



# Welcome to Beacon Specialized Services



This packet will walk you through your online training process. Throughout your training you will be in contact with a Trainer who will answer any questions and make sure you feel prepared for your first day.

**Your trainer is: Victoria Brown**

Tabetha Spalding



Complete by		
X	Orientation Day 1	Log into ADP and complete your on-boarding paperwork.
X	Shadow Shift	Physical at Occupational Health
X	Shadow Shift	Receive TB Test
<input type="checkbox"/>	Shadow Shift	Have TB Test Read
<input type="checkbox"/>	Start in Home	Fingerprinting appointment



Complete by		
X		Log into your Beacon Email.

## Open Day 1 Orientation PowerPoint

X		Log into Star Service by going to <a href="http://beacon.edvance360.com/">http://beacon.edvance360.com/</a>
X	Orientation Day 2	Complete Corporate Compliance and HIPAA
X		Log into ADP Time and Attendance by going to <a href="https://workforcenow.adp.com/workforcenow/login.html">https://workforcenow.adp.com/workforcenow/login.html</a> and log in with the username and password you used to fill out your on-boarding paperwork.

X	Orientation Day 2	Complete Time and Attendance – Employee Edition
X		Log into Makeshift by going to <a href="https://my.makeshift.ca/">https://my.makeshift.ca/</a> and logging in with the provided username and password.
X		Download the MakeShift app to your phone.
X	Orientation Day 2	Complete Module A: Introduction to Community Residential Services.
X	Orientation Day 2	Complete Module B: Recipients' Right Introduction.
X	Orientation Day 2	Complete Module C: Introduction to Human Needs, Values, Guiding Principles, and Effective Teaching Skills.
X	Starting in Home	Complete Cultural Diversity Awareness
X	Starting in Home	Complete Customer Service, Advance Directives, and Customer Grievances
X	Starting in Home	Complete Deficit Reduction Act
X	Starting in Home	Complete Limited English Proficiency
X	Starting in Home	Complete People Centered Planning and Self Determination
X	Starting in Home	Complete Sexual Harassment
X	Starting in Home	Complete Suicide Risk and Prevention

Prior to Orientation

Orientation Day 1

Orientation Day 2

Orientation Day 3

Additional Training Needed

Complete by

## Open Day 2 Orientation PowerPoint

X		Log into Star Service by going to <a href="http://beacon.edvance360.com/">http://beacon.edvance360.com/</a>
X	Orientation Day 3	Complete Module G: Basic Health and Medications
X	Orientation Day 3	Complete Module G: Medication Administration
X	Orientation Day 3	Complete Module E: Environmental Emergencies: Preventing, Preparing, and Responding
X	Orientation Day 3	Complete Module E: Environmental Emergencies: Fire
X	Orientation Day 3	Complete Module I: Responding to Life Threatening Situations
X	Orientation Day 3	Complete the Global Harmonization Training

X	Orientation Day 3	Complete Module F: Working with People – Positive Techniques to Address Challenging Behavior
X	Starting in Home	Complete Trauma Informed Care
X	Starting in Home	Complete Workplace Violence
X	Starting in Home	Complete Recipient Rights Training
X		Complete Infection control



**Complete by**

## Open Day 3 Orientation PowerPoint

X		Log into Star Service by going to <a href="http://beacon.edvance360.com/">http://beacon.edvance360.com/</a>
X		Complete Emergency medical care
X	Starting in Home	Complete Module D: Nutrition and Food Service
X	Starting in Home	Complete Module D: Kitchen Safety
X	Starting in Home	Complete Non-Violent Crisis Intervention (CPI)
X		Watch the video covering Clarity
X	Starting in Home	Complete Module H: Advanced Health – Nervous, Circulatory, & Respiratory System
X	Starting in Home	Complete Module H: Advanced Health – Digestive, Musculoskeletal, Urinary, Endocrine, and Integumentary
X	Starting in Home	Complete Module A: Home Safety and Safe Driving Techniques
X	Starting in Home	Complete Enhanced Staffing
X	Starting in Home	Complete Orientation Test

### Trainer Acknowledgement

*I, Victoria Brown (trainer) am stating that the trainee has completed all trainings in Star Service as outlined above.*



	Trainer/Mentor	Training Needed
X		NextStep System Training (Charting and Med Passing)
<input type="checkbox"/>		Recipient Rights – Classroom(Online completed only)
X		Clarity Training
<input type="checkbox"/>		DMA Training
X		CPI – Physical Intervention Training <b>*FILL OUT ACCOMPANIED WORKSHEET AND EMAIL TO TRAINER*</b>
<input type="checkbox"/>		CPR/FA Training
<input type="checkbox"/>		Gentle Teaching

## System Logins

System	Website	Username	Password
Email/Okta	<a href="http://beaconspecialized.okta.com">http://beaconspecialized.okta.com</a>	<a href="mailto:tspalding@beaconspecialized.org">tspalding@beaconspecialized.org</a>	1h9RY6z6
Star Service	<a href="http://beacon.edvance360.com/">http://beacon.edvance360.com/</a>	tspalding	KhaFkxt
ADP	<a href="https://workforcenow.adp.com/">https://workforcenow.adp.com/</a>		
Makeshift	<a href="https://my.makeshift.ca/">https://my.makeshift.ca/</a>	<a href="mailto:tspalding@beaconspecialized.org">tspalding@beaconspecialized.org</a>	Makeshift1
Nextstep	<a href="https://www3.nextstepms.com/beacon/login.asp">https://www3.nextstepms.com/beacon/login.asp</a>	Tspalding	VH81DGT

