



The Certified Senior Advisor® Certification and Education Programs

The Working with Older Adults Education Program

What you will gain from the 26-chapter course:

The multidisciplinary focus of the *Working with Older Adults* education program ensures that it addresses one of the largest challenges facing professionals today - how to identify and accurately serve the complex and diverse needs of our aging population. The invaluable knowledge and information in this course helps you improve your professional practices and business because you will be better able to...

- Recommend options and solutions that are in the best interest of older adult clients
- Communicate and relate with older adults
- Navigate the complexities of aging
- Be a stronger source of information
- Refer clients to qualified professionals outside your expertise

The *Working with Older Adults* course offers evidence-supported knowledge with many real-world examples, tips, tools and resources. As a result, professionals are uniquely prepared to help older adults navigate the new, complex and changing needs of their later years.

Part 1: The Journey of Aging

Chapter 1: Aging and Society

Chapter 2: The Experience of Aging

Chapter 3: Family and Social Support among Older Adults

Chapter 4: Best Practices in Communicating with Older Persons

Part 2: Health Transitions as People Grow Older

Chapter 5: Physical Changes of Aging

Chapter 6: Chronic Conditions among Older Adults

Chapter 7: Cognitive Changes of Aging

Chapter 8: Mental and Emotional Health in Later Years

Chapter 9: Healthy and Creative Living in Aging

Part 3: Quality-of-Life Choices for Older Adults

Chapter 10: Housing and Services for Aging Needs

Chapter 11: Caregiving in Families

Chapter 12: Advance Care Planning and Directives

Chapter 13: Hospice and Palliative Care

Chapter 14: End-of-Life Choices and Ethics

Part 4: Financial & Estate Planning for Age 65 and Older

Chapter 15: Financial Planning for Retirement

Chapter 16: Main Sources of Retirement Income

Chapter 17: Basics of Investing for Age 65 and Older

Chapter 18: Federal Income Taxes and Older Adults

Chapter 19: Essentials of Estate Planning

Part 5: Federal & State Programs for Retirement & Health Care

Chapter 20: Medicare

Chapter 21: Medicaid and Older Adults

Chapter 22: Social Security and SSI

Chapter 23: Veterans Benefits

Part 6: Essential Ethics for Working with Older Adults

Chapter 24: Practical, Everyday Ethics in Serving Older Clients

Chapter 25: Protecting Older Adults from Financial Exploitation

Chapter 26: Finding Qualified Professional Resources

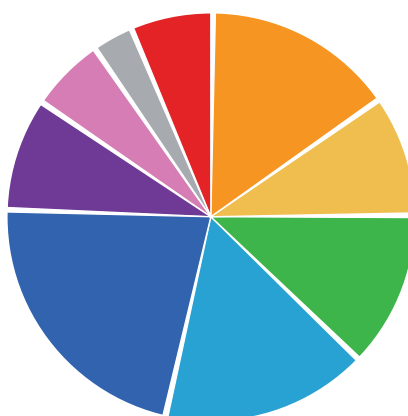
Choose the Best Option for You

The Society of Certified Senior Advisors offers various options for the *Working with Older Adults* education program. Individuals seeking a practical, comprehensive understanding of the health, social and financial issues that are important to many older adults can choose from a live or online class format. Participation in a *Working with Older Adults* education program is not a requirement for obtaining CSA certification.

In-Person or Virtual Class + CSA Exam Bundle	Online Course + CSA Exam Bundle	Course Materials Only	Certification Only
\$1,290	\$1,190	\$400	\$395
<ul style="list-style-type: none"> ✓ Working with Older Adults Textbook ✓ Course Study Guide ✓ PowerPoint Notebook ✗ Recorded Video Presentations ✓ Aging Demonstration Kit ✓ Networking Opportunities ✓ Learning Activities & Instructor Guidance ✓ Subscription to Senior Spirit Newsletter ✓ Online CSA Ethics Course ✓ CSA Exam 	<ul style="list-style-type: none"> ✓ Working with Older Adults Textbook ✓ Course Study Guide ✗ PowerPoint Notebook ✓ Recorded Video Presentations ✓ Aging Demonstration Kit ✗ Networking Opportunities ✗ Learning Activities & Instructor Guidance ✓ Subscription to Senior Spirit Newsletter ✓ Online CSA Ethics Course ✓ CSA Exam 	<ul style="list-style-type: none"> ✓ Working with Older Adults Textbook ✓ Course Study Guide ✗ PowerPoint Notebook ✗ Recorded Video Presentations ✗ Aging Demonstration Kit ✗ Networking Opportunities ✗ Learning Activities & Instructor Guidance ✓ Subscription to Senior Spirit Newsletter ✗ Online CSA Ethics Course ✗ CSA Exam 	<ul style="list-style-type: none"> ✗ Working with Older Adults Textbook ✗ Course Study Guide ✗ PowerPoint Notebook ✗ Recorded Video Presentations ✗ Aging Demonstration Kit ✗ Networking Opportunities ✗ Learning Activities & Instructor Guidance ✓ Subscription to Senior Spirit Newsletter ✓ Online CSA Ethics Course ✓ CSA Exam

The CSA Exam

The CSA Exam consists of 9 Sections and 150 multiple choice questions relating to social, financial, and medical aspects of aging.



Anthropology & Sociology (15.6%)
 Family and Aging (9.6%)
 Health and Wellness Aspects (11.9%)
 Lifestyle Aspects (16.3%)
 Financial Aspects (22.2%)
 Eldercare Planning (8.9%)
 Legal Aspects (5.9%)
 End-of-Life Planning (2.9%)
 Ethical Issues (6.7%)

CSA Certification Requirements

Acceptance into the Certified Senior Advisor (CSA)[®] certification program is contingent upon 1) completion of the registration process 2) passing the CSA Exam 3) completion of the CSA Code of Professional Responsibility ethics course 4) passing a criminal background check.

For a complete description of the Certified Senior Advisor (CSA)[®] certification program, including eligibility requirements visit www.csa.us or call 800-653-1785.

The Certified Senior Advisor (CSA)[®] is the leading certification for professionals serving older adults.

720 S. Colorado Blvd. Suite 750 North, Denver, CO 80246

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society@csa.us



What is the Certified Senior Advisor (CSA)® Certification?

The Certified Senior Advisor (CSA)® is the leading certification for professionals serving older adults. It demonstrates competency in the knowledge of the health, social, financial, and ethical issues associated with aging. Obtaining the CSA certification, shows a commitment to high ethical standards, lifelong learning, and exceptional service to older adults.



#1204
ISO/IEC 17024
Personnel Certification



The CSA certification program is accredited by both the American National Standards Institute (ANSI) and the National Commission for Certifying Agencies (NCCA), which means the public can have confidence in the credibility and value of the credential.

A Growing Need for Qualified Professionals

The Baby Boomer Generation is redefining the meaning of the word “senior” as it enters the 65+ demographic in record numbers, making this a growing market with very specialized needs.

- Every day, more than 10,000 Americans turn 65 - a trend that will continue until 2029.
- Seniors age 85 and over represent the fastest-growing segment of this group.
- Over 70% of America’s wealth is controlled by adults over age 50.

Today’s older adult consumer requires more initiative than ever before. How are you differentiating yourself from the competition? By becoming a Certified Senior Advisor (CSA)® you are taking an integral first step in defining your commitment to the older adult consumer.

“we are specialists in aging”

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