



Team Up for
Training with
Bay Cove

Training Catalog

(open to all human services
professionals)

Providing Human Service
Professionals with the skills
needed to be the best in
their chosen field.



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I. CORE COMPETENCIES

Core Competency Training for Human Services Professionals: *These classes are most often given in 1½ hour sessions. However, each subject can include an expanded curricula to be presented in a 2½ or 3 hour workshop format. Also, classes are held at Bay Cove on three consecutive days four times a year (in November, February, May and August), and outside students are welcome to attend. Please call Lou Fackert at (617) 371-3031 to enroll.*

- **Understanding Mental Illness** This 1½ hour course provides an overview of mental illness including causes, symptoms and prevalence. There will be a brief explanation of criteria for different diagnoses and the use of the DSM IV. The course will conclude with practical strategies to use for direct care staff working with clients with mental illness.
- **Human Rights/Confidentiality** This 1½ hour class discusses the legal rights, human rights, and rights to privacy enjoyed by all US citizens including those who have mental retardation and/or developmental disabilities, mental illness or substance abuse disorders. The course includes training on mandatory reporting of suspected abusive or neglectful treatment of people with disabilities. Focus is placed on training staff to help individuals explore and exercise their rights as community members.
- **Introduction to Developmental Disabilities** This 1½ hour class has a brief overview of Mental Retardation, Cerebral Palsy, Autism, Epilepsy and Dyslexia, including their definitions, incidence and etiology.
- **Therapeutic Guidelines/Ethics and Boundaries** This 1½ hour training reviews how personal feelings affect one's work with people with disabilities and how to utilize these feelings for the most effective interventions. Attention is given to the importance of ethics and personal/professional boundaries.
- **Health Care Advocacy** This 1 ½ hour course covers the skills needed to prepare for a medical appointment that secures the highest quality health care for the people being supported. These include preparation for the appointment, planning transportation, how to fill out the Medical/Dental Appointment Form, how to interact and conduct oneself with Medical Providers and how to report the information obtained to staff. The course also includes a review of various transcriptions of medications, a review of all Medical Forms and a review of the MOR (Medication Occurance Report) process. Also included is a discussion of what to ask the Provider at an appointment, how to advocate for the individual, what to observe from an appointment, and what to do and whom to call in emergency situations.
- **Recovery and Recovery Oriented Services** Bay Cove's mission centers around the beliefs and proven knowledge that people with mental illnesses can and do recover. This 1 ½ hour session is geared to acquaint the participants with an introduction to "Recovery" and "Recovery Oriented Services," and will serve as the foundation of much of the ongoing trainings provided to staff members of the Mental Health Division.
- **Psychiatric Rehabilitation Approach** This 1 ½ hour class goes over the Psych Rehab approach which helps both providers and service users to formulate meaningful goals and strategize steps needed to successfully meet those goals. This overview will introduce the learner to the basic principles of psychiatric rehabilitation and will serve as a foundation for later trainings.
- **Human Sexuality (for the MR/DD population)** This 1½ hour class is an introduction to human sexuality as it relates to individuals with developmental disabilities (DD). The primary goal is for participants to

understand that individuals with DD are sexual beings and have the same rights to make personal choices about the expression of their sexuality as others; and that these individuals have their own values which should be respected by staff. Discussion will include privacy, confidentiality, rights and responsibilities of individuals and staff.

