

**Oakridge Homes and Woodview Support Services
INSERVICES ATTENDED**

Our Mission: "To be a leader in quality residential and support services for people with special needs, now and in the future."

Employee Name	Patrick Tester	Year	2021
Location		Position	
Date of Employment			

Monthly Staff Meetings

Attach staff meeting agenda

Month	Date	Inservice Topic	Presenter	Hours	Initials
Jan	1/25	Staff & House Meeting P-C/Positive Support-Building Support that Creates Community (.5) VARPP, Service Recipient Rights, Client Competencies, MH-Seasonal Affective Disorder (.5)	make up	3	
Feb	3/22	Staff & House Meeting P-C/Positive Support-It's About Relationships (.5) MH-Suicide Intervention (1)		3	
March	3/22	Staff & House Meeting CPR/First Aid MH-Schizoaffective Disorder (.5)		3	
April	4/26	Staff & House Meeting Preventing Sexual Violence, MH-Psychotropic Meds & Side Effects (1)		3	
May	5/24	MANDATORIES: ORH-WSS Program Policies and Procedures, ORH-WSS Medical Policies and Procedures, ORH-WSS Personnel Policies and Procedures AWAIR Plan, Service Recipient Rights, First Aid/CPR		3	
June	6/28	Staff & House Meeting P-C/Positive Support-10 Ways to Respond to Meaning-full Behavior (1) MH-Reactive Attachment Disorder and Recovery from MI, Community Resources (1)		3	
July	7/26	Staff & House Meeting Adaptive Equipment Competency, MH-Panic Disorder (.5)	Shawna	3	SD
Aug	8/24	Staff & House Meeting PAPP Competency, Medicare Fraud, MH-Co-occurring SA & HC (1) CPR/First Aid Refresher	Shawna	3	DD
Sept	9/27	Therapeutic Intervention P-C/Positive Support	Tom	3	DD
Oct	10/21	Staff & House Meeting P-C/Positive Support-Cultural Competency, Harassment, MH-Narcissistic Personality Disorder, Treatment Options/EBP (.75)	make up	3	AF
Nov	11/12	Staff & House Meeting MH-PTSD (.75)	make up	3	DD

Patrick
Tester



Brainerd Staff Meeting Agenda

Be respectful of your peers. Please turn off your cell phones and avoid secondary conversations.

Date: 09/27/2021

Time: 9:00am-12:00pm

Presenter: Tom

Ice Breaker: If you could have any animal for a pet, what would you choose? - *Black leopard, panther*

Milestone Anniversaries: Kim Betts-Pleasant-10 years; Bab Jones-Birchcourt-5 years; Allan Knutson-Wadena SILS-5 years

Welcome to new and returned staff: Sandra-Jean Janssen-DSP-Spruce; Isabella Waterman-DSP-1016; Julie Kraft-DSP-1016

Next Meeting: 10/25/2021

Med Class: Second Monday of the month, Clarissa Office, 8:30a-4p

Sign attendance page: Please make sure you have signed in ✓

Safety Agenda:

1. Please complete your house monthly safety form ✓
2. Worker's comp claims: ✓

VA Review:

1. We were reported by someone for possible maltreatment due to staffing and billing
2. Someone reported a staff for allegedly dragging client across room and bruising her arm
3. We reported staff for sleeping on shift

Nursing Notes: Patty/Ashley – New Med Policies

MH Training: Narcissistic Personality Disorder and Treatment (handout)

DD Diagnosis: Language/Speech Impairment (handouts)

TI: Staff Debriefing - *Letting it out.*

New Business:

- Harassment/Bullying/Social Media Bullying (handout)
- Emergency Procedures for cold, blizzard, wind chill etc.
- Which clients can go to work when it's -20 or below?
- Proper Dress for the weather (handout) *Alex*
- Positive Support - Cultural Competency (videos)
- Reminder- please let Amanda know of any successes by consumer/staff to celebrate and acknowledge in the Newsletter

Hour 3- House Meeting:

Transcribing an order / med charge

GO

~~OCCT. ALERT~~

call
Safe Jose

Sharps
Containers

LAPTOP
+
Scanning
at
homes

Flex

MAR
wifi

Nurse - (on call) first. all hours.

destroying old mess with PC

THANKS TO YOU PROGRAM - (points)

Oakridge Woodview Mandatory In-Service 2020

Make Up Packet

Employee Name Patrick T

Location Worked Pine St. 2421

Date: 11-20-20



3 In-Service Hours

Note: This make-up packet needs to be completed at an Oakridge Facility and may not be completed at the residence of a staff.