## Training Notes

## Non-Violent Crisis Intervention Notes

Our Core Value to maintain the best care for the individuals in a crisis is **Care, Welfare, Safety, and Security.**

### Program Objectives:

- Identify behavior that indicates an escalation toward aggressive and violent behavior and respond appropriately to avoid, decelerate, and/or de-escalate crisis situations.
- Determine how professional values support effective decision making during a crisis.
- Assess the level of risk associated with crisis behavior and make appropriate decisions related to the management of such risks.
- Identify the impact of crisis events and describe post-crisis responses that can be used for personal and organizational support and learning.

### Individual Behaviors:

- **Anxiety:** A change in behavior such as Pacing, tapping fingers, withdrawal, and/or staring.
- **Staff Attitudes/ Approaches:** Supportive; An empathic, nonjudgmental approach such as listen, allow time, provide comfort measures.
- **Defensive:** Beginning to lose rationality such as refusal, belligerence, shouting, or challenging authority.
- **Staff Attitude/ Approaches:** Decelerating and escalating behavior, such as give clear and simple directives, and set limits if necessary.
- **Risk Behavior:** Behaviors that may present a risk to self or others, such as hitting, kicking, biting, or self-injury.
- **Staff Attitude/ Approaches:** Physical Intervention; Disengagement and/or holding skills to manage risk behavior, such as A last resort using safe, nonharmful response skills that are reasonable and proportionate to the level of risk behavior presented.
- **Reduce in Tension,** such as decrease in physical and emotional energy that occurs after a person has escalated and begins to regain rationality.
- **Staff Attitudes/ Approaches:** Therapeutic Rapport, such as re-establish communication, listen carefully, debrief, and work towards resolution.

Always stay a respected distance away and always be mindful of your posture

Always be aware of your tone and how you use your words.

Paraverbal communication is the vocal part of speech, excluding the words you use. How you say what you say.

Refusal: noncompliance; slight loss of rationality. Staff response should be set limits.

Questioning: information seeking question- a rational question seeking a rational response. Staff response: Give a rational response. Challenging Question: Questioning authority attempting to draw staff into a power struggle. Staff response: Downplay the challenge. Stick to the topic. Set topic.

Release: Verbal and emotional outburst. Staff response should be; allow venting and remove the audience or the person.

Intimidation: The individual is verbally and/or nonverbally threatening staff. Staffs response shall be, take all threats seriously, seek assistance, avoid physical intervention unless there is no safer alternative.

Tension reduction: Decrease in physical and emotional energy. Staff response shall be, establish therapeutic rapport.

How to set limits: 1. make it simple and clear 2. Keep it reasonable. 3. Leave it enforceable.

Example: 1. interrupt and redirect: (Interrupt) "John, you are shouting at me." (Redirect) "Please speak quietly."

2. When and Then: "John, when you have tidied your room, then we can go to the movies."

3. If and Then: "John, if you make your bed, then we can go to the movies. If you don't then you will be unable to go."

Empathic Listening: An active process to discern what a person is saying.

- Remain nonjudgmental
- Give your undivided attention
- Listen carefully (focus on feelings and facts)
- Allow for silence
- Restate and paraphrase

Precipitating Factors: Factors that influence behavior. These are the internal/external causes of behavior over which staff have little or no control.

- Fear
- Anxiety
- Stress
- Lack or loss of self-esteem
- Needs not being met
- Traumatic Experiences

Rational Detachment: the ability to manage your own behavior and attitude and not take the behavior of others personally.

- Stay calm

- Do not take the behavior personally
- Maintain professionalism

Decision making matrix

Risk: The chance of a bad consequence

Likelihood: The chance that an event or behavior may occur

Severity: the level of harm that may occur

<b>S</b> afe	<b>R</b> elax & Downplay
<b>E</b> ffect	<b>E</b> xplain or Ask
<b>A</b> cceptable	<b>S</b> tate or Tell
<b>T</b> ransferable	<b>P</b> rompt, gesture, or sign
	<b>O</b> ption to use Physical Intervention
	<b>N</b> urture Recovery
	<b>S</b> upport
	<b>E</b> ngage & Learn

Physical intervention should only be used as a last-resort option. When an individual is engaging in behavior that is dangerous to self and/or others.

Risks of restraints:

- Psychological risks- e.g., Trauma
- Soft-Tissue Risks- e.g., Bruising, sprains, strains
- Bony or Articular Risks- e.g., Fracture and/or dislocation
- Cardiovascular and Respiratory Risks- e.g., Heart attack, asthmatic attack, or positional asphyxia, ect.

Tips to Maximize Safety:

- No element of pain was involved.
- The intent of the intervention is to calm the individual.
- Team intervention is always used whenever possible.
- Physical restraint is only used as a last-resort measure when all other non-physical interventions have failed.

- Restraint should never be used as a form of punishment, to enforce rules, gain compliance, or to force control.
- Only staff that has been trained
- Only when approved

Therapeutic Rapport: An approach used to re-establish communication with an individual who is experiencing tension reduction.

**C**ontrol

**O**rient

**P**atterns

**I**nvestigate

**N**egotiate

**G**ive