- **Human Sexuality** (*for the senior population*) This 1½ hour class is an introduction to human sexuality as it relates to the senior population. The primary goal is for participants to understand that individuals with DD are sexual beings and have the same rights to make personal choices about the expression of their sexuality as others; and that these individuals have their own values which should be respected by staff. Discussion will include privacy, confidentiality, rights and responsibilities of individuals and staff.
- **Essential Functions of the Direct Support Professional** This 1½ hour course is an overview of the tasks and essential duties of the MR/DD Direct Support Professional as they are defined in the job description. Attention is given to the provision of quality care to residents in the Bay Cove programs.
- **ISP's and Case Management** The two main goals of this 1½ hour course are: 1) to acquaint the MR/DD Direct Support Professional with the purpose and importance of individual support planning, and 2) to introduce the concept that the resulting plan is a binding legal contract for service, with clear expectations of measurable outcomes that are person-centered and that foster choice and independence.
- **Preventing Transmission of Infectious Diseases** This 1 ½ hour class covers an overview of Infectious Diseases, Universal Precautions, Clinical Issues and Bay Cove policy.
- **SA Disorders, Treatment and Dual Diagnosis** This 1 ½ hour class covers the theory and treatment of adults with substance abuse disorders, and for those dually diagnosed with mental illness.
- **Diversity** This 1 ½ hour class covers an overview of information on diversity, including direct and indirect diverse characteristics of staff and clients in the workplace. It includes discussions and interactive activities designed to increase awareness of issues that may effect client supports and staff relationships. It also focuses on identifying the student's own unique diverse personal profile and explores some functional skills, tools and techniques that may be helpful in dealing with diverse populations.
- **Conflict Resolution for Direct Care Staff** This is a 1 ½ hour class. During the session, participants will learn the warning signs of conflict and why conflict occurs. They will learn to do a personal assessment of their role in conflict resolution, how to prepare for a difficult confrontation, and techniques for reducing and resolving conflict.
- **Time Management for Direct Care Staff** This is a 1 ½ hour class. During the session, participants will be given some tools and techniques for managing time such as: how to set priorities, scheduling for maximum productivity, avoiding procrastination, dealing with interruptions, and planning effectively.
- **Team Building for Direct Care Staff** This is a 1 ½ hour class in which participants will learn their role as a team member. They will also learn a variety of strategies, tips and techniques for making their teams the best they can be, including proven methods of developing effective relationships with fellow team members and their team leader.

II. HEALTH AND SAFETY TRAINING

The following modules are open to Human Services Professionals outside the agency and are presented regularly at 66 Canal Street in downtown Boston close to North Station.

- **CPI (One Day) Course** (*approximately once a month*) This is a full (8 hour long) day of instruction focusing on management of disruptive, assaultive or out of control behavior. The techniques learned will give individuals the confidence to handle and defuse potentially violent episodes with minimal anxiety and maximum security. The training will help prevent violence and maintain personal safety. Post-Test is required for Certification. One-year CPI certification must be renewed every year.
- **CPI Full (Two Day) Course** (*approximately bi-monthly*) This two day course is divided into two parts: day one (8 hours long) is described above; day two (5 hours long) is the physical restraint piece for those program staff members needing it. Instruction focuses on management of disruptive, assaultive or out of control behavior. The techniques learned will give individuals the confidence to handle and defuse potentially violent episodes with minimal anxiety and maximum security. The training will help prevent violence and maintain personal safety. Physical/team restraints are taught. Post-Test is required for Certification. If you are an MR/DD employee, you may take the second day only, if you have passed the one day course within the past three months. One-year CPI certification must be renewed every year.
- **CPI Refresher Course** (*approximately quarterly*) This is a 4 hour review of the 13 (or 8) hour program which focused on techniques involved in the management of disruptive, assaultive or out of control behavior. Discussion focuses on topics the group presents in review of CPI. Post-test is required for Re-certification. One-year CPI certification must be renewed every year.
- **CPR/AED Certification for Infant/Child** (*held yearly*) The purpose of this 4 hour course is to give individuals in the workplace the knowledge and skills necessary to provide care for breathing and cardiac emergencies, to perform cardiopulmonary resuscitation (CPR) and to use an automated external defibrillator (AED) for infants and children in emergency situations. 1-year American Red Cross certification must be renewed every year.
- **CPR/AED Certification** (*held every week from 9:30a.m. to 1:30p.m.*) The purpose of this 4 hour course is to give individuals in the workplace the knowledge and skills necessary to provide care for breathing and cardiac emergencies, to perform cardiopulmonary resuscitation (CPR), and to use an automated external defibrillator (AED) for adults in emergency situations. 1-year American Red Cross certification must be renewed every year.
- **Medication Administration Program (MAP) Certification** (*held monthly*) This 16 hour course uses three full days to teach attendees about medications, drug interactions, safe procedures and proper record-keeping necessary in the administration of medications to clients. After class has been completed, a test is administered at The American Red Cross. Test results usually come back 3 to 4 weeks later. Class time is 6 hours a day, including lunch break. There is required reading between classes. Certification must be renewed every 3 years.
- **Medication Administration Program (MAP) Recertification** (*held monthly*) This 8 hour (including lunch break) session includes review of transcription, discontinuing a medication and pouring medication. Following review time, an exam will be given. [*Prerequisite: Prior DMR or DMH certification which is due to expire or has recently expired (i.e., less than one year from date of certification). Expiration longer than one year requires retaking the full 16 hour course.*]

- **Standard First Aid** (*held monthly*) The purpose of this 3 hour course is to give individuals in the workplace the knowledge and skills necessary to recognize and provide basic care for injuries and sudden illnesses until professional medical personnel arrive and take over. 3-year American Red Cross certificate.
- **Substance Abuse Disorders, Treatment and Dual Diagnosis** This 3 hour class covers the theory and treatment for adults with substance abuse disorders and methods of treatment, with a special emphasis on Methadone, what it is, and how it works in the treatment of people with opiate addiction. The class also discusses the theory and treatment for adults with the dual diagnosis of mental illness and substance abuse disorders.
- **Nutrition, Exercise and Strategies for Achieving a Healthier Lifestyle** This 2½ hour workshop covers the overall principles of good nutrition and exercise program. Participants will learn how to calculate appropriate calorie intake, how to substitute low fat, sugar free and low salt foods to satisfy high calorie cravings, and how to determine the right kind and amount of exercise. By adapting the simple guidelines in this program, participants will be able to reduce the risk of heart disease, high blood pressure, cancer and obesity, and generally, guide clients to achieve a healthier lifestyle. Special emphasis will be placed on issues facing residential programs, such as shopping within budgetary constraints, cooking for clients, and client health/behavioral food issues.
- **Stop Smoking Workshop** (*2 sessions, 1½ hour each*) Upon completion of these 2 sessions, participants will be able to stop smoking painlessly by recognizing the triggers *before* they arise by using a variety of cognitive (thinking/doing) approaches along with a number of intuitive (self-hypnosis, autosuggestion and imagery conditioning) techniques. Students will learn how to disarm that part of the personality that triggers the desire for nicotine. In addition to knowledge about the use of these techniques, participants will take with them a reinforcement tape and a wide array of instructional booklets, self administered profiles and exercises which enhance the workshop curriculum.
- **Stress Management in the Workplace and at Home** Upon completion of this 2½ hour workshop, participants will know how to take control of stressful situations before they arise by using a variety of cognitive (thinking/doing) approaches along with a number of intuitive (self-hypnosis, autosuggestion and imagery conditioning) techniques. Students will learn how to disarm that part of the personality that triggers anger, frustration, resentment or any other health threatening response to stressful events. They will also learn how to reframe their view of events so that they become objective challenges rather than destructive distractions. In addition to knowledge about the use of these techniques, participants will take with them a reinforcement tape and a wide array of instructional booklets, self-administered profiles and exercises which enhance the workshop curriculum.

III. BASIC MANAGEMENT TRAINING

- **Supervisory Skills: Conflict Resolution** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will learn the warning signs of conflict and why conflict occurs. They will learn to do personal assessments of their roles as a managers in conflict resolution, how to prepare for a difficult confrontation, and techniques for reducing and resolving conflict. It will also cover more advanced management skills such as using techniques for reducing conflict with difficult personality types: the *Angry and Spiteful*, the *Suspicious and Fearful*, and the *Needy and Helpless*.
- **Supervisory Skills: Diversity** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will develop communication and self-awareness skills to interact more effectively with diverse populations: staff to staff, staff to client, staff to guardian. It will also cover more advanced management skills such as understanding elements in personal profiles that can undermine the quality of client care and relationships with fellow staff and guardians.
- **Supervisory Skills: How to be a Skilled and Effective Supervisor** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will learn what it takes to earn the respect of their employees. They will learn the elements of effective two-way communication including: the basic principles of supervision, supervising former peers and older employees, assessing staff motivation and experience, identifying potential communication difficulties and how to resolve them, and how to give better constructive criticism.
- **Supervisory Skills: Interviewing and Hiring** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will learn the process for interviewing and hiring new staff such as: defining needed skills for the job, devising interview questions relating to the job’s essential requirements, improving listening skills and developing skilled assessments of potential employees. It will also cover more advanced management skills. Participants will observe the job interview as it is ideally done, then conduct their own interview using these techniques: mirroring body language, using voice control, constructing open-ended questions, and so forth.
- **Supervisory Skills: Team Building** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will learn about different types of team leaders and their role as a team leader. They will also learn a variety of strategies, tips and techniques to make their teams the best they can be, including proven facilitation methods for running effective staff meetings and skills needed to solve a variety of team problems.
- **Supervisory Skills: Time Management** This is a 3 hour workshop, 9:30am – 12:30pm. Participants will be given some tools and techniques for managing time such as: how to set priorities, scheduling for maximum productivity, avoiding procrastination, dealing with interruptions, and planning effectively. It will also cover more advanced management skills such as “Managing Your Boss” so you end up in a win-win situation.
- **Supervisory Skills: Tough Issues** This is a 3 hour workshop, 9:30am – 12:30pm. The session will cover uses of various kinds of disciplinary actions, verbal and written warnings, suspensions and terminations. The emphasis will be on early correction so that situations do not get out of control. It will also cover more advanced management skills such as using coaching techniques when supervising difficult employees, and giving disciplinary action, including termination.
- **Supervisory Skills: Writing Effective Performance Evaluations (Part 1)** Staff evaluation is a continuous process, including daily feedback, dutiful note taking and data collecting. In this 2½ hour workshop, participants will learn how to give constructive criticism, how to give on-going feedback in weekly supervision meetings and how to prepare and deliver an evaluation.

IV. ADVANCED MANAGEMENT TRAINING

- **Facilitation Workshop** This 3 hour workshop will offer strategies and specific skills for Senior Managers to effectively lead meetings. Specific skills will include setting an agenda, time management during meetings, active listening, summarizing, synthesizing ideas, gauging the emotional atmosphere of a meeting, and guiding decision-making. Also to be explored are issues involving power dynamics at meetings, including the difference between the role of facilitator and the role of program manager, and how to navigate between the two roles.
- **Managing from the Middle** This 3 hour training explores the ways in which Senior Middle Managers can transform an organization – quietly, calmly and with great effectiveness – by incorporating some of the latest theories developed recently in studies conducted at the Harvard Business School. “Managing from the Middle” requires good negotiating skills, ample powers of persuasion and often a bit of courage. The challenge for Middle Managers is learning how to make needed changes while creatively staying within the boundaries of organizational and governmental policies.
- **Situational Management** This 3 hour workshop focuses on teaching Senior Managers how to supervise employees by matching appropriate management style to the employee’s work style and development level. Senior Managers will learn how the supervisory continuum can be applied, starting with “Directive Behavior” and progressing through “Supportive Behavior” as the people being supervised become more accomplished in the skills and tasks of the job.
- **Professional Coaching** In this 3 hour workshop, Senior Managers will learn the tools and techniques needed to conduct inquiry, analysis, and resolution of problems and barriers that may be keeping their employees from being more effective managers. The goal of the training is to teach senior managers how to coach potentially excellent employees to further the development of their (sometimes weak) interpersonal management skills.
- **Primal Leadership** This 3 hour advanced management training focuses on how emotions are at the heart of effective Senior Management leadership. The course will be based upon theories outlined in Daniel Goleman’s book, Primal Leadership. There will be a review of the role of emotional intelligence in managing staff, and an exploration of the neuroscientific links between organizational success and a manager’s ability to empathize and be self aware.
- **Conflict Resolution for Senior Managers** In this 3 hour workshop participants will learn the warning signs of conflict and why conflict occurs. They will learn to do personal assessments of their roles as senior managers in conflict resolution, how to prepare for a difficult confrontation, and techniques for reducing and resolving conflict. The workshop will also cover more advanced management skills such as using techniques for reducing conflict with difficult personality types.

- **Computers, Introduction to** This 2 hour class is an introduction to computer essentials, including mouse skills, navigation, and creating, saving and printing documents. Students are also taught how to use an assortment of Windows tools. *This is a good class for beginning computer users.*
- **Microsoft Outlook** (*Prerequisite: a working knowledge of Microsoft Word*) This 1 ½ hour class will help the new user get started in Outlook Email, Calendar and Task Management. Topics include: logging on, sending and receiving messages, using one's personal electronic calendar, and keeping track of tasks.
- **Introduction to Microsoft Word** This 2 hour class is an introduction to word processing. Students will learn to create, edit, cut and paste, save and print documents. *Good class for beginners.*
- **Intermediate Microsoft Word** (*Prerequisite: a working knowledge of Microsoft Word*) This 2 hour class begins with a brief review of Microsoft Word essentials, followed by an overview of features such as Find/Replace, Headers/Footers, columns, tabs, margins, changing a page layout, viewing multiple documents, tables and drawing. Students can get help with their Word questions or projects.
- **Introduction to Graphics (using Word)** (*Prerequisite: a working knowledge of Microsoft Word*) This 2 hour class shows how to enhance a Word document by adding different colors, shapes, borders, pictures and WordArt. Organizational charts and flow charts will also be created.
- **Introduction to PowerPoint** (*Prerequisite: Working knowledge of Microsoft Word*) PowerPoint is presentation software that makes it easy to organize, illustrate and deliver one's ideas professionally using text, graphics and sound. This 2 hour class teaches how to put together a slide presentation with this program.
- **Computers: Creating Organizational Charts and Flow Charts** (*Prerequisite: Working knowledge of Microsoft Word*) In this 2 hour class, students learn to create organizational and flow charts using Word and PowerPoint. Charts are commonly used to help visualize content better. An organizational chart represents the structure of an organization in terms of rank. A flowchart is a schematic representation of a process.
- **Computers: Word Tables** (*Prerequisite: Working knowledge of Microsoft Word*) This 2 hour class will teach students how to use tables to organize information or to optimize document layout in Word documents.
- **Computers: Mail Merge** (*Prerequisite: Working knowledge of Microsoft Word*) In this 2 hour course, students will use Microsoft Word to merge a list of names and addresses with a standard document to "personalize" it. Then they will learn to use the same list to instantly create mailing labels. A great skill for administrative staff.
- **Computers: Outlines in Word** Outlining is a tried and true method for organizing information. In this 2 hour class, students will learn how to use Word's outline processor to organize thoughts, documents or PowerPoint presentations. Anybody who likes outlines should know this feature.
- **Introduction to Microsoft Excel** (*Prerequisite: a working knowledge of Microsoft Word*) This 2 hour class will introduce spreadsheets for organizing data and creating formulas. The key elements and

editing functions of an Excel spreadsheet (including the basics of formatting, copy and paste, and formulas) will be covered.

- **Intermediate Microsoft Excel** (*Prerequisite: a working knowledge of Microsoft Excel*) After a short review of some basic Excel features, this 2 hour class will continue with formatting, more formulas (AVERAGE, MIN, MAX, COUNT, NOW, IF), sorting and filtering data. Students will have guided hands-on exercises which are a helpful way to learn Excel. Annoying Excel problems and solutions to students' questions will be integrated into the training if the instructor is alerted before the class starts.
- **Computers: Publisher** (*Prerequisite: a working knowledge of Microsoft Word*) This 2 hour class shows how to use Microsoft Publisher to create items such as a flyer, greeting card, certificate, banner, newsletter, calendar, postcard and origami from a template. *This class is ideal for program staff and for residents.*

VI. CLINICAL SKILLS TRAINING

- **Principles of Psychiatric Rehabilitation** This 2½ hour workshop for experienced human services professional staff covers the principles of psychiatric rehabilitation.
- **Overview of Mental Illness, Etiology, Symptoms and Treatment** This 1½ hour class gives an overview of mental illness including causes, symptoms and prevalence. Also covered are the criteria for different diagnoses as well as practical strategies for working with clients with mental illness.
- **Substance Abuse Disorders, Treatment and Dual Diagnosis** This 3 hour class covers the theory and treatment of adults with substance abuse disorders and methods of treatment, with a special emphasis on Methadone, what it is, and how it works in the treatment of people with opiate addiction. The class also discusses the theory and treatment for adults with the dual diagnosis of mental illness and substance abuse disorders.

Appendices:

A. Core Competency Schedule at 66 Canal Street, Boston

B. Fees

A. Core Competency Schedule

The following is the 2008 Core Competency Schedule held quarterly at 66 Canal Street, Boston.

1. Day One of Core Competency Training

All Human Service Employees

Wednesday (in February, May, August and November)

| Time | Course Title | Location |
|-------------|--|----------------------------------|
| 9:00-10:30 | Understanding Mental Illness | 6 th floor, Back Room |
| 10:30-10:45 | Break | |
| 10:45-12:15 | Human Rights, Confidentiality | 6 th floor, Back Room |
| 12:15-12:45 | Lunch Break | |
| 12:45-2:15 | Introduction to Developmental Disabilities | 6 th floor Back Room |
| 2:15-2:30 | Break | |
| 2:30-4:00 | Ethics and Boundaries | 6 th floor, Back Room |

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| 2. Day Two of Core Competency Training |
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MH Services Employees

Thursday (in February, May, August and November)

| Time | Course Title | Location |
|-------------|---|----------------------------------|
| 9:00-10:30 | Health Care Advocacy | 6 th floor Back Room |
| 10:30-10:45 | Break | |
| 10:45-12:30 | Understanding Records and Shift Logs | 6 th floor Front Room |
| 12:30-1:30 | Lunch Break | |
| 1:30-3:00 | Recovery and Recovery Oriented Services | 6 th floor Front Room |
| 3:00-3:15 | Break | |
| 3:15-4:45 | Psychiatric Rehabilitation Approach | 6 th floor Front Room |

MR Services Employees

Thursday (in February, May, August and November)

| Time | Course Title | Location |
|-------------|----------------------|---------------------------------|
| 9:00-10:30 | Health Care Advocacy | 6 th floor Back Room |
| 10:30-10:45 | Break | |
| 10:45-12:15 | Human Sexuality | 6 th floor Back Room |
| 12:15-12:45 | Lunch Break | |

| | | |
|------------|---|---------------------------------|
| 12:45-2:15 | Essential Functions of Direct Support Professionals | 6 th floor Back Room |
| 2:15-2:30 | Break | |
| 2:30-4:00 | ISP's and Case Management | 6 th floor Back Room |

3. Day Three of Core Competency Training

All Human Services Employees

Thursday (in February, May, August and November)

| Time | Course Title | Location |
|-------------|--|----------------------|
| 9:00-10:30 | Preventing Transmission of Infectious Diseases (including Universal Precautions) | 6th floor, Back Room |
| 10:30-10:45 | Break | |
| 10:45-12:15 | SA Treatment Modalities/Dual Diagnosis | 6th floor, Back Room |
| 12:15-12:45 | Lunch break | |
| 12:45-2:15 | Diversity | 6th floor, Back Room |
| 2:15-2:30 | Break | |
| 2:30-4:00 | Communication and Counseling Skills | 6th floor, Back Room |

B. FEES

Fees for training are \$15 per hour per student, or, \$60 a day for a full day of training. However, fees are always negotiable. Our primary goal is to provide high quality affordable training for your staff members. For further information, please call Lou Fackert at (617) 371-3031.

Bay Cove provides training for nine other human service agencies in Massachusetts.



Bay Cove
Human Services