



Education CALENDAR

September - December
2020



MISSISSAUGA HALTON LHIN
REGIONAL LEARNING CENTRE

REGIONAL LEARNING CENTRE



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What's NEW!

Re-opening of the RLC

The RLC will offer most of its sessions via webinar. Only sessions requiring hands-on simulation which cannot be facilitated via a web platform will be offered at the RLC. Staff coming to the RLC must:

- Wear a face covering at all times (except for a quick drink or a bite of a snack; which will be consumed while maintaining a 2m physical distance from others) NOTE: Staff MUST supply their own face covering
- Physically distance when not participating in activities
- Self-screen before coming to the RLC
- Sign-in with declaration that they meet the requirements of the self-screen
- Use hand sanitizer upon entering the RLC and as necessary during the session

At this time, the RLC will not be offering offsite sessions. We are hoping that as things change, we will be able to resume our regular activities.

NEW!

Verbal Intervention Training

The RLC is offering a 4-hour course in verbal de-escalation techniques to help staff prevent potential situations.

Find the link to register on the **Quick Links** page.

For more information, look for the **Course Description** on **page 12**.



Quick Registration LINKS

Course Title	Course Links
Chronic Disease: Introduction to Chronic Obstructive Pulmonary Disease and Parkinson's Disease	Click Here
Chronic Disease: Introduction to Diabetes	Click Here
Chronic Disease: Introduction to Stroke and Heart Failure	Click Here
Compassion Fatigue	Click Here
Cope and Connect	Click Here
CPI Verbal Intervention Training	Click Here
From Conflict to Partnership for Supervisors (Dates TBA)	Click Here
From Conflict to Partnership for Staff	Click Here
Gentle Persuasive Approaches (GPA) (Dates TBA)	Click Here
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning	Click Here
Medication Management	Click Here
Mental Health First Aid for Seniors (Date TBA)	Click Here
Risk Management and Documentation for Supervisors	Click Here

Quick Registration LINKS

Course Title	Course Link
Safer Lifts and Transfers for Staff	Click Here
Safer Lifts, Transfers and Medication Management for Supervisors (Dates TBA)	Click Here
The Three D's: Delirium, Dementia and Depression	Click Here
The Working Mind for Employees	Click Here
The Working Mind for Managers	Click Here
Wound Prevention	Click Here

Course Descriptions

Advanced Infection Control

By request only

3 hours

This course explores infection control specific to client care in community settings.

Topics will include:

- The principles of infection control
- Best practice procedures for hand hygiene, donning and doffing personal protective equipment (PPE)
- Antibiotic resistant organisms (AROs)
- Infection control techniques to stop pathogen transmission such as MSRA and VRA, C-Difficile, Influenza, and Varicella Zoster (Shingles)

Chronic Disease: Introduction to Diabetes

3 hours

At an introductory level, this course explores diabetes.

Topics will include:

- The impact of diabetes on the individual, family, and their workplace
- The physiological changes that occur with diabetes and health complications
- The mental, physical, and social impact of living with diabetes
- How the community support worker can support client's self-management efforts (e.g. nutrition, blood sugar monitoring, and use of medications)

Chronic Disease: Introduction to Chronic Obstructive Pulmonary Disease [COPD] and Parkinson's Disease [PD]

3 hours

This course explores chronic obstructive pulmonary disease and Parkinson's disease at an introductory level.

Topics will include:

- The mental, physical and social impact of living with a chronic disease
- The physiological changes that occur with each chronic disease
- Strategies to assist clients with activities of daily living
- How the community support worker can support a client's self-management efforts

Course Descriptions

Chronic Disease: Introduction to Heart and Stroke

3 hours

This course explores stroke and heart failure at an introductory level.

