

THE TRAINING POST

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Oct., Nov., Dec. 2009



Please Recycle

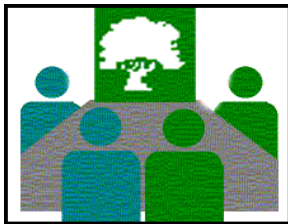
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“If everyone is moving forward together, then success takes care of itself.”

~ Henry Ford

Changes in the Works

The Training Department will be starting to use a new vendor for First Aid and CPR in January 2010. We will no longer be using the American Red Cross curriculum and instead be moving to the National Safety Council training for First Aid and CPR.

This change will impact all employees who currently take the First Aid and CPR training with Heritage Centers. The certification is good for two years and is for both CPR and First Aid. Therefore, you will only be taking a class once every two years instead of CPR every year. The individual class will run for about 6 hours which is approximately what our previous First Aid and CPR class was running. The National Safety Council's training is thorough and includes all material that we have done with Red Cross. In some areas, it is more comprehensive. It has a lot of hands-on activities for the student and each student leaves with a "First Aid Quick Guide" booklet to assist them if ever necessary.

The Training Department is trying to do its share for the agency by saving on the cost of material and certificates that must be purchased. Plus, the time needed to retrain everyone will be reduced. To ensure that everyone stays on top of their skills, we will offer an in-house refresher course every other year.

We are excited by this change and hope that you feel it is a positive change for you also. Please feel free to give us your opinions after you have participated with the new material.

WNY Training Consortium

Heritage Centers is making itself known in the community! Dawn Smith presented at the Training Consortium's conference, "Opening the Door to a Positive Workplace" on October 1st at Classics V. Managers from agencies all over Western New York attended. Dawn's topic was *Grace Under Pressure: Managing your Emotions at Work*, in which participants learned how to respond better to difficult situations and people, keep anger from damaging their work relationships, behave positively when things don't go as planned, maintain emotional clarity in the midst of change, and eliminate counterproductive behaviors and thoughts. (This workshop is, of course, available to Heritage Centers staff as well.)

Keynote speaker John Raffaele got things off to a rockin' start with a presentation based on his 23 years of experience in the Human Services field, some role-playing, and stories about his 23-pound cat, Twyla. Then participants divided up to attend breakout sessions on a variety of management topics, including changing roles and expectations, codes of ethics, and communication. All in all, it was a great day and a wonderful learning experience for everyone.

SCIP-R NEWS

SCIP-R revisions are down the road. No word yet on what those revisions will consist of, but we'll keep you up-to-date. For now, though, a little SCIP-R history:

In 1980, responding to the need for a consistent program for dealing with challenging behaviors, New York State introduced the B-MAC (Behavior Management of the Aggressive Client) training program. There was no proactive component to this program; its only purpose was to teach staff to protect themselves and others from harm. In 1988 SCIP replaced B-MAC with some pro-active interventions. SCIP was revised to SCIP-R in 1997. The revisions included changes to some of the

physical interventions to make them safer for both staff and consumers, as well as a more person-centered approach.

Each revision has been an improvement, reflecting our growing awareness of the needs and rights of people with developmental disabilities. You can be sure that the upcoming revisions will continue this trend, allowing us to help make the lives of the people we serve better and better.

Moving Forward!

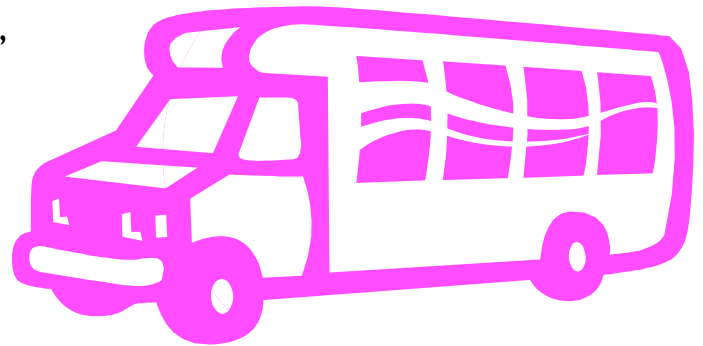
Since 2005, Heritage Centers has been a leader in the effort to improve transportation services for individuals with developmental disabilities. In collaboration with other DDAWNY (Developmental Disabilities Alliance of Western New York) member agencies, Heritage Centers facilitated the development of a training curriculum known as "Moving Forward". The training provides an orientation to the drivers, monitors, and dispatch personnel of the Private Transportation Providers.