Oakridge Woodview Program Policies Emergency and Reporting Policy and Procedures

Question	Answer (Choose letter)	Answer Options
What is the purpose of Emergency and Reporting Policy and Procedures?	I	A. Heimlich Maneuver
How often does a fire drill need to be done in each home?	K, L	B. Incident/Behavior report
What do you do in the event of a person choking and the person is unable to dislodge the obstacle on their own?	A	C. Remove all consumers from <u>immediate</u> danger and Call Fire Department (9-1-1)
A scenario when consumers should be kept home from work and outings (except for clients who are preapproved to go to work).	H	D. Battery operated or hand cranked
If you have a person served who has seizures, what document do you refer to as to how to handle his/her seizure?	J	E. Wind chill temperature chart
Document to fill out if there is consumer to consumer physical aggression.	B	F. Curtains and Shades
Phone number in case a person needs emergency treatment.	G	G. 9-1-1
Two agencies to be notified in the event of death or serious illness/injury.	N	H. Blizzard or -20 degrees wind chill or below
To operate a fire extinguisher, what does P-A-S-S (or pass) stand for?	M	I. To provide a safe and hazard-free environment and comply with laws
Marker when it is so cold, everyone stays indoors (except people approved to go to work).	E	J. Individual Seizure Protocol
What type of radio is needed during tornado season?	D	K. Quarterly
These are drawn to retain heat in the event of a blizzard	F	L. Quarterly
Staff does this FIRST and SECOND in the event of a fire.	C	M. P – Pull (the pin) A – Aim (low) S – Squeeze (lever slowly and evenly) S - Sweep
How often do we have to do tornado/severe storm drills?	K, L	N. Ombudsman and DHS

OSHA (Bloodborne Pathogens, Right to Know, AWAIR Act)

Question	Answer	Fill in missing word
What is the responsibility of the Safety Committee?	Provide a <u>s a f e</u> environment	S a f e
Who is the Safety Committee?	<u>a l l</u> ORH/WSS employees	A L L

When is ORH/WSS responsible to provide information and training regarding hazardous chemicals to their employees?	At orientation, _____, and when there is a new chemical	annually
Who can use unlabeled containers of chemicals and when should they be used?	_____. No unmarked containers can be used	nobody
What is the word that means the minimum temperature at which a liquid gives off a vapor in sufficient concentration to ignite?	_____ point	breaking FLUSH
What does AWAIR Act stand for?	A Workplace _____ and _____ Reduction Program	accident or injury
Employees are encouraged to report potential hazards and unsafe conditions to their supervisor AND do what to the item?	Put a ___ tag on them	Red
What is provided for all tasks that present risks which cannot be reasonably controlled with modifications or procedures?	Personal Protective _____ equipment	equipment
At a minimum, when is safety discussed?	_____ at the staff meeting	annually
What is the most effective control of exposure to Bloodborne Pathogens?	Pre _____	Prevention
Which concept treats all human blood and certain body fluids as if they are known to be infectious for Bloodborne Pathogens?	Universal P _____	precaution
What is used to clean all blood/body fluid spills?	_____ and _____ solution diluted 1:10	Bleach, water
What are some examples of Personal Protective Equipment as it refers to the ORH/WSS Bloodborne Pathogens Policy?	Gowns, gl_____, m_____, eye p_____, resuscitation bags, etc.	gloves, mask protection
Where are gowns, gloves, masks, etc. kept?	B_____ s_____ kit	weekly Blood spill
How often should the water/bleach solution in a bottle be changed?	_____	weekly
For how long should a contaminated area be treated with a bleach solution?	Minimum of _____ minutes	Two
What are the two primary body fluids through which AIDS is spread?	<u>B</u> lood and <u>S</u> lyva	Blood slyva.
What does OSHA stand for?		Occupational Safety & Health Administration
What is Hepatitis?	Inflammation of the _____	Liver
Who, oftentimes, never has symptoms of their disease?	People infected with the Hepatitis _____ virus	B

