

THE TRAINING POST

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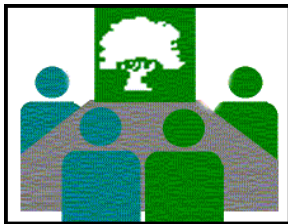
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“The secret of getting ahead is getting started. The secret of getting started is breaking your complex overwhelming tasks into small manageable tasks, and then starting on the first one.”

Mark Twain

Being Professional

A **profession** is "a vocation *requiring* knowledge of some department of learning or science."

A **professional** is one who follows "an occupation as a means of livelihood or gain," or one who is "engaged in one of the *learned* professions."

Professionalism is exhibited by one of the "*professional character, spirit or methods*" or the "standing, practice, or methods of a professional as *distinguished from an amateur*."

American College Dictionary

A few short weeks ago in a discussion with some of my coworkers the topic of professionalism came up and to my surprise everyone seemed to have a different point of view as to what defines someone as being "professional". So I decided to do a little bit of research and see if I could narrow down the scope of being professional and come up with some basic ground that most of us could agree upon.

As I started my research I found a multitude of web sites that listed enormous amounts of information concerning the topic of professionalism. They talked about such things as dressing for success, promoting oneself in a professional work place, higher education and advancing yourself, etc... The list goes on and on. I also found that depending on the specific field that one is pursuing for a career, the standards for that profession may vary a slight bit, and I guess that is to be expected. However, I still hadn't come up with the basic nuts and bolts that I felt everyone could agree on so I decided to look up the word itself. Upon looking up the word "professional" in the American College Dictionary, it occurred to me that I might need to also define what a profession is as well as the word professionalism. You can read them for yourself above. And then it hit me; ALL of those definitions apply to each and every one of us. No mention of degrees, or certain job types or salaries earned. They simply talk about three basic elements: **knowledge, working in a field, and character/standards**.

Knowledge is the basis of any profession and professional. You have the unique opportunity in your job capacity to access a wealth of knowledge concerning your job and career growth. Heritage Centers provides continued training in areas of professional knowledge and personal growth so that you can reach new potentials and provide the highest level of professional service to our individuals. Take advantage of any and all learning opportunities that you can.

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Other Stuff!

The Purpose of Life is a Life of Purpose

Rivershore Inc. is hosting a seminar presented by Thomas Pomeranz Ed.D. on Saturday 25 April, 2009. Dr. Pomeranz will be discussing effective family support techniques to help their loved ones achieving their right of adult status. He will offer strategies to “enhance self esteem in those we support and love...promoting self determination...supporting choice making.”

The seminar will be held at The NACC, 1201 Pine Ave, Niagara Falls, NY from 12:00pm to 4:00pm. Cost per person will be \$5.00. Checks or money orders should be payable to Rivershore, Inc. and sent to Rivershore, Inc. 765 Cayuga St. PO box 884, Lewiston, NY 14092. Attn: Jeffery Irwin. Please register by 15 April.

If you need additional info you can call Jeff at 754-8323 ext. 10.

Dealing with Challenging Behaviors as a Direct Care Professional

R. Daniel Howard Training Solutions is conducting a one day seminar geared toward direct care staff on May 20th, 2009 at the Hampton Inn, 1745 Walden Ave across from the Buffalo Airport.

Mr. Howard is a well known and respected presenter in the Western and Central New York areas. His seminar will cover areas that include: Functional Assessment, Dual Diagnosis and Mental Health issues, non-punitive treatment methods, and issues connected to our “personal beliefs.” For more information please visit: www.rdanielhoward.com. Cost of seminar is \$150 per person or 4 for \$500. Seminar runs from 10am to 4pm, with 1 hour break for lunch on your own.

To register you can call 315-719-2132 or send an email to: register@rdanielhoward.com

Please include this info when you register: Name of Organization, name of attendee, organization contact person, organization phone number, date of seminar, method of payment: company check in advance please! Make checks out to “Dan Howard.”

From the Desk of...



Beth Sweet

WANTED!

Suggestions for needed training topics. We will do all the research and development to prepare a comprehensive and beneficial training course for you and your staff. Although we have over 70 prepared training courses available to you now, I am sure that you have needs that have not yet been met. Send me an email, give me a call. I would be happy to discuss any topic that you feel needs to be addressed.

(Continued from page 1)

Working in the field of human services is a unique field to work in. You have the opportunity to experience the personal satisfaction of knowing how it feels to make a difference in the lives of others. It also shares some similar characteristics as other fields however:

Being on time- whether it's for your shift at your site location or showing up for a scheduled training, being on time demonstrates a professional attitude and respect for everyone you work with and those that we serve.