Topics will include:

- The difference between acute and chronic disease
- The physiological changes that occur with each chronic disease
- How to identify and respond to changes in client's condition
- How the community worker can support a client's self-management efforts

Compassion Fatigue

3 hours

Compassion fatigue has been described as “the cost of caring” for others in emotional pain, which results in deep emotional and physical exhaustion. The work of helping requires health care professionals to open their hearts and minds to their clients, but it is this process which makes helpers vulnerable to being very affected by their work.

Topics will include:

- What is compassion fatigue?
- How does it differ from burnout?
- What are the signs and symptoms?
- What can someone do to cope with compassion fatigue?

From Conflict to Partnership for Staff

3 hours

This course aims to provide community staff with tools and strategies to manage conflict in the community, the workplace or even at home.

Topics will include:

- Negative and positive outcomes of conflict
- Factors that contribute to conflict in the workplace
- Strategies and tips to prevent and manage conflict

Note: *This course is not intended for participants wanting to learn how to deal with difficult behavior in clients with a mental illness or cognitive impairment.*

From Conflict to Partnership for Supervisors

3 hours

This course aims to provide community supervisors with tools and strategies to manage conflict in the community, the workplace or even at home.

Topics will include:

- Negative and positive outcomes of conflict
- Factors that contribute to conflict in the workplace
- Strategies and tips to prevent and manage conflict with staff and clients

Note: *This course is not intended for participants wanting to learn how to deal with difficult behavior in clients with a mental illness or cognitive impairment.*

Customer Service for Supervisors

3 hours

This course will define customer service as it relates to provincial and organizational guidelines. Topics will include:

- Customer service from a client centred perspective
- Managing client expectations
- The importance of communication in customer service
- Handling challenging situations

Course Descriptions

Health Equity Impact Assessment (HEIA)

By request only

3 hours

This training will discuss the following:

- Increase familiarity with the concepts of health equity
- The relationship between health equity, social determinants of health and their impact on health
- The steps involved in conducting a HEIA and how to plan for successful implementation
- How to apply and modify the tool in your work

Gentle Persuasive Approaches (GPA) Basic™

6 hours

GPA Basics is an innovative dementia care education curriculum based on a person-centred care approach. Designed for interdisciplinary point of care staff across healthcare sectors.

The session is evidence-based, interactive and practical. GPA Certified Coaches guide participants to fully understand responsive behaviours in order to be able to respond effectively and appropriately. GPA Basics includes respectful self-protective and gentle redirection technique for use in situations of risk.

Note: *This 6-hour course will be split into 2 sessions of 3-hours each. Participants MUST attend both sessions of the course in which they registered to receive a GPA Certificate. Session 1 will be held via Zoom and Session 2 will be held at the RLC in Room 205. The Zoom link will be sent to participants before the start of Session 1. Participants MUST have the use of a computer with camera and audio to be able to fully participant in the sessions.*



Gentle Persuasive Approaches (GPA) Recharged™

2 hours

This refresher training is for participants who have completed the 7.5 hour GPA Basics course within the last two years. The session is delivered by a GPA Certified Coach.

- GPA-R enhances the skill set learned in GPA Basics, allowing participants to continue to provide compassionate, person-centered, and self-protective care in a workplace setting.

Pre Requisite: *Completion of Full Day (7.5 hour) GPA Basics course within the last two years.*

Documentation and Reporting

By request only

3 hours

This course explores the best practices for documentation and reporting.

Topics will include:

- Tips for clear, concise and client-centred documentation
- Concepts of privacy and confidentiality as per the Personal Health Information Protection Act (PHIPA)
- Situation, Background, Assessment and Recommendation (SBAR) process for reporting

Note: *This course does not address specific documentation platforms.*

Course Descriptions

interRAI™ CHA Core and Functional Supplement, Outcome Scales, CAPs and Care Planning

15 hours (2 ½ days)

A comprehensive 2 1/2-day workshop where assessors will learn:

- How to complete the interRAI CHA Core Assessment and Functional Supplement
- How to use the interRAI CHA manual to ensure standardized and accurate coding of the assessment
- The importance of accurate coding to ensure a valid CAPs report and Outcome reports
- The link between information gathered in the interRAI CHA assessment and the triggered CAPs and Outcome Measures and Scales
- How CAPs focuses on the client's function and quality of life, by considering their needs, strengths, and preferences
- The importance of addressing all triggered CAPs in the development of a care plan

Participants will receive 2 manuals:

- interRAI Community Assessment (CHA) and User Manual
- interRAI Clinical Assessment Protocols (CAPs) for use in Community and Long-Term Care Assessment Instruments

Note: The full 2 ½ day course will be split into 5 sessions of 3-hours each. Participants MUST attend all 5 sessions of the course in which they registered to receive a Certificate of Participation. Session 1 will be held at the RLC in Room 205 and the other 4 sessions will be held via Zoom. The Zoom link will be sent to participants before the start of Session 1. Participants MUST have the use of a computer with camera and audio to be able to fully participant in the sessions.

interRAI™ CHA Core and Functional Supplement Refresher

7 hours

A full day workshop where assessors will:

- Validate their knowledge of coding the interRAI CHA
- Improve their coding accuracy of the interRAI CHA
- Increase their confidence in using the information to facilitate client centred care and evaluate the care plan

Pre-requisites

- *Previous training in interRAI CHA coding is required*
- *The completion of at least 10 interRAI CHA assessments is recommended*
- *Participants must have completed the Two Day interRAI CHA Core and Functional Supplement training to attend this session*

Note: By request only. It is recommended that assessors who attended the Two Day interRAI CHA complete a refresher module annually.

interRAI™ CHA - Interactive Care Plan Creation

3 hours

A 3-hour workshop where learners bring a current CAPs report and Outcome Measures and Scales report which will be used during this interactive session to create a comprehensive care plan.

Note: By request only. Learners are expected to black out all client identifiers on client documents prior to bringing them to the session.

interRAI™ CHA - Updates

3 hours

A 3-hour workshop for learners who have attended the 2-day InterRAI CHA core and functional supplement training, as well as the CAPs and Care Planning session. The workshop will review the updated content of the interRAI CHA v 9.1.4.

Note: By request only.

Course Descriptions

Medication Management

3 hours

This course explores the community worker's responsibilities when assisting with or administering medication to clients in the community.

Topics will include:

- Factors that affect how well medications work
- Understanding various drug classifications, drug actions and observations
- The unregulated care provider's Scope of Practice as it relates to the Controlled Acts outlined in the Regulated Health Professions Act (RHPA) and their employer's policies and procedures
- Safe medication management processes, including best practice when assisting or administering medication through various routes

Mental Health First Aid – Seniors™

2 consecutive days (16 hours)

MHFA-Seniors is an adaptation of the MHFA Basics course that is intended to increase the capacity of staff in care settings and communities to promote mental health in seniors and intervene early when problems first emerge. The aims of the program include:

- Recognition of the symptoms of mental health problems or crises as they develop in seniors
- How to provide the initial help to seniors and guide a senior and their caregiver towards appropriate professional help
- Strategies and resources to support both seniors and their caregivers

Note: Participants must attend both days of a session consecutively to receive a certificate of completion



CPI Verbal De-escalation

4 Hours

Verbal Intervention (VI) trains staff to respond to crisis situations with a focus on de-escalation techniques to maximize safety and minimize harm. This training focuses on maintaining a hands-off approach to equip staff and supervisors with skills, confidence, and an effective framework to safely prevent and manage difficult behaviours. This course will build skills to promote care, welfare, safety and security during interventions.

This training benefits all staff and supervisors by assisting them to enhance communication skills, build relationships, and minimize the risk of injury.

Topics will include:

- Use of the CPI Crisis Development Model SM to identify behaviours
- Strategies to de-escalate defensive behaviours
- Safety interventions to maximize safety and minimize harm

*This course is facilitated by Crisis Prevention Institute® certified instructors.



Person Centred Care

3 hours

This course explores the principles of person-centered care.

Topics will include:

- The community support worker's role in a person-centred environment
- How to develop care practices that support person-centred work
- Communication strategies to support person-centered care

Course Descriptions

Preventing Elder Abuse

3 hours

Elder abuse happens across our society, and all older individuals are at risk for elder abuse. This course will assist community staff to identify, respond, report and prevent elder abuse to protect clients safety.

Topics will include:

- Identifying, responding, reporting and preventing elder abuse
- How to document identified elder abuse
- The importance of professionalism as it relates to community practice and the prevention of elder abuse

Risk Management and Documentation for Supervisors

3 hours

This course explores the roles and responsibilities of supervisors related to health and safety and how to document relevant discussions with staff.

Topics will include:

- Legislative requirements to ensure health and safety
- Identifying risk factors for safety in the community setting
- Applying proper documentation standards
- Using SBAR for reporting

Safer Lifts and Transfers

4 hours

This course will provide a refresher of hands on skills and updated techniques. Participants are advised to wear comfortable footwear.

Topics that are discussed/practiced include:

- Principles of safer body mechanics
- The difference between lifts and transfers
- How injuries can occur to care providers
- Recognition of high risk client activities
- Using a floor lift, sit-stand lift, and ceiling track lift
- Assisting a client with a variety of manual transfers
- Identification of factors that contribute to client falls

Safer Lifts and Transfers & Medication Management for Supervisors

3 hours

This course explores the supervisor's role and responsibilities related to supporting staff with client handling, and medication management. Participants are advised to wear comfortable footwear. Topics will include:

- Principles of safer body mechanics
- Principles of medication management processes
- Demonstration of client handling techniques, including the use of equipment
- Relevant legislation (e.g. WSIB and the RHPA)

Course Descriptions

The Three D's: Delirium, Dementia and Depression

3 hours

Delirium and dementia are the most common causes of cognitive impairment in older adults, but depression can also affect thinking and reasoning. These conditions are not part of normal aging. Delirium, dementia and depression are different from one another, but it can be hard to distinguish between them because their signs and symptoms are so similar. Further, people can have more than one of these conditions at the same time.

Learn how to identify the key features of each one, and how to provide care for someone experiencing delirium, dementia and /or depression.

Wound Prevention

3 hours

This course will cover the role of the community support worker in preventing pressure ulcers and maintaining the skin health of clients.

Topics will include:

- Risk factors for skin tears and pressure ulcers
- Signs, symptoms and causes of pressure ulcers
- Wound prevention methods
- Hands on practice of repositioning skills
- Identification of potential areas where pressure ulcers can develop
- Identification of clients who are at a higher risk for skin breakdown

Cope and Connect

30 minutes

The current pandemic has required us to adapt to change in a very short period of time. Many of us have struggled, and continue to struggle with numerous aspects of our new way of living. The uncertainty with work, home, and society as a whole have demanded we learn new coping strategies. Join the Regional Learning Centre to connect with other community staff in our informal sharing sessions, and learn some coping strategies to help you care for yourself.

Sessions will be held every 3 weeks. you may register for one or all.

Course Descriptions

The Working Mind™ for Employees

4 hours

Designed by the Mental Health Commission of Canada

This course explores mental health in the workplace. Topics will include:

- The Mental Health Continuum Model
- Self-assessment and promotion of mental health
- Reducing stigma in the workplace

Note: *There is a nominal \$10.00 fee per participant for this course. This fee is for your certificate and goes to the Mental Health Commission of Canada.*

The Working Mind™ for Managers

8 hours Total

Designed by the Mental Health Commission of Canada

Participants must attend 8 hours consecutively of an offered session to receive a certificate of completion

This course explores mental health in the workplace. Topics will include:

- The Mental Health Continuum Model
- Strategies to create a mentally healthy workplace
- Communicating with and supporting employees with mental health concerns
- The role and responsibilities of managers specific to workplace accommodations for mental health concerns

Note: *There is a nominal \$10.00 fee per participant for this course. This fee is for your certificate and goes to the Mental Health Commission of Canada.*

PAYMENT PROCESS

Invoices will be issued after staff have attended the session. **Do not** bring cash or cheques to the session.