VARPP

Question	Answer Hint	Write your answer
What does VA stand for?	V _____ A _____	Vulnerable Adult
Who do you call in a VA to if you choose not to report internally?	(MAARC)	Minnesota Abuse Reporting Center
How much time do you have to report a suspected VA?	<u>24</u> hours	24 hrs
Absence or likelihood of absence of care or services including but not limited to food, clothing, shelter, health care, or supervision necessary to maintain the physical and mental health of a vulnerable adult.	N _____	Neglect
If you have reported internally, you must receive, within <u>2</u> working days a written notice that tells you whether or not your report has been forwarded to MAARC.	More than one but less than 5	two
The failure or omission by a caregiver to supply a VA with care or services	N _____	Neglect
Unauthorized expenditure of consumer funds.	_____ exploitation	Neglect Financial
The program shall ensure that each new mandated reporter received orientation within _____ hours of first providing direct contact services to a VA and _____ thereafter.	About 3 days and then another word for every year	annually quarterly
Words or gestures to the VA that are disparaging, derogatory, humiliating, harassing or threatening.	A _____	annually Abuse
Person engaged in the care of a VA	M _____ R _____	Mandated Reporter
What does VARPP stand for?	Vulnerable Adult Reporting _____ and _____	Policy + procedures
The VARPP should be in a _____ location (in each home) and be made available upon request.	Starts with a "P" and is another word for obvious for easily seen. Rhymes with dominant.	Prominent
Any person over the age of 18 who is a resident or inpatient of a facility	V <u>vulnerable</u> A <u>adult</u>	vulnerable Adult
Program services done in good faith in the interests of the VA	Thera _____ conduct	
Three ways you can report a suspected VA	1. I _____ 2. E _____ 3. Both	1. internally 2. externally 3. Both

ORH/WSS people you can call a suspected VA in to.	Q____, P____ D____ D____ C____ A____ ** Pick two	Designated Coordinator Program Directors
This ORH/WSS policy is to protect the children served whose health or welfare may be jeopardized through physical abuse, neglect, or sexual abuse.	Maltreatment of _____ Reporting Policy and Procedures	MINORS
Do you call the Minnesota Adult Abuse Reporting Center (MAARC) to report suspected abuse of a child?	Yes or No?	NO
Who do you call to make reports regarding incidents of suspected abuse or neglect of children?	During business hours: S_____ S_____ and after hours L_____ E_____	Social Services LAW enforcement

Oakridge Woodview Program Policies

Question	Write in the Letter	Possible Options
Which policy explains how to handle persons served funds?	C	A. Safe transportation policy and procedures
This policy is restricted to situations in which the safety of the person or others in the program is endangered and positive support strategies were attempted and have not achieved and effectively maintained safety for the person or others	H	B. Food Service Policy and Procedures
This policy ensures the persons served by ORH/WSS are transported safely and outlines guidelines for using ORH/WSS vehicles.	A	C. Fiscal Policies and Procedures for Persons Receiving Services
All ORH/WSS staff members can drive ORH/WSS vehicles. True or False	k	D. Data privacy policy
It is ok to transport people who are not ORH/WSS persons served or staff. True or False	JK	E. Incident response, reporting and review policy and procedures
This policy provides persons served with good nutrition.	B	F. Medication policy
A policy to protect the well-being of individuals being served by ORH/WSS AND a way of documenting, reporting, reviewing and investigating.	e	G. Client Grievance Policy
This policy refers to protecting privacy, consumers seeing their own information, explains the needs for and the use of	D	H. Service Termination Policy

information, and explains consumer rights regarding information.		
This policy's purpose is to allow for persons served to make a complaint.	G	I. Psychotropic medication policy
This policy addresses who may administer medications and what medications may be administered.	F	J. False
This policy incorporates the use of an extensive checklist to monitor the administration of any medications considered mood altering.	I	K. False

Emergency Use of Manual Restraint (EUMR) Policy and Procedures

Answer	Question
EUMR	This policy is to promote the rights of persons served by ORH/WSS and to protect their health and safety when a person poses imminent risk of harm to self or others.
positive Support Strategies	Per the Emergency Use of Manual Restraint (EUMR) Policy and Procedures the following _____ and techniques must be used to attempt to de-escalate a person's behavior before it poses an imminent risk of physical harm to self or others: A. Verbal de-escalation B. empathetic listening C. paraverbals D. how to avoid power struggles E. nonverbal behavior (kinesics and proxemics)
Manual Restraint	ORH/WSS allows the following _____ procedures to be used on an emergency basis when a person's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies have not achieved safety: A. 1 person escort B. 2 person escort C. basket hold
yes	Is it OK to manually restrain a person when it has been determined to be medically or psychologically contraindicated?
Prohibited procedures	Chemical restraint, manual restraint, time out, seclusion, any aversive or deprivation procedure are all considered to be _____.
TYPE	The following conditions, on their own, are NOT conditions for emergency use of manual restraint: A. the person is engaging in property destruction that does not cause imminent risk of physical harm;

