



# Working with Older Adults Online Course Navigation & Viewing Tips

Here are navigation and viewing tips to help you get off to a great start:

- **Make the words on the screen bigger or smaller:** press these keys --
  - ✓ **Bigger:** CTRL and “+” (plus)
  - ✓ **Smaller:** CTRL and “-” (minus)
- **Mobile devices:** the screen automatically adjusts to mobile devices.

## Getting Started

Use the *Navigation Bar* to open the parts and chapters and to move from one part or chapter to another.

### In the navigation bar:

**Navigation Bar**

1. Click *Part* to display Part Introduction and all the chapters in that part. For example, Part 1 has four chapters.
2. Click *Chapter Name* to display the home page, interactive presentation, quiz and handout (if applicable).
3. Click an item to open it.
4. To go to a different part or chapter: click on that item in the navigation bar.

**WORKING WITH OLDER ADULTS**  
A Professional's Guide to Contemporary Issues of Aging

Welcome to the *Working with Older Adults* online course! Older adults have unique needs and are one of the fastest-growing markets today. The more you understand older adults, the more effectively you can serve them on their individual paths of aging.  
Your study: Study the six parts, chapters and topics in any order and use this online course with the *Working with Older Adults* textbook and course study guide.  
If you plan to become a Certified Senior Advisor (CSA)®, *Working with Older Adults* helps you prepare for the CSA certification exam.\*  
\*Completing the *Working with Older Adults* course does not guarantee passing the CSA exam. This course is independent self-study and requires study of all course materials outside the online course review option.

**Course Outcomes**  
*Working with Older Adults* improves your ability to:

- Serve older clients accurately and comprehensively
- Help older clients plan for changing needs
- Communicate and interact with older adults

For more information: Please email [society@csa.us](mailto:society@csa.us)

**CSA**  
Society of  
Certified Senior Advisors

## On the chapter home page:

Use the *Navigation Bar* to open chapter study materials – interactive presentation, quiz and handouts (if applicable). You may also click the link on the photo to open the interactive presentation.

**Navigation Bar**

Welcome to Working with Older Adults

Part 1: The Journey of Aging

Part 1 Introduction

Chapter 1: Aging and Society

Chapter 1 Home

Chapter 1 Interactive Presentation

Chapter 1 Quiz

Chapter 1 Handout

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

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

**Open the interactive presentation: Click Interactive Presentation in either the photo or in the navigation bar.**

**Open the quiz: Click Chapter Quiz.**

**Return to the course after completing the Chapter Quiz: go to the tool bar and click the Internet icon (examples: Internet Explorer, Firefox, Chrome, etc.) to display icons (of all open windows). Click the online course icon to enlarge it and return to where you left off.**

**CHAPTER 1: AGING AND SOCIETY**  
INTERACTIVE PRESENTATION

**OBJECTIVES**

At the end of this chapter, you will be able to:

- Explain the role society plays in the lives of older adults.
- Contrast the six different ways to measure age.
- Discuss the key characteristics of middle age, later adulthood, and old age.
- Recognize key national legislation and social policies that affect older adults.
- Define ageism, give examples of it in society, and discuss ways to prevent it.

**VIEW**

Interactive Presentation

**ASSESSMENT**

Chapter 1 Quiz

Windows taskbar: Ask me anything, Internet Explorer, Firefox, Chrome, etc.

## In the chapter interactive presentation:

Use the arrows and scroll bar to move back and forth within the presentation.

**Navigation Bar**

Welcome to Working with Older Adults

Part 1: The Journey of Aging

Part 1 Introduction

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Part 2: Health Transitions as People Grow Older

**To go forward and back: click the arrows at the top of the screen.**

**CHAPTER 1: AGING AND SOCIETY**

CHAPTER 1: AGING AND SOCIETY: OVERVIEW

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Overview

The interaction of aging and society is complex. Society influences the individual, and the individual influences society in never-ending circles. These interactions create a different experience of aging for individuals and for generational cohorts.

How one ages is also influenced by one's career, health, personal circumstances, values, goals, and other factors. Each older person has a personal story. At the same time, some general patterns can be observed in aging and adult development.

Societal influences, such as ageism, have significant effect on older persons. The descriptions of aging are many and are often accompanied by myths and misperceptions of older adults. Ageism is both obvious and subtle.

Understanding the aging population and the role society plays in the lives of older adult helps you avoid ageism and gives your older clients the most helpful consultations and resources.

**TOPICS**

**OBJECTIVES**


**Topic 01: Describing Aging in Later Life**  
When does being "old" begin, and what do we mean when we say that?

**Topic 02: Age Categories**  
What defines middle age, later adulthood, and old age are becoming less distinct.

**Topic 03: Social Policy and Aging**  
Elections are often won and lost on social policy issues.

**Topic 04: Ageism**  
Ageism describes discrimination and prejudicial attitudes toward older adults.

**Viewing tips when you are in the interactive presentation:**

- **“Keyboard-only view”** is recommended *only for mobile devices* or those with a physical impairment or inability to use the mouse.
- **If you are using a PC *and* the “Keyboard-only view,”** the back-and-forth arrows do *not display at the bottom of all pages* due to technical screen design. Check Your Understanding questions are re-formatted and may be difficult to use.
- **“Select each item:”** click the boxes in the list below to display information.
- **For a system tutorial:** in the tool bar at the top of the screen, in the right corner, click the  icon (“View Help”) for a tutorial on navigating within the interactive presentation and using several resources and tools.

For additional questions or assistance, contact us at [society@csa.us](mailto:society@csa.us).