Once your agency has received the invoice, please pay by cheque (make cheques payable to Nucleus Independent Living). Please send all cheques to:

ATTN: The Working Mind
Nucleus Independent Living
2030 Bristol Circle, Suite 110
Oakville, ON L6H 0H2

A receipt of payment will be issued on request.
Any questions or concerns can be emailed to info@mhlhinrlc.ca or call 905-829-7006.

Note: *The Working Mind sessions are limited to eligible community support service agencies funded by the MH LHIN.*

The Working Mind



General Information

Cancellation Policy

Classes are subject to cancellation at **least (5) business days** prior to the scheduled course offering. If you are registered in a course that is cancelled, you will receive a notification from the Regional Learning Centre (RLC). Should you need to cancel your registration, or if you have any questions please contact the RLC at info@mhlhinrlc.ca or call 905-829-7006.

Late Policy

Participants are expected to sign into the session 5 minutes before the start of the session. To reduce interruptions during the session, no one will be admitted after 15 minutes of the start of the session. It is recommended that participants test their systems before the start of the session, to ensure their technology will work.

Location

Most sessions will be held via Zoom. A Zoom link will be sent 1-2 business days before the start of the session. Please check your junk or spam folders for the email. In-person sessions will be held at: Regional Learning Centre, 2030 Bristol Circle, suite 205, Oakville, ON L6H 0H2.

Due to the nature of webinar learning, we do ask all participants to use a microphone and camera when in session. We will be using some of the functionalities of Zoom which will work best if they join by computer or laptop. Joining using phone only will not work for participation in group work.

Questions can be directed to info@regionallearningcentre.ca or 905-829-7006

Facilitators

Taryn Bolt, OT Reg. (Ont.), MScOT
Kiran Ghatora RN, MN
Marcia Annamunthodo RN, MS(N), IBCLC, CCHN (C)
Yalini Gunarajan, RN, BScN

eLearning at the RLC

The RLC elearning platform has been enhance to offer over 100 microlearning courses for staff, supervisors and managers working at community support service agencies. These courses include (but not limited to):

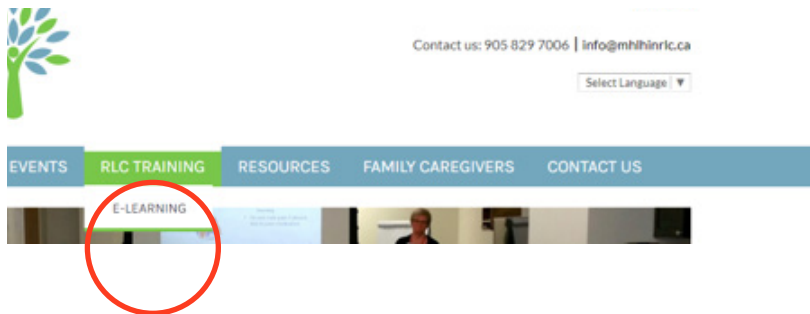
- Workplace Essentials
- Well-being Essentials
- Teamwork Essentials
- Leadership for Supervisors and Managers
- Refreshers in Medication Management, Documentation and Safer Lifts and Transfers
- Public Health Ontario
 - Infection Prevention and Control
 - Health Equity Impact Assessment
 - Health Promotion

Access our E-Learning
Modules below



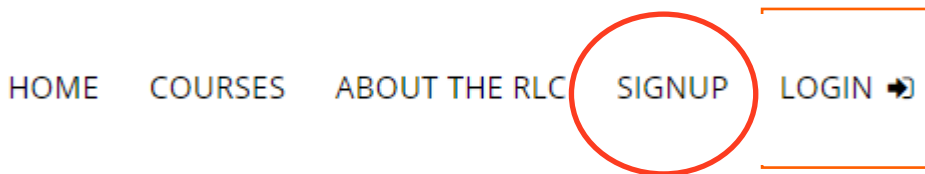
Accessing RLC e-learning Modules

Follow the steps below to access the RLC e-learning modules from the TalentLMS platform.



