar offers strategies for effectively managing stress and helping others deal with stress in the workplace. This seminar will discuss the nature of stress and offer both managerial and organizational strategies for dealing with stress.

## Motivate, Recognize & Energize Employees

This high-energy seminar will help you create a toolkit of techniques to motivate employees and managers. Learn how motivation and recognition lead to increased productivity. Non-materialistic ways to make your employees feel valued are also shared (e.g., self-care, positive psychology, resiliency, laughter and more).

# Senior Care

## Advance Directives

**NEW:** It is often difficult to discuss the future with aging parents and other older relatives. This seminar will guide you through important discussions concerning your relatives' health concerns, emotional issues, and financial and legal issues, as well as housing options and support services at home and in their communities.

## Senior Driving Challenges: How to Keep Older Loved Ones Safe, Mobile and Independent

**WEB ONLY:** Having the conversation with an older loved one about "giving up the keys" is something most of us avoid. This webinar will review the three stages of senior driving: 1) driving safety 2) driving retirement 3) alternative transportation to keep them mobile, independent and safe.



## Caregiver Emergency Preparedness

**WEB ONLY:** Whether it's a fire, blizzard, hurricane, tornado, earthquake, or man made disaster, having a family emergency plan is essential for caregivers. This webinar covers basics from the American Red Cross, the CDC and other great resources to ensure your loved ones' safety and your peace of mind.

## Care Transitions: Tips on Making a Smooth Move from Hospital to Home

**WEB ONLY:** One of the biggest challenges caregivers face is helping a loved one transition from hospital to home. This webinar will teach caregivers how to navigate the process by providing checklists, questions for the hospital and the doctors, tips on how to find the best in-home care, and how a geriatric care manager can help.

## Caregiving Technology: Gadgets, Apps, and More to Help You in Caregiving Role

**WEB ONLY:** Whether it's a GPS shoe for tracking wandering parents with dementia, programmed caps for prescription bottles as medication reminders, or touchscreen tablets and computers for staying connected, caregiving and aging technology products are exploding. We'll look at the latest technology and gadgets for safety and health and peace of mind for caregivers.

## Senior Care Overview

This seminar provides information about the various senior care options available. It is designed to help you understand senior care, assess your loved one's needs, communicate with loved ones about changing care needs, and identify care options and resources.

## Caregiving: Are You Ready?

This seminar provides essential information, support and encouragement to caregivers of adult loved ones. It offers practical tips and advice on assessing your needs, discussing care arrangements and assisting with activities of daily living.

# Senior Care

## Saying Goodbye: Life After Caregiving

This seminar addresses the complicated process of grieving and offers helpful strategies for overcoming grief. Participants will explore the possibilities of change after caregiving ends and the opportunities for defining the future, including how to say goodbye, dealing with grief, picking up the pieces, and how to help a grieving person.

## Long Term Care Insurance: Everything You Need to Know

At least 70 percent of people over age 65 will require some long-term care services at some point in their lives. Contrary to what many people believe, Medicare and private health insurance programs do not pay for the majority of long-term care services that most people need. Planning is essential for you to be able to get the care you might require and save your assets and income for uses other than long-term care. This seminar provides a basic understanding of long-term care insurance including: coverage and benefit choices, designing coverage to meet your needs, and state partnership long-term care insurance programs.

## Caregiving: Making Healthy Food Choices for You and Your Family

As caregivers, we are especially challenged to successfully manage work and family responsibilities, caring for children, and caring for other family members. Eating more nutritiously and learning how to plan healthy meals can provide the nutrients you need to get through the day and help you maintain energy so you can be at your best, both at work and at home. This seminar will help you recognize the benefits of good nutrition and understand what makes a healthy meal.

## Caregiving: The Importance of Family Meetings

Family meetings are an essential part of making certain that conflict is diminished among all of your family members. Having open discussions and constructing a caregiving plan can keep siblings, elderly parents and loved ones focused. This seminar will cover preparing a family meeting, dividing responsibilities, and factors that impact caregivers.

