



Continuing Education

Saginaw County Community Mental
Health Authority
Albert & Woods Professional
Development & Business Center
1 Germania Platz
Saginaw, MI 48602



Participant Information Guide to SCCMHA Training

Direct Care Training



**Saginaw County Community
Mental Health Authority
Albert & Woods Professional
Development & Business Center
1 Germania Platz
Saginaw, MI 48602
(989) 797-3445**



Continuing Education

Table of Contents

SCCMHA Continuing Education Contacts	3
Training Registration	4
Prior to Attending Training	5
Expectations for Training	6-8
Verbal De-Escalation/PI for Protection and CPR/FA.....	9
After Training Expectations	10
Attendance Tracking	11

Individuals employed as Residential Home Direct Care Providers should bring a copy of this booklet on the first day of live, in-person. class. **There should also be access to this manual during virtual training.** Updated information is highlighted in **RED** throughout this manual.

VERIFICATION OF ATTENDANCE

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

This signature verifies the attendee was present on this day. It does not indicate full completion of a course.

- ▶ Within four weeks after the end of each training cycle, a transcript of training activities will be sent electronically to the residential facility or program where the participant is assigned.
- ▶ When a participant has completed all required classes, participants must get copies of transcripts and certificates from the home manager, supervisor or Training Coordinator.
- ▶ We will be happy to provide duplicate transcripts however, these must be mailed to the participant's company address or can be picked up by staff themselves from SCCMHA Continuing Education Unit: 1 Germania Platz Saginaw MI 48602.
- ▶ Per SCCMHA Medication Policy, a participant must be observed in medication administration ten times by the home manager before he or she may independently assist consumers in taking medications. Individuals experiencing difficulty in medication procedures are strongly encouraged to re-take the basic medications course.

- ▶ Learning to work with individuals with disabilities is an on-going process. Participants are welcome and encouraged to attend classes as often as needed to maintain the highest skill level possible.
- ▶ We want to help each person excel as a direct care support staff. Let us know what we can offer to strengthen skills, provide support, enhance education.

OTHER IMPORTANT NUMBERS

[illegible]

CLASS REGISTRATION INFORMATION

The following guidelines were developed to promote fairness, security and safety for all participants. We have made every attempt to make registering for classes as efficient and accurate as possible by offering three options for registration.

Participants must be working at an SCCMHA network facility, program or as a Self-Determination staff to enroll in classes.

- ▶ Home Managers, Supervisors or Training Coordinators must register individuals for classes. This will help ensure individuals who participate in training are currently working at the residential facility or program.
- ▶ Home Managers, Supervisors or Training Coordinators must fully complete a training registration form for new staff when requesting more than 1 training for staff.
- ▶ Email class registration forms to registrations@sccmha.org. You may also fax your registrations to 989-498-4219.
- ▶ When registering participants for classes you must indicate the name of each class the person will be taking along with the date of the class. Your email or fax should look something like this:
 Smith, Carol
 Recipient Rights—May 24th
 CPR/First Aid—May 25th
 Brown, John
 Basic Health—May 12th—13th
- ▶ Please do not indicate “register this person for everything” or “register this person for everything they need”. Those registrations will be returned and it will delay your staff’s registration.
- ▶ Individuals must be pre-registered to attend classes. You may register participants up to twenty-four hours before the start of the class however, classes fill up rapidly and there may not be room available. Register early! As well, be sure to pay attention to any trainings which have prerequisites. Students will not be allowed to take trainings without completing prerequisites.
- ▶ Individuals who have not pre-registered and who are not on the Continuing Education front office registration list will not be allowed into class.
- ▶ If a staff member is terminated, please contact 989-797-3445 or email registrations@sccmha.org so that the person can be removed from the remainder of the classes and a termination date can be put into their staff record. Keeping terminated staff on the home’s training records will negatively impact your training compliance score.

NO MODIFICATION TO TRAINING.....

Verbal De-Escalation/Physical Intervention for Protection and CPR/First Aid classes will require some degree of physical activity including extended periods of standing, walking, bending, reaching and kneeling and assisting others into a take-down position.

Individuals must be physically able to participate in order to take the course. Participants should NOT register for Verbal De-Escalation/Physical Intervention for Protection or CPR/First Aid training if he or she cannot perform the activities listed above. There will not be any modifications to the training. If staff are not able to complete the training as the trainers require for the entire group staff will be asked to leave.