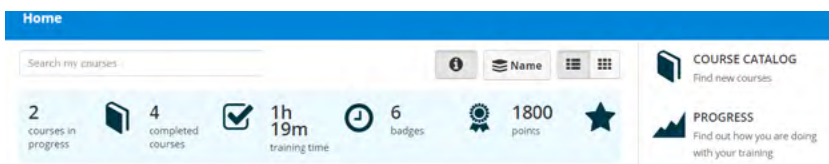
1

To access the e-learning modules, visit our website at www.mhlhinrlc.ca. Hover over the RLC training tab, and the “e-learning” subheading will appear. Click on “e-learning” to be redirected to the e-learning home page.



2

Click “Sign Up” to request access to the e-learning modules. Or, if you’ve created an account, click “login” and enter the username and password.



3

To enroll in a course, search in the course catalog and click “get this course”. You will now be able to access modules via your home page. You will be able to save your progress during each module, and complete it at your own pace.

Family Caregiver Quick Registration LINKS

Powerful Tools for Caregivers



Family Caregiver Events

Powerful Tools for Caregivers

6 Week Course every Thursday starting
September 24, 2020 to October 29, 2020

Time: 10am-11:30am

In partnership with Maximize Your Health

Powerful Tools for Caregivers is a highly effective, evidence-based, self-care program that builds skills caregivers need to take better care of themselves as they provide care for others. This six week workshop series helps caregivers to reduce stress, improve self-confidence and communication, find balance and identify valuable community resources

Powerful Tools for Caregivers will be offered using a virtual platform. Stay tuned for upcoming dates.

Powerful Tools for Caregivers manuals will be sent to you before the session.

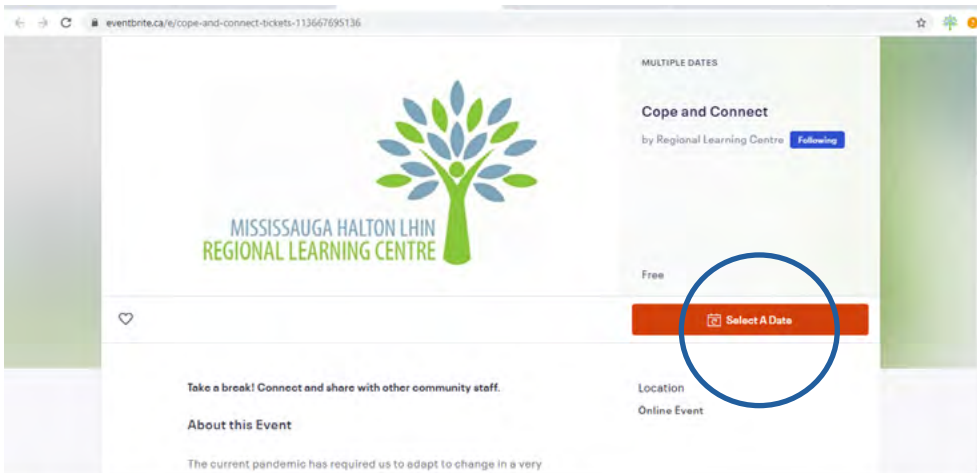
To register, please call:
Maximize Your Health
at 905-338-4432.

Please note:

These workshops are **not** intended for professionals.

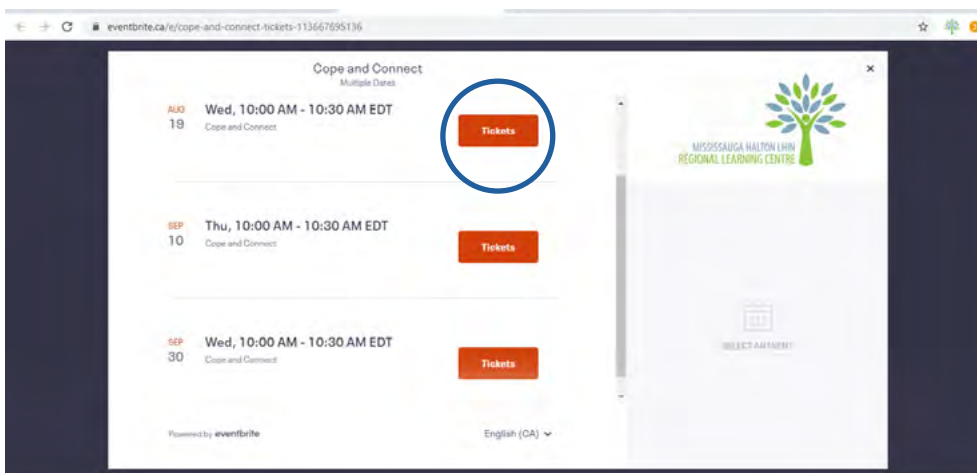
Registration Instructions for Upgraded Eventbrite Pages

Many Eventbrite registration pages now have a new look. Click on the link provided on the Quick Registration Links Page and follow the steps below to register for RLC courses using the Eventbrite platform.



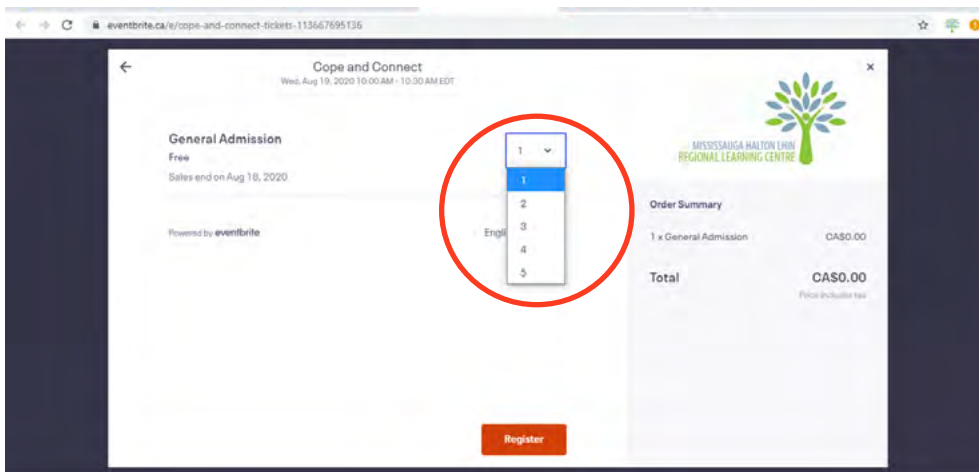
1 Select the course you are interested in from the RLC Training Calendar. Click on the corresponding registration link, which will bring you to an Eventbrite page similar to the one below.

