



Continuing Education



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



Continuing Education



Continuing Education Training Guide Participant Manual

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

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The following guidelines were developed to promote fairness, security and safety for all participants.

We have made every attempt to make training as efficient and effective as possible.

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

Individuals contracted with SCCMHA should bring a copy of this guide on the first day of live, in-person class. There should also be access to this manual during virtual training.

ATTENDANCE TRACKING

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Date: _____
Class Title: _____
Trainer Signature _____

Date: _____
Class Title: _____
Trainer Signature _____

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Date: _____
Class Title: _____
Trainer Signature _____

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

AFTER TRAINING

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- ▶ When a participant has completed a course the information regarding that course will be available in Absorb as soon as the instructor enters class completion in Absorb, typically within one business day of the course being completed. Home Managers, Supervisors, Training Coordinators as well as the participant will all have access to the transcripts in Absorb.
- ▶ Per SCCMHA Medication Policy, a participant must be observed in medication administration a minimum of three times by an SCCMHA Nurse 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 Medication course. SCCMHA Nurse or the Home Manager may require staff who are struggling or committing errors to re-take the Basic Medication 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.
- ▶ Please be careful driving through the parking lot when arriving, do not speed or drive carelessly in an attempt to get to class on time.

SCCMHA CONTINUING EDUCATION CONTACTS

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| | |
|---|--|
| Alecia Schabel Continuing Education Supervisor | alecia.schabel@sccmha.org (989) 797-3451 |
| Aylin Salcedo Continuing Education Assistant | aylin.salcedo@sccmha.org (989) 272-0226 |
| Matt Nagy Trainer | matthew.nagy@sccmha.org (989) 272-0240 |
| Valerie Toney Trainer | valerie.toney@sccmha.org (989) 498-2273 |
| Tim Hogan Clerk | timothy.hogan@sccmha.org (989) 797-3445 |
| Florentino (Tino) Garcia PM Clerk | florentino.garcia@sccmha.org (989) 498-2278 |
| Kati Wade Typist Clerk | kati.wade@sccmha.org (989) 272-7231 |

OTHER IMPORTANT NUMBERS

| | |
|------|--------------|
| Name | Phone Number |
| Name | Phone Number |
| Name | Phone Number |

TRAINING REGISTRATION INFORMATION

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

- ▶ Online Training Orientation training is **required** prior to completing any in-person and/or virtual training for Licensed Residential Providers, CLS, Respite, Self-Directed Staff, CTN/CTS Staff and SCCMHA Transportation Staff.
- ▶ Home Managers, Supervisors or Training Coordinators must enroll individuals utilizing SCCMHA's Learning Management System-Absorb. This process will help ensure individuals who participate in training are currently working at the residential facility or program.
- ▶ Absorb can be accessed through the SCCMHA public website, www.sccmha.org/training/continuing-education. Click on the appropriate login link, "Absorb LMS-Internal Staff-Login Link" or "Absorb LMS-External Users-Login Link". If you need assistance click on "Go to Resources-Training & Absorb LMS User Guides."
- ▶ Home Managers, Supervisors or Training Coordinators must enroll individuals in the Absorb LMS at which time a course and a specific session for that course must be selected. **If a specific session is not chosen during enrollment the individual will not be enrolled.**
- ▶ After enrolling participants for training please be sure to inform them that they have been enrolled and provide them with specific information regarding the training such as; name of the training, date of the training, time training begins and ends, and if the training is a multiple day class. Multiple day classes may have varying beginning and end times depending on the day. Enrollee's can access this information through Absorb.
- ▶ Individuals must be pre-enrolled to attend classes. You may enroll participants up to twenty-four hours before the start of the class however, classes fill up rapidly and there may not be room available. Enroll early! As well, be sure to pay attention to trainings which have prerequisites. Participants will not be allowed to take trainings with out completing prerequisites.
- ▶ If a staff member is terminated, please use the "Training Add/Remove Staff Request" form on the SCCMHA website located under "Training".
- ▶ Emergency Closure Information: SCCMHA does NOT Follow Saginaw County Government Closures. SCCMHA training may or may not still be held based on the type of closure and the weather conditions. Please call (989) 797-3445 or (989)272-7000 or visit: www.sccmha.org/news-and-information/emergency-closure-information.html for more information.

VERBAL DE-ESCALATION/ PHYSICAL INTERVENTION FOR PROTECTION, AND CPR/FA

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.

Individuals must be physically able to participate in order to take the course. Participants should NOT be enrolled in 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 a participant is not able to complete the training as the trainers require for the entire group that participant will be asked to leave and to re-enroll when they are able to perform all activities required for the course.

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

- ▶ 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.

EXPECTATIONS FOR TRAINING, CONTINUED...