Do not register for Verbal De-Escalation/Physical Intervention for Protection and CPR/First Aid for example:

- ▶ You are pregnant and have concerns regarding your pregnancy
- ▶ You have a medical condition that would prohibit you from engaging in physical activity.
- ▶ You are under a medical professional’s care and he or she has restricted your physical activity.
- ▶ You have a chronic condition that would be worsened, even temporarily, by participating in physical intervention and advanced physical intervention, for example bad knees.
- ▶ You have had recent surgery and are back to work with restrictions.

This is just a list of examples of reasons individuals should not enroll or participate in physical intervention classes. There are many, many other reasons why individuals cannot participate. If you have any doubts about whether you should attend, please consult with your health care professional.

You must dress appropriately when attending Verbal De-Escalation/Physical Intervention for Protection and CPR/First Aid classes. Appropriate dress will include:

- ▶ Loose fitting clothing that will allow unrestricted movement.
- ▶ Shoes with low heels that provide support. (Walking/running/athletic shoes are encouraged; high heels, clogs, flip flops are not appropriate).
- ▶ Shirts that cover the stomach/abdomen and that do not reveal cleavage. Please refer to page 6 for appropriate dress code.
- ▶ Pants that stay in place without physically holding them on.

DURING.....

Remember that you are representing not only yourself, but the facility, company and consumers for whom you work.

- ▶ Participants sleeping in the classroom **and/or virtual training** will be required to leave. **You understand that sleeping during Virtual training is not allowed.** If the trainer notices non-participation they will first attempt to get your attention via the participation options online. If you do not respond you will be removed from the Virtual training.
- ▶ You understand you must pass all aspects of the Virtual training including any hands-on requirements as directed by the trainer(s) in order to pass the training in full. Modification of the Virtual training will not be allowed.
- ▶ When you complete a Virtual training, you will also need to pass a training test. You are agreeing to take the test on your own without the help of others.
- ▶ A training tracker is provided at the end of this manual. Use this document to keep track of training attended and training needed. Please do not ask the trainer or front office staff what classes you need. They are not able to track the training needs of each of the hundreds of individuals in the provider network!
- ▶ If proof of attendance is needed, the home manager, supervisor or Training Coordinator may provide the attendee with a form or may use the form the attached tracker. Trainees must give the attendance tracker to the trainer at the **end of each class.** **If attendance is needed for virtual training, please have the Home Manager or training coordinator reach out to the Continuing Education Unit.** The trainer cannot verify past training. If historical proof of attendance is requested, please understand that it may take up to 2 weeks to provide the information.
- ▶ All of the SCCMHA sites are **No Smoking** facilities. Participants may only smoke in their vehicles with windows rolled up and dispose of cigarette butts in their vehicles. Participants and other visitors to the building may not smoke in the parking lot while walking to the building. This no smoking policy will be strictly enforced.
- ▶ Please respect SCCMHA and training room, building property **and virtual training environment.** It is our expectation that individuals attending classes will demonstrate the actions of professional, responsible adults. **Defacing or destroying property will result in discharge from the training program and possible replacement of the property.**

BEFORE.....

*One of the best things a participant can do to prepare for training is have a good attitude! Coming in-person/**attending a virtual training** with a positive attitude and a willingness to learn will help make the experience a positive one. This training offers individuals an opportunity to make a positive difference in the lives of individuals with disabilities. It is not for everyone. Make sure you have the desire, passion, and commitment to work with individuals with disabilities before committing your time and energy into classes.*

- ▶ If attending a virtual training, **test-run of the training equipment you will be using is required.** You will need to discuss this with your Home Manager or Training Coordinator.
- ▶ Bring something to write with **or ensure you have all virtual training materials needed.** We are unable to provide pens, pencils, note paper. Trainers are not able to troubleshoot virtual training devices.
- ▶ Plan and organize so that you can be on time. Individuals arriving more than ten minutes after the start of class will not be allowed into class. No exceptions. We must insure that individuals receive all of the information as outlined in the course protocols. If something urgent occurs that would interfere with class attendance, ask your home manager, supervisor or training coordinator to reschedule the class for you. *be mindful of class start times, we offer the grace period however the class will start at the time identified on the training calendar. Students are responsible for any information they may have missed during that time.
- ▶ There is no 10 minute grace period for breaks and lunch. The instructor will clearly state the time to return from breaks and lunch and class will start at the stated time. **For in-person trainings,** expect that you will only be allowed in to get your personal belongings to leave for the day. Training starts at the identified start time on the training calendar, staff should arrive **or sign into Zoom prior to, sign in and be ready to start training at the identified start time.** Staff are responsible for any of the information they miss between the start time and end of the grace period.
- ▶ Plan and organize so that you can stay for the entire course. While we can appreciate family, work and other obligations, credit for a class can only be given if the full class is attended.
- ▶ **By completing Orientation to Training online you are accepting responsibility for reading this entire manual. "I didn't know" will not be accepted. All providers have access to this manual.**

DURING.....

- ▶ During virtual training your video screen is to be kept on at all times and you must be visible from the shoulders up. If video is disrupted is your responsibility to contact SCCMHA Continuing Education Unit. If it is disrupted for more than 15 minutes you may not be allowed back in the training. All contacts to Continuing Education are listed on page 3 of this manual.
- ▶ Do to the large amount of staff needing CPR/First Aid training: the 10 minute grace period for CPR/First Aid only applies if there is no one waiting on stand-by to get into the CPR/First Aid training. If staff do not arrive and sign in by the *identified start time on the training calendar*, their spot is forfeited to those waiting on stand-by to attend the training.
- ▶ Cell phone use is prohibited in the classroom and/or virtual training. **PHONES ARE NOT ALLOWED TO BE SITTING ON THE TABLE OR IN SIGHT, THEY MUST BE PUT AWAY.** You must turn your cell phone setting to "silent" or turn it off and put it away before class begins. Checking voice messages, texting, emailing, making calls and playing games are all considered cell phone use and is prohibited in the classroom and/or virtual training. You will be given breaks to use your phone. Attendees will be asked to leave training if found violating this rule.
- ▶ You may give the following numbers to be contacted in the classroom in the event of an emergency or if you are having problems with your virtual attendance: (989) 797-3445 or 989-797-3451
- ▶ Any special accommodation that is needed must be cleared through your Home Manager, Supervisor or Training Coordinator PRIOR to attending training. The Home Manager, Supervisor or Training Coordinator is responsible for requesting an accommodation from the Continuing Education Unit at least 24 hours PRIOR to the start of training.
- ▶ Students must achieve 80% on all tests/quizzes. This must be achieved in no more than three attempts. Furthermore, **students must have a valid email address** in order to complete online tests within the virtual classroom., as well as to receive a CPR completion card.

DURING.....

- ▶ Participants must adhere to the SCCMHA dress code. If it is appropriate to wear to work, it is probably appropriate to wear to class. Clothing that is prohibited in both the in-person training classroom and virtual training includes:
 - Low cut tops, tube tops, halter tops or cropped tops that reveal the tummy or abdomen
 - Low cut pants that reveal skin or excessively baggy pants that require the person to physically hold them up when walking
 - Skirts or dresses shorter than a few inches above the knee
 - T-Shirts with profanity or inappropriate messages.
 - Pajamas/slippers/bonnets/shower caps/do-rags

Dress comfortably but appropriately! The message you want to send to others is competence and professionalism.
- ▶ If participating in a Virtual training you will be required to conduct yourself as you would during a live training. This includes but is not limited to:
 - a. Ensuring your training space is private with no interruptions.
 - b. You are not allowed to be driving or in any form of moving transportation while participating in a virtual training.
 - c. Students may not have children or pets with them in their training space while participating in Virtual training with SCCMHA Continuing Education. This is not only a distraction to you but also a distraction to all others who are participating.
- ▶ Participants must exhibit professional behavior and decorum in the in-person and/or virtual classroom and while on SCCMHA property. This includes:
 - Speaking to others in a respectful manner
 - Using a voice volume that is not disruptive to others in adjacent rooms and offices
 - Refraining from profanity and inappropriate subject matter in public areas including the break room, hallways and restrooms
 - Listening while the trainer and others are speaking
 - Not playing loud music in the parking lot while driving in, parking or driving away
- ▶ Participants may not use alcohol, medicinal marijuana, or any illegal substances during class hours (including lunch hour) or while on SCCMHA property. Use of these substances during class hours, while on any break from class or on SCCMHA property will result in discharge from the training program at the trainer discretion.