2 Click "Select a Date" (red button).

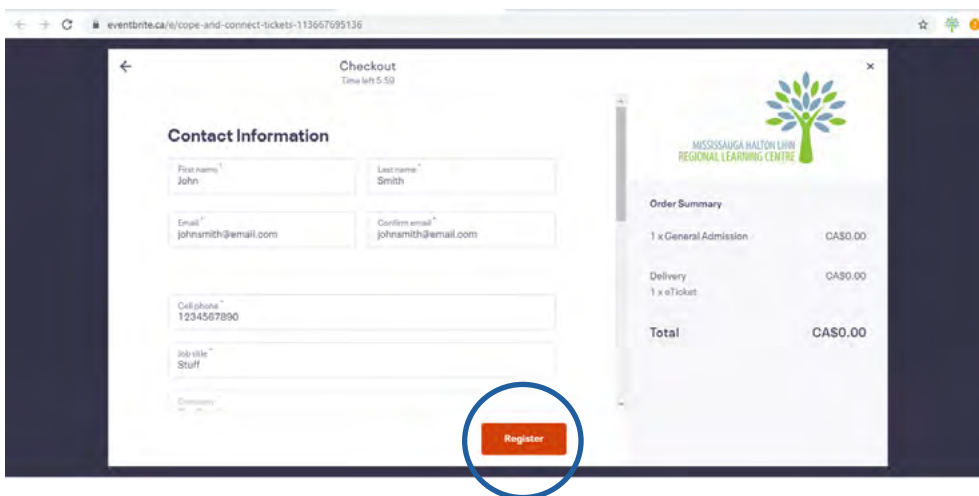


3 A pop-up window of available dates will appear. Choose the date you are interested in from the list by clicking the red "tickets" button.

Registration Instructions for Upgraded Eventbrite Pages



4 Choose the number of attendees you would like to register for the session using the drop-down menu. Now click the red “Register” button at the bottom, that will bring you to the usual registration page.



5 Fill out the registration form. Now click “Register” (red button).

September 2020

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

1

2

3

4

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6

7

8

9
From Conflict to Partnership;
Webinar
9:00am - 12:00pm

10
Cope and Connect;
Week 3
10:00am- 10:30am

11
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

12

13

14
Compassion Fatigue
9:00am - 12:00pm
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
1:00pm - 4:00pm

15
Medication Management
1:00am - 4:00pm
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

16
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

17
interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

18

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21

22

23
CPI Verbal De-escalation
8:30am - 12:30pm

24
Powerful Tools for Caregivers
10:00am - 11:30am
Diabetes
1:00pm - 4:00pm

25

26

27

28

29
Safer Lifts and Transfers
8:30am - 12:30pm

30
Cope and Connect
10:00am - 10:30am

RLC Classes for Staff
RLC Classes for Supervisors
Family Caregiver Events

October 2020

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

4

5

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
1:00pm - 4:00pm

6

Compassion Fatigue
1:00pm - 4:00pm

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

7

Medication Management
1:00pm - 4:00pm

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

8

Powerful Tools for Caregivers
10:00am - 11:30am

9

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

10

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14

Stroke and Heart
9:00am - 12:00pm

15

Powerful Tools for Caregivers
10:00am - 11:30am

16

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The Working Mind; Managers
9:00am - 4:00pm

21

The Working Mind; Employees
8:30am - 12:30pm

22

Powerful Tools for Caregivers
10:00am - 11:30am

23

24

25

26

CPI Verbal De-escalation
12:30pm - 4:30pm

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28

Safer Lifts and Transfers
8:30am - 12:30pm

29

Powerful Tools for Caregivers
10:00am - 11:30am

30

31

RLC Classes for Staff
RLC Classes for Supervisors
Family Caregiver Events

November 2020

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

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The 3 D's
9:00am -
12:00pm

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Medication
Management
9:00am -
12:00pm

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The Working
Mind;
Managers
9:00am -
4:00pm

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COPD/
Parkinsons
1:00pm -
4:00pm

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The Working
Mind;
Employees
9:00am -
1:00pm

18

Compassion
Fatigue
9:00am -
12:00pm

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From Conflict to
Partnership
1:00pm -
4:00pm

24

Risk
Management
Documentation
9:00am -
12:00pm

25

Safer Lifts and
Transfers
8:30am -
12:30pm

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RLC Classes for Staff

RLC Classes for Supervisors

Family Caregiver Events

December 2020

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

1

Medication Management
1:00pm - 4:00pm

2

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

3

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

4

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

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interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

9

interRAI™ CHA Core, Functional, Outcome Scales, CAPs and Care Planning
9:00am - 12:00pm

10

Wound Prevention
1:00pm - 4:00pm

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Safer Lifts and Transfers
8:30am - 12:30pm

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RLC Classes for Staff
RLC Classes for Supervisors
Family Caregiver Events