## Caregiving: A Focus on Home Safety and Independence

This seminar provides adult caregivers with helpful ideas and information on safety-proofing a home, preventing falls, and assistive devices that can help with daily living for your loved ones. It will teach you to assess the safety of the home as well as offer home modification tips for safety and independent living.



## Caregiving: Putting YOU into the Care Equation

This seminar addresses the challenge of caregiving and offers some guidance for achieving a healthy balance as you juggle multiple responsibilities. The seminar is designed to help you better identify priorities, achieve objectives, and offer ideas and encouragement to help you deal with your own stress.

# Senior Care

## Caregiving: Tips for Living a Healthy Life

This seminar provides information on the importance of taking care of yourself and simple tips for living a healthy life. Among the topics covered are tips for healthy eating, making exercise a priority, recognizing and reducing stress, the importance of a good night's sleep, and the power of positive thinking.

## The Sandwich Generation

Finding balance when juggling caregiving responsibilities for both children and aging parents is an enormous challenge. You will learn practical strategies and solutions to manage the competing demands of caring for older adults while raising children. This seminar will teach you prioritization and time management techniques in order to achieve this balance.

## Communicating with Your Older Loved One

This seminar provides you with useful tips and ideas on how to communicate with older adults about important decisions such as health, housing, finances and legal issues. We will also go over starting the conversation, effective communication, dealing with denial, and how to have critical conversations.

## Long-Distance Caregiving

This seminar provides information on how to assess the needs of an older loved one who does not live nearby. The discussion will enable you to understand care options, determine whether relocation is appropriate, and discuss care options and critical issues with your loved one.

## The Effects of the Aging Process

Taking care of an older relative can be rewarding, as well as challenging. This seminar will provide an overview of both age- and disease-related changes older adults might experience, and will provide an overview of the physical, behavioral, and emotional changes of aging and the various diseases that may occur. It will also go over which types of assistance may be required from family members and professionals.



## Professional Care Management

This seminar provides information about Professional Care Management. We will review what a Professional Care Manager (PCM) is, the services provided by PCMs, fees for PCM services, and how to evaluate PCMs.

## Legal/Financial Issues Involved in Caring for an Older Loved One

What are the critical legal and financial issues involved in caring for an older loved one? Topics in this seminar include: locating and organizing important documents, executing or updating important legal documents (e.g., wills, trusts, advance directives, guardianships/conservatorships), finding an elder law attorney, and planning for your own future.

# Senior Care

## Exploring Housing Alternatives for Older Adults

This seminar explores housing options and care facilities for older adults. You will learn to assess a loved one's living situation and communicate with a loved one about care options. We will also explore different housing alternatives and how to evaluate various facilities.

## Overview of Medicare and Medicaid

This seminar provides a basic understanding of health insurance and government programs associated with senior care. It provides an overview of Medicare and Medicaid, explains eligibility for benefits, and covers Medigap insurance.

## Caring for a Loved One with Alzheimer's Disease

What are the care options for people with Alzheimer's Disease and other forms of dementia? This seminar explores options and opportunities for you as a caregiver. The seminar will cover the signs, symptoms, and stages of Alzheimer's Disease, day-to-day caregiving techniques, financial assistance and insurance, and resources for caregivers.



## Hospice Care

This seminar offers basic information about hospice programs and services. We will discuss the hospice philosophy, location of care, hospice services, deciding if hospice is right for your loved one, and cost of care.

## Preventing Elder Abuse

This seminar provides information on how to recognize signs of elder abuse and where to turn for help. The discussion will cover types of abuse, warning signs and risk factors, what to do if you suspect abuse, prevention, and helpful resources.

## Home Safety for Alzheimer's Disease and Related Dementia

In this seminar, we'll look at the proactive steps that can be taken to create a dementia-friendly home that eases caregiver stress and promotes more positive outcomes. This seminar aims to help you look at the home in a new light, understand dementia and age-related changes, learn about major safety challenges, and explore strategies for home safety.

## Home Design for Older Adults

Planning for your future home needs or the needs of your parents will enable a lifetime of home enjoyment and avoid late-in-life, crisis-driven decisions about assisted living facilities. In this seminar you will learn how to assess your home or your parent's home—how it suits current lifestyle needs and what it would take to adapt it to meet future needs. You will also learn tips for simple fixes to revitalize a home for increased independence.

# Prenatal & Adoption



## Prenatal Planning: Preparing for Upcoming Changes

Are you planning to start a family? This seminar will help you discover what you need to know to prepare. We will discuss birthing options, health and wellness issues, financial planning, time management strategies, and baby product and equipment safety.

## Overview of the Adoption Process

This seminar will provide you with important information necessary to navigate the adoption process. We will review the types of adoption, adoption agencies, the home study, costs and legal issues, and offer helpful resources.

## Transitioning to Parenthood

A new baby brings excitement, challenges, questions, doubts, and especially lots of change. This seminar, for new and expectant parents, helps set expectations and explores strategies to cope with the new demands of parenthood. We will discuss strategies for adjusting to new parenting roles, coping with emotional and lifestyle changes, and how to increase your self-confidence as a new parent.



# Child Care & Parenting

## Teens & Success in School

**NEW:** Parents will learn which healthy habits are important to school success, how to help teens deal with teachers and academics, and how to help teens get organized. We will discuss how to understand the signs that your teen is over- or under-involved, how to deal with peer pressure, and how to handle discipline.

## Parenting Your Teen: Tips for Parents of Teen Drivers

**NEW:** In this seminar we will review statistics on teen driving, and learn the major causes of accidents and how to prevent them. We will help parents understand the factors that determine driving readiness and discuss proven strategies for parents to manage and guide their teen toward this milestone of independence.

## The Benefits of Breastfeeding

**WEB ONLY:** The decision to breastfeed your baby is a personal one and one that only you can make. This seminar will provide you with the basic information and facts to help you make an educated decision on breastfeeding. We will discuss the benefits for both the mother and the baby, facts and myths about breastfeeding, and helpful resources for further information.

## Transitioning to Parenthood

A new baby brings excitement, challenges, questions, doubts, and especially lots of change. This seminar, for new and expectant parents, helps set expectations and explores strategies to cope with the new demands of parenthood. We will discuss strategies for adjusting to new parenting roles, coping with emotional and lifestyle changes, and how to increase your self-confidence as a new parent.

## Raising Well Balanced Children

Raising children to be responsible, well balanced, individuals can be challenging. This seminar will provide practical tips to help parents foster a healthy, positive foundation in their children. We will discuss self-esteem, emotional, physical and social issues, personal discipline, and body image, as well as gender differences and challenges.

## Choosing Quality Child Care for Your Child

Before you, as parents, begin your search for quality child care you need this basic information. This seminar will help you assess your needs, explore your options, evaluate child care providers, and go through the selection process.



## Evaluating and Selecting Before- and After-School Care Programs

As parents you will learn how to carefully find, evaluate, and select appropriate before- and after-school care for your children. This seminar will review the types of programs, help you evaluate them, discuss enrichment and extracurricular activities, and go over house rules and safety tips.

# Child Care & Parenting

## Is In-Home Child Care Right for Your Family?

Learn about in-home care options and what you need to know to make educated in-home child care decisions. This seminar will help you decide if in-home care is right for your family. Among the topics discussed are: working with an agency, screening and interviewing candidates, your responsibilities as an employer, and managing your relationship with your caregiver.

## Summer Care and Camp Options

Identifying quality summer care for children requires smart questions and information to discern the best option. This seminar will help you assess your summer care needs, review summer care costs, and give an overview of summer options for children and teens.

## How to Reduce Child Care Costs

This seminar will help you learn helpful tips for reducing child care costs. Among the topics discussed are: dependent care assistance plans, the child and dependent care credit, earned income credit, public subsidies and scholarships, and money-saving tips.

## Children's Nutrition 101

Childhood obesity is one of the largest issues facing a parent today. Are we feeding our children well? Too much? What if your child does need to lose weight? In this session you will learn basic nutritional requirements for your growing children, tips for healthy eating, health risks of obesity in children, recognizing when weight is a problem, and building self-esteem.



## Helping Your Child Get Active

Does your child need to be more active? Learn the many benefits to children of leading an active and healthy lifestyle. This seminar will provide tips and strategies for helping you get your child on the right track to health. Among the topics discussed are: implications of an inactive lifestyle; benefits of an active lifestyle; tips on diet, meals, and snacks; and how to get your child moving.

## Child Safety: Infant to Preschool Years

This seminar will cover what you, as parents, need to know to keep infants and preschoolers safe. We will review baby equipment and toys, childproofing the home, fire and poison prevention, water safety, and protection from abuse and abduction.

## Parenting Your Toddler/Preschooler

What can you expect during the toddler and preschool years? As parents you will learn about effective parenting strategies and typical developmental milestones and transitions. This seminar will cover positive parenting strategies, transitions, developing social skills, healthy habits, and learning at home.

# Child Care & Parenting

## Positive Parenting during the School-Aged Years

This seminar provides basic parenting strategies for school-aged children. We will cover healthy habits, effective communication, promoting positive academic performance, and transitions.

## Encouraging Effective Homework and Study Habits in Elementary School

This seminar provides parents with tips on how to promote effective study and homework habits in the primary grades. Topics covered will be: the role of parents, helping your child with homework, tutoring options, working with your child's teacher(s), and encouraging learning outside of school.

## Bullying: How to Protect Your Child

This seminar provides information on recognizing the signs of bullying and how to prevent or cope with it. We will cover types of bullying, talking with children about bullying, signs your child may be being bullied, coping tips for children being bullied, and what to do if you suspect your child is bullying others.



## Keeping Children Safe in An Uncertain World

Most parents realize the importance of discussing safety with their children, yet many don't know where to begin. Tips on protecting children from abduction, abuse and school violence are presented.

## Talking with Children About Violence: Keeping Them Safe

This seminar provides parents with information on keeping children safe from violence. Included in this discussion will be the prevalence of violence, talking to children about violence (e.g., media, war, terrorism, school violence, bullying, gangs, peer pressure, etc.), safety strategies and preventive skills, and recognizing reactions to violence.

## Preparing Your Child to Say "NO" to Drugs, Alcohol and Tobacco

Parents are the first line of defense when it comes to their children's use of tobacco, alcohol or drugs. Studies show that children are less likely to use drugs if their parents talk openly about the negative consequences of substance abuse and teach them how to avoid it. In this seminar parents will learn what they need to know to educate their children on the risks of tobacco, alcohol and drugs and help their children say "NO!"

## Helping Children Cope with War and Terrorism

This seminar provides information on how children may react during times of war and incidents of terrorism and how parents can provide comfort and support.

# Child Care & Parenting

## Parenting Your Teen

This seminar will help parents of pre-teens and teens by offering effective parenting tips and strategies for the difficult teen years. It will help you to understand physical changes, communicate effectively, manage conflicts, deal with teen social issues, and promote awareness of at-risk behaviors (e.g., alcohol and drug abuse, eating disorders, gangs, etc.).

## Parenting Your Teen: Relationships

Adolescence is a time when peer relationships and teacher/work relationships grow in significance while parental and sibling relationships are routinely challenged. This seminar will define relationships, review the best strategies, and discuss conflict resolution techniques to share and practice with your teen.

## Parenting Your Teen: Understanding Important Health Issues

This candid seminar will help parents understand the physical changes of boys and girls during puberty and how to cope with these changes. We will discuss the importance of supporting your teen's mental and physical health.