The curriculum is as follows:

4 hour training
 Given over 2 sessions
 Session 1: Overview of Dev. Disabilities & Abuse Prevention
 Session 2: Positive Approaches, Communication & Facilitated Q&A
 Minimum of 25 participants
 Two Instructors
 Prepared PowerPoint w/ Trainers notes

In June 2007, we produced a train the trainers program for our areas Non-Profit and Private Transportation Providers. In April of 2008, Heritage Centers began facilitating the Moving Forward Training at the Center for Transportation of Excellence. In May of 2008, Heritage Centers presented the Moving Forward curriculum at the 2nd annual

Transportation Summit. Currently, DDAWNY has been granted funding by the Developmental Disabilities Planning Counsel to offer the moving forward training to DDAWNY member agencies and Private Transportation Providers. Heritage Centers has been asked to facilitate the trainings in collaboration with DDAWNY. There are already three classes scheduled.



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Agency Internal 4th Quarter Course Schedule

OCTOBER – Schedule is subject to change

- 5; *SCIP– R Recertification***
2643 Main St. 9am - 3pm.

- 7, 8, 14, 15; *Medication Administration***
2643 Main St. 8:30am– 5pm.

- 6; *Standard First Aid & Adult CPR***
2643 Main St. 8:30am– 4:30pm.

- 13; *Yearly Review of CPR, Bloodborne Pathogens & EPI***
2643 Main St. 12:30pm– 4pm.

- 19; *Yearly Review of CPR, Bloodborne Pathogens & EPI***
2643 Main St. 12:30pm– 4pm.

- 20, 21, 22; *SCIP– R***
2643 Main St. 9am - 5pm.

NOVEMBER – Schedule is subject to change

- 2; *Driving Defensively***
2643 Main St. 5pm– 7pm.

- 3; *Standard First Aid & Adult CPR***
2643 Main St. 8:30am– 4:30pm.

- 3, 4, 5, 6; *Medication Administration***
2643 Main St. 8:30am– 5pm.

- 9; *SCIP-R Recertification***
2643 Main St. 9am– 3pm.

- 10; *Yearly Review of CPR, Bloodborne Pathogens & EPI***
2643 Main St. 8:30am– 12pm.

- 23; *Yearly Review of CPR, Bloodborne Pathogens & EPI***
2643 Main St. 12:30pm– 4pm.

- 23, 24, 25; *SCIP-R***
2643 Main St. 9am– 3pm.

- 30; *SCIP– R Recertification***
2643 Main St. 9am - 3pm.



DECEMBER - Schedule is subject to change

1, 2, 8, 9; Medication Administration

2643 Main St. 8:30am– 5pm.

3; Managing Employee Accidents

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

3; Addressing Issues of on the job Substance Abuse

2643 Main St. 9:30am– 11:30am.

7; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 12:30pm– 4pm.

8, 9, 10; SCIP-R

2643 Main St. 9am– 5pm.

21; Standard First Aid & Adult CPR

2643 Main St. 8:30am– 4:30pm.

22; SCIP-R Recertification

2643 Main St. 9am– 3pm.

29; Advanced Word Techniques for Work

2643 Main St. 9am– 12:30pm.

30; Yearly Review of CPR, Bloodborne Pathogens & EPI

2643 Main St. 8:30am– 12pm.

October 2009



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November 2009



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December 2009



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