- ▶ CPR/First Aid training & CPI: if participants do not arrive and sign in by the *identified start time for their session*, their spot is forfeited to those waiting on stand-by to attend the training. **Participants must be pre-enrolled on a waitlist in Absorb for any session that they wish to attend as a walk-in/Stand by.**
- ▶ Participants must achieve 80% on all tests/quizzes. This must be achieved in **no more** than **three attempts**. Furthermore, **participants 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.
- ▶ 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! Refer to your Home Manager, Supervisor, Training Coordinator or the "My Courses" tile in Absorb for this information.
- ▶ If proof of attendance is needed, the Home Manager, Supervisor or Training Coordinator may provide the attendee with a form or may use the attached tracker on page 11. Trainees must give the attendance tracker to the trainer at the end of each class. The trainer cannot verify past training. Home Managers, Supervisors and Training Coordinators can verify a participant's attendance and transcripts through the Absorb LMS, please do not call the Continuing Education Unit requesting transcripts or historical proof of attendance. Individuals can view their own transcripts by logging into Absorb and clicking on the Transcript tile.
- ▶ Multi-day trainings & Severe Weather: if there is severe weather and SCCMHA is still open, SCCMHA will excuse those who can not make day 2 or 3 *due to the road conditions* **ONLY** if the Training Coordinator, Home Manager or Supervisor has reached out to the SCCMHA registrations *prior to the training start time* to advise of the issue. If this condition has been met, the student will be allowed in next month's training Day 2/3. *Must be completed within 90 days or the student will need to restart the entire training.

PRIOR TO ATTENDING TRAINING

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.*
- *This work 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, testing the devices you will be using is required at least 15 minutes PRIOR to the start of training. You will need to discuss this with your Home Manager, Training Coordinator or supervisor.
- ▶ 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 after the start of class will not be allowed into class. No exceptions. 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. Example: If class time starts at 9:00a and the participant is not in the training room (in-person or virtual) they will not be allowed into training. 9:01a is late.**
- ▶ Any special accommodation or flexing 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 Supervisor or Continuing Education Unit Trainer (s) at least 24 hours PRIOR to the start of training.
 - Flexibility and accommodations are at the discretion of the Continuing Education Supervisor and Continuing Education Trainer(s).
- ▶ The instructor will clearly state the time to return from breaks and lunch and class will start at the stated time. If you do not return from break on time, for in-person trainings, expect that you will only be allowed in to get your personal belongings to leave for the day.
- ▶ 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.
- ▶ 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
- ▶ Participants may not use alcohol, medicinal marijuana, or any illegal substances during class hours (including lunch hour) or while on SCCMHA property. Suspected use of substances (smell or otherwise) 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.

EXPECTATIONS FOR TRAINING

- ▶ All of the SCCMHA sites are **TOBACCO FREE**. 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 tobacco policy will be strictly enforced.
- ▶ 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 and have access to this manual in hard copy form as well as online.
- ▶ 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
- ▶ 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. **Participants are NOT allowed to step outside of the classroom during undesignated times to use their cellphones. This includes using the phone in the bathroom.** Participants will be asked to leave training if found violating this rule. This is the main reason people are removed from the classroom. This includes smart watches, ear buds and any other electronic devices.
- ▶ 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.

EXPECTATIONS FOR TRAINING, CONTINUED...

- ▶ 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.**
- ▶ Participants sleeping in the classroom and/or virtual training will be required to leave. You understand that sleeping during training is not allowed. If the trainer notices non-participation they will first attempt to get your attention via the participation options. If you do not respond you will be removed from the training. Pulling hoods over the head to not be seen is not acceptable, eyes must be visible and open.
- ▶ **Scent and Hygiene Consideration Policy**
 - To maintain a respectful and comfortable learning environment, we ask all participants to:
 - Be mindful of personal hygiene.
 - Avoid strong scents (e.g., perfumes, smoke, body odor) that may affect others.
 - An offensive odor is any odor, or aroma of such intensity that it becomes apparent and is offensive or disruptive to others.
 - A scent should not be detectable more than an arm's length away.
 - Reach out to staff if support or accommodations are needed.
 - Understand that concerns will be addressed privately and respectfully.
 - SCCMHA Trainer(s) will respectfully address individuals when they are made aware an individual may be emanating any type of offensive odor.
 - The SCCMHA Trainer(s) and/or CEU Supervisor will, first, work towards a solution-based remedy to keep students in training.
- ▶ If there is determination from the SCCMHA Trainer(s) and/or CEU Supervisor a positive remedy is not achievable, the last resort will be to excuse the individual from training, vacating the premises. SCCMHA CEU staff will approach all situations with compassion and aim to support both individual dignity and group comfort

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. Participants may not have children or pets with them in their training space while participating in Virtual training with SCCMHA Continuing Education.