Courtesy- There are many ways to demonstrate courtesy at work such as being respectful of others. Also, having a professional attitude and appearance when working. The use of cell phones for personal use while working should be limited to breaks or emergencies and should never interfere with the work environment. Dressing appropriately for work is also important as it shows respect for the work place and yourself.

Character and Standards are a reflection of you. There are many definitions of what character is and all are very good. I like a couple of the old ones myself that I am sure you may have heard before: "*character is what you do when no one else is looking*" and "*character is the difference between knowing the right thing to do and doing the right thing.*" Our beliefs, values and attitudes define us as individuals. Character is how we choose to share those beliefs, values and attitudes with others. Character counts! No matter what your position here at Heritage Centers is, we value you as a professional. We expect nothing less of you as a professional. Professionalism is your right to be the best individual that you can be and to share that expertise with others. It also means respecting each other, getting along with others in the work place and practicing courtesy toward one another. These are all simple things that we can do to grow professionally and personally.

SCIP-R NEWS

Spring is here, a time for new beginnings... and new SCIP-R instructors! Currently in training are Seandrea English, Behavior Tech; Carrie Yax, Behavior Tech; Paul Swanson, Assistant Manager of the Raintree IRA; and David Armstrong, Behavior Specialist. In addition, Chris Beltran, manager of the Grand Island IRA, came to us already trained as a SCIP-R instructor. We're glad to have them all on the team!

We've continued to have problems with no-shows in SCIP, as well as other classes. This causes scheduling problems because that person is taking up space in the class that someone else could have taken. So if you're registered for a class and you won't be able to make it, please call anyone in the training department as soon as possible to cancel. The numbers are:

Beth Sweet, ext. 301
Dawn Smith, ext. 317
Brian Kindron, ext. 346

Remember, Heritage and some other agencies in the area offer evening and weekend SCIP classes. We've already helped a lot of people keep up their SCIP certification when they couldn't make it to a weekday class. Contact Dawn Smith at Main Street, ext. 317, for more information.

Training Dept.

833-8603

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Agency Internal 1st Quarter Course Schedule

APRIL - Schedule is subject to change

1,2,3; SCIP- R

2643 Main St. 9am - 5pm.

3; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 8:30am- 12pm.

7; SCIP-R Recertification

2643 Main St. 9am- 3pm.

7, 8, 14, 15; Medication Administration

2643 Main St. 8:30am- 5pm.

16; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 12:30pm- 4pm.

28; Standard First Aid & Adult CPR

2643 Main St. 8:30am- 4:30pm.

29; Sexual Harassment for Managers

2643 Main St. 9am- 12pm.

30; SCIP-R Recertification

2643 Main St. 9am- 3pm.

MAY - Schedule is subject to change

5; Understanding Basic MS Word for Work

2643 Main St. 9am- 3pm.

5; SCIP-R Recertification

2643 Main St. 9am- 3pm.

6, 7, 13, 14; Medication Administration

2643 Main St. 8:30am- 5pm.

8; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 8:30am- 12pm.

11; Standard First Aid & Adult CPR

2643 Main St. 8:30am- 4:30pm.

11, 12, 13; SCIP- R

2643 Main St. 3pm - 9pm.

12; EAP: Power of Positive Attitude

2643 Main St. 3pm- 4pm.

14; Roadmap for Productive Meetings

2643 Main St. 9am- 12pm.

26; Driving Defensively

2643 Main St. 2pm- 4pm.

27; SCIP-R Recertification

2643 Main St. 9am- 3pm.

28; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 12:30pm- 4pm.



JUNE - Schedule is subject to change**2, 3, 4; SCIP- R**

2643 Main St. 9am - 5pm.

4; Standard First Aid & Adult CPR

2643 Main St. 8:30am- 4:30pm.

8; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 12:30pm- 4pm.

9, 10, 16, 17; Medication Administration

2643 Main St. 8:30am- 5pm.

11; SCIP-R Recertification

2643 Main St. 9am- 3pm.

16; Advanced Word Techniques for Work

2643 Main St. 9am- 12:30pm.

17; Managing Stress Before it Manages You

2643 Main St. 1pm- 3:30pm.

18; Managing Employee Accidents

2643 Main St. 9am- 9:30am.

18; Addressing Issues of OTJ Substance Abuse

2643 Main St. 9:30am- 11:30am.

29; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 12:30pm- 4pm.

April 2009

Sun	Mo	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				