## Communicating and Resolving Conflict with Your Teen

This seminar will provide you with practical communication tips to improve your connection with your teen and techniques for resolving conflicts. Effective communication makes time together more enjoyable, discipline effective, and conflict resolution successful.

## Adolescents at Risk

Parents will learn about the factors that contribute to at-risk behavior in adolescents and discover hands-on parenting approaches for prevention. The seminar will discuss proactive, positive parenting; coping tips for at-risk issues; and helpful resources for further assistance.

## Working Parents: How to Achieve Balance

This seminar provides strategies that will help parents triumph in managing family and work responsibilities. The session will cover developing a work/life plan, improving organizational skills, finding quality time for loved ones, tips for on the job, commuting and transitioning from work to home, travel and overtime, self-care, and stress management.



## The Sandwich Generation

Finding balance when juggling caregiving responsibilities for children and aging parents is an enormous challenge. In this seminar you will learn practical strategies and solutions to manage the competing demands of caring for older adults while raising children.

# Child Care & Parenting

## Divorce and Separation: The Effects on Children

This seminar offers parents tips on how to help their children cope with a divorce or separation. You will learn how to explain separation/divorce to your child, the emotional impact it can have on your child, what to expect with various age groups, and how to communicate between households. Tips on establishing custody agreements and coping for parents and children are also offered.

## Parenting and Technology: The Internet, Texting and Social Networks

Parents will learn critical tips that protect and guide their children to promote positive online and networking experiences. In this seminar we will review language; identify concerns and risks; teach strategies to increase safety online; discuss instant messaging, texting, social networking, and chat rooms; and identify resources and monitoring software.

## Moving Your Adult Kids to Financial and Emotional Independence

This seminar will provide information and helpful ideas for parents to use to empower their young adult children to move toward financial and emotional independence. We will discuss historical changes and statistics, common emotions of parents and children, and tips to get children going emotionally and financially.



## Single Parenting

Single parents who attend this seminar will learn tips, strategies, and general information to help them survive and thrive. Among the topics discussed are: organizing yourself, spending quality time with children, establishing healthy communication skills, teaching healthy expression of emotions, building self-esteem, establishing stability and security, the co-parenting challenge, and how to obtain support.

## Successful Stepfamilies

This seminar assists stepfamilies in creating a loving and supportive family environment and will help you prepare for a successful transition and develop family unity. It will also review the importance of communication.

## Raising Children in a Diverse World

Teaching children about diversity and tolerance is a critical part of parenting today. This seminar provides you with information to teach your children about diversity. Among the topics covered in the session are: helping children to be proud of their heritage; introducing children to other cultures, religions and races; answering tough questions; protecting your child from discrimination; and how to be a good role model.

# Special Needs

## Does Your Child Have a Learning Disability?

In this seminar you will learn basic information about learning disabilities and resources for additional support, with a focus on common symptoms of a learning disability, testing for and diagnosing a learning disability, individualized education plans, educational resources and support groups, and your legal rights.



## Caring for Your Child with Special Needs

This seminar is designed to assist you in navigating the educational and child care resources available for children with special needs. It will also inform you about the financial and legal challenges you may face. Among the topics covered are: testing and evaluation, understanding special education laws and your rights, legal/financial issues, support groups, and helpful resources.

## Caring for Your Older Child/Adult Dependent with Special Needs

You will be provided with the information you need to know about caring for an older child or an adult with special needs. This seminar will discuss your child's rights concerning education and employment, protecting and providing for your special needs child, legal and financial issues related to your child's future, and effective parenting and family management.

## Parenting a Child with ADD/ADHD

This seminar provides a general overview of ADD/ADHD, including testing and diagnosis. We will also go over treatment options for ADD/ADHD as well as strategies for success.



# Academics

## Teens & Success in School

**NEW:** Parents will learn which healthy habits are important to school success, how to help teens deal with teachers and academics, and how to help teens get organized. We will discuss how to understand the signs that your teen is over- or under-involved, how to deal with peer pressure, and how to handle discipline.

## How to Choose the Right College or University

Choosing the best college may be one of the most important decisions your child makes. To make it easier, this seminar gives you, as a parent, the information you will need to help your child find, evaluate and choose the college that best fits his or her needs.

## Preparing for and Applying to College

Critical information on preparing your child for college is provided to you along with a general overview of the admissions process. This seminar will cover academic planning (e.g., high school requirements, standardized testing), the college search, the admissions process, and how to make the right decision.

## Preparing Your Child and Family for College

A child going to college is a major family milestone. Household dynamics will never be the same. This seminar will help you prepare to make the transition to college a productive experience for the entire family. Among the topics covered in the seminar are: how to balance independence and guidance, health and wellness practices, preparing for emotions, communication management, and honoring new relationships.

## Navigating the College Financial Aid Process

This seminar helps parents understand college financial aid options and is designed to give you an overview of the financial aid system, financial aid forms, student aid application tips, and helpful resources.

## College Financial Planning

As college tuition costs skyrocket parents need to plan and to save. This seminar provides information to help you plan for and manage the cost of your child's college education. It will provide savings and investment strategies and vehicles, college financial planning tips, as well as options for financial aid.

**PLEASE NOTE:** *This seminar does not provide specific financial or investment advice.*

## Nontraditional School Options

This seminar provides information on nontraditional educational programs and options and is designed to help you assess your academic needs. Information will be provided on educational options, the admissions process, and balancing school, work and life.

## Pursuing a Graduate Degree or a Continuing Education Program

This seminar provides an overview of graduate and continuing education programs and is designed to help you choose the right program and guide you through the application and admissions processes. It will also offer useful information on financial planning and managing work/life responsibilities.

# On Demand Webinars



View these webinars at your leisure.



## Financial

- The Basics of Investment
- Budgeting Basics
- Building Good Credit and Improving Your Credit Score
- Buying Your First Home
- Caring for Adult Loved Ones: Legal/Financial Issues
- College Financial Planning
- Holiday Budgeting
- Intro to Social Security Retirement Income
- Living Off Your Paycheck
- Long-Term Care Insurance: What You Need to Know
- Managing Your Money in Tough Times
- Overcoming Debt
- Planning Your Financial Future
- Preventing Identity Theft
- Retirement and Estate Planning
- Teens and Money

## Legal

- Caring for Adult Loved Ones: Legal/Financial Issues
- Divorce and Separation: The Effects on Children
- Long-Term Care Insurance: What You Need to Know
- Preventing Identity Theft
- Retirement and Estate Planning

### Wellness

- Benefiting from Ergonomics
- Get Smart About Brain Health
- Health and Well-Being in the Workplace
- Healthy Meal Planning: Understanding Portion Control and Food Labels
- Lightening Your Life with Laughter
- Living a Healthy Life
- Nutrition 101
- Nutrition 101 for Children
- Nutrition for a Healthy You!
- Putting Together the Pieces of Your Puzzle
- Relaxation Techniques for Stress Reduction
- Stress Management
- Stress Reduction Tool Kit
- Virtual Grocery Store
- You Are Your Own Gym
- You Can Be Smoke Free

### Daily Needs & Safety

- Building Better Relationships Through Effective Communication
- Caregiver Emergency Preparedness
- Green Tips for the Home
- Home Safety for People with Alzheimer's Disease or Related Dementia
- Parenting and Technology: The Internet, Texting and Social Networks
- Preventing Identity Theft
- Emergency Preparedness

### On the Job

- 5% Solution Getting the Right Things Done
- Assertiveness, Part I
- Assertiveness, Part II
- Boosting Productivity: Taming Tech and Time
- Business Etiquette
- Building Better Relationships Through Effective Communication
- Call Center Stress Management
- Creating a Positive Work Environment
- Diversity in the Workplace
- Emotional Intelligence
- Health and Well-Being in the Workplace
- Lightening Your Life with Laughter
- Managing Change
- Managing Work and Life
- Managing Work and Life While Working Non-Traditional Hours
- Networking for the Network Challenged
- Non-Verbal Communications
- Out of Sight: Tips for Success for Remote Workers
- Planning, Prioritizing and Organizing Your Time
- Putting Together the Pieces of Your Puzzle: 5 Buckets
- The Positive Effects of Self-Esteem on Performance
- Relaxation Techniques for Stress Reduction
- Resiliency: How to Bounce Back from Adversity
- Goal Setting Resolutions That Stick
- Stress Management
- Stress Reduction Tool Kit
- Understanding and Communicating with a Multigenerational Workforce

## Senior Care

- Beating Caregiver Burnout
- Care Transitions: What You Need to Know from Hospital to Home
- Caregiver Emergency Preparedness
- Caregiving: Letting Go of Guilt
- Caring for a Loved One with Alzheimer's Disease
- Caring for Adult Loved Ones: Legal/Financial Issues
- Communicating with Your Older Loved One
- Heart and Brain Health Connection: Caregiver Risk Factors
- Home Safety for People with Alzheimer's Disease or a Related Dementia
- Hospice Care
- How to Avoid the Caregiving Cost Drain: Legal and Financial Issues
- How to Have C-A-R-E Conversation
- The Importance of Family Meetings
- Intro to Social Security Retirement Income
- Life After Caregiving: Saying Goodbye and Starting Anew
- Long-Term Care Insurance: What You Need to Know
- An Overview of Medicare and Medicaid
- Overview of Senior Care
- Retirement and Estate Planning
- The Sandwich Generation
- The Sandwich Generation Juggling Act: How to Balance Children, Career and Caregiving
- Senior Driving: Helping Older Loved Ones Stay Safe and Independent
- Senior Nutrition and Meals
- Tips on Finding the Right Senior Housing Options

## Child Care & Parenting

- Bullying: How to Protect Your Child
- Communicating and Resolving Conflict with Your Teen
- Cultural Care Au Pair and the Au Pair Program
- Divorce and Separation: The Effects on Children
- Encouraging Effective Homework and Study Habits
- Helping Your Child Get Active
- Nutrition 101 for Children
- Parenting and Technology: The Internet, Texting and Social Networks
- Parenting Your Teen: Understanding Important Health Issues
- Preparing Your Child and Family for College
- Raising Well-Balanced Children
- Reducing Child Care Costs
- Teens and Money
- Transitioning to Parenthood
- Working Parents: How to Achieve Balance
- Ten Things You Should Know About Adoption (Part 1)
- Answers to Your Questions About Adoption and Foster Care (Part 2)
- Caring for Your Special Needs Child
- Parenting a Child with ADD/ADHD

## Education

- College Financial Planning
- Encouraging Effective Homework and Study Habits
- How to Choose the Right College or University
- Preparing for and Applying to College
- Preparing Your Child and Family for College

## Emotional Health

- Conquering Holiday Stress
- Emotional Intelligence
- Happiness
- Health and Well-Being in the Workplace
- Lightening Your Life with Laughter
- Managing Change
- Parenting a Child With ADD/ADHD
- The Positive Effects of Self-Esteem on Performance
- The Power of Positive Thinking
- Relaxation Techniques for Stress Reduction
- Stress Management
- Stress Reduction Tool Kit
- You Can Be Smoke Free

# Take Your Child to Work Day Programs

With the DONCEAP, you can make this one of your most successful events of the year!



Thursday,  
April 23rd  
2015



As you budget for your 2015 benefit programs, don't forget to plan ahead for this incredible opportunity to support your employees and inspire future generations to succeed in the workplace.

Our Take Your Child to Work Day programs are designed to empower kids ages six and older with information, skills and experiences to pilot their lives.

You can choose from 16 of your favorite topics (see next page), and mix and match them to meet your organization's needs.

## Flexible Program Format

No matter which theme you choose, we will develop a program that works for your workforce and your budget:

- **Short Program:** a one-hour session
- **Half-Day Program:** choose between four hours of a themed event or four one-hour sessions
- **Full-Day Program:** six one-hour sessions

## Easy to Follow Guidelines

- Programs tailored for kids age six and up
- Maximum 30 kids per class; aiming for a 1:7 adult to child ratio
- Need registration information, room size and set up details one month prior to event date

## Each themed program features:

- Engaging educational content
- Group interaction and participation
- A fun and creative activity
- A wrap-up discussion about key lessons learned

Contact the DONCEAP to  
reserve your workshops today.

# Make this Day Memorable! Plan a Special Event for Your Employees' Kids

## Choose from these exciting programs:

**Healthy Living for Kids:** This workshop explores how to make good nutrition, sleep and life choices. Wellness is important for optimal performance at school and work. Children look at what kinds of choices they should make in regard to nutrition, exercise and sleep. Children are exposed to the concept that little changes, like not hitting the snooze button, can pay big dividends.

**If It Is To Be It's Up To Me:** The goal of this program is to expose middle and high school students to skills which will help them manage their paths towards an appropriate college and career for their interests and talents. If younger children are in the group the orientation can be about how am I going to reach my dreams. This is a combination of things they don't teach in school that everyone should know, and communicating the impact of choices made today.

**Communication Sensations:** This workshop explores the communication choices today's kids will have when they begin to work. Activities stress the importance of clear communication and reveal participants' communication and leadership strengths.

**BFF-Best Friends Forever:** This workshop explores the synergy and health of good friendships. Kids will examine what makes someone a good friend as well as what behavior to expect from a friend. Discussions and activities for older kids include peer pressure and bullying.

**Live Well and Prosper:** This activity-based program teaches kids the benefits of adopting healthy habits. Participants will leave the course with an action plan on how to start today!

**Creating Your Path to College and Careers:** In this program, middle and high school students will explore their interests and talents, get a better understanding of the college application process, and learn important lessons about making and maintaining positive impressions.

**Imagination is More Important than Knowledge:** This program challenges participants to think outside the box, using the imagination for inspiration and product creation. Activities promote team-building and communication skills, which are essential in moving daydreaming to productive developments.

**Laugh It Off:** To help today's busy kids better manage stress we will offer a kid's version of our best-selling workshop "Lightening Your Life with Laughter." Kids will learn fun ways to laugh off their stress and have fun along the way.

**Kids and Money:** This program offers two age specific workshops to help kids understand money management basics. A program for ages eight to 13 that explores what money means to kids, and a program for ages 14 and up that focuses on goal setting and saving at an early age.

**Why Can't We All Just Get Along:** Kids learn life skills to help resolve conflicts through role playing situations such as bullies, sibling rivalry, and parent conflicts.

**What Am I Gonna Be:** This session helps kids explore career opportunities including starting their own business.

**Who Am I:** This session focuses on developing positive self-esteem through fun, interactive activities.

**It's Not All About ME:** The session will identify ways in which participants can give back to their neighborhoods, schools, communities, and world by volunteering.

**Good Manners Will Get You Everywhere:** This workshop focuses on good manners when meeting new people, dining, talking on the phone or using email.

**Two Heads Are Better Than One:** This session focuses on teamwork. Activities include brainstorming and problem-solving.

**Follow the Leader:** The group will identify great leaders, past and present, and what makes them successful. Finally, participants will discover their own leadership skills.

All of these programs were created especially for kids (*recommended ages six to 15*). Select the ones that best fit your organization's needs!



24 hours a day, 7 days a week

**1-844-DONCEAP (1-844-366-2327) | Domestic**

(888) 262-7848 | TTY

(866) 829-0270 | International

[DONCEAP.foh.hhs.gov](http://DONCEAP.foh.hhs.gov)