True

B. the person is engaging in verbal aggression with staff or others. True or False

Service Recipient Rights

Answer	Question
Abuse neglect.	Consumers have the right to be free from _____, _____, or financial exploitation.
Service supports	The consumer has the right to have _____ and _____ provided to them in a way that respects and considers their preferences.
True	Consumers have the right to receive and send mail and emails and not have them opened by anyone else unless asked. True or False
respect	Consumers have the right to be treated with dignity and _____.
coordinated services + support	If there is a restriction on rights, this is where it will be documented _____ and _____.
private	A consumer has the right to have his/her personal, financial, service, health, and medical information kept _____ and be notified if these records have been shared.
phone	A consumer has the right to have free, daily, private access to and use of a _____ for local calls, and long-distance calls made collect or paid for by me.
privacy	Consumers have the right to have personal _____. There is a lock on bedroom doors that they may lock if they desire to do so.
friends	The consumer has the right to choose his/her own _____ and spend time with them.
religion	Consumers have a right to be allowed to reasonably follow my cultural and ethnic practices and _____.
records	The consumer has the right to have access to his/her _____ and recorded information that ORH/WSS has about them as allowed by state and federal law, regulation, or rule.
harassment	Consumers have a right to be free from prejudice and _____ regarding race, gender, age, disability, spirituality, or sexual orientation.
retaliation	The consumer has the right to exercise their rights on their own or have a family member or another person help them exercise my rights without _____.
staff	A consumer has the right to have _____ that are trained and qualified to meet his/her needs.

CPR and First Aid

Answer	Question
C	In the event of a consumer medical emergency which do you do first? A. Remove the other consumers from the area B. Call the PC/Supervisor C. Take care of the consumer
false	If someone uses an Epi-Pen for an allergic reaction they do not need to seek medical treatment. True or False
D	Signs of low blood sugar include: A. Personality changes B. Weakness C. Excessive sweating D. All of the above
B, C, D	What are the signs of hyperglycemia (high blood sugar)? (Circle all that apply) A. Inability to urinate B. Increased thirst C. Confusion D. Frequent urination
B	How many chest compressions are to be done in 1 minute? A. 200-220 B. 100-120 C. 80-90 D. 40-50
Survival.	The earlier the 4 steps in the chain of _____ take place, the better the chance of a patient's survival. The steps are: 1. Early recognition and activation of EMS 2. Early CPR 3. Early Defibrillation 4. Early Advanced Care
2, 100	Hands only CPR Procedure: Check the scene Check the patient Activate EMS Start compressions Compressions should be at least _____ inches deep at a rate of _____ beats per minute.
A	How do you check for responsiveness? A. Tap or shake them and ask "are you okay" B. Douse them with ice water C. Tickle their feet

Oakridge Woodview Personnel Policies (from 2020 Employee Handbook)

Answer	Question
<i>Health Insurance Portability and accountability</i>	What does HIPAA stand for?
<i>True</i>	If someone asks for PHI and has a release of information/authorization it is OK to give them everything in the individual's book. True or False
<i>True</i>	A health provider can disclose an individual's PHI without the person's authorization if the disclosure deals with treatment, payment, and operations or if law mandates the information. Otherwise for most other uses, the person will need to authorize the provider to make the disclosure. True or False
<i>False</i>	Per the ORH/WSS Drug and Alcohol policy, it is OK to be under the influence of prescription medications that impair your ability to provide services or care. True or False
<i>True</i>	Per the ORH/WSS Drug and Alcohol policy, ORH/WSS may require random drug or alcohol testing and/or reasonable suspicion testing. True or False
<i>90</i>	All new employees shall be evaluated after <u>30</u> days of employment. The evaluation period may be <u>90</u> for supervisor or administrative positions.
<i>Employee code of conduct.</i>	_____ states (among other things) all employees are expected to be ethical, responsible, respectful, and show integrity and professionalism in the workplace at all times.
<i>Human resources right away.</i>	A person who feels they have been harassed, discriminated or retaliated against or has witnessed such behavior should file a written complaint with _____. Any supervisor that observes or is made aware that harassment or discrimination is occurring should _____ it to Human Resources immediately.
<i>Equal opportunity employment</i>	ORH/WSS provides _____ (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, familial status, amnesty or status as a covered veteran or any other protected class in accordance with applicable federal, state and local laws.
<i>discriminations</i>	According to ORH/WSS Diversity policy, anyone found to be engaging in unlawful _____ will be subject to disciplinary action, including termination of employment.

<p>Amendments with disability act.</p>	<p>ORH/WSS, under the _____ (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA), will make _____ accommodations for qualified individuals with known disabilities so that they may perform the essential job duties of the position; unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the company.</p>
<p>discrimination + harassment</p>	<p>According to ORH/WSS Anti-Harassment Policy the working environment shall be free of _____ and _____ and one where employees are treated with dignity, decency and respect.</p>
<p>Chemicals</p>	<p>Per Safety Rules and Operating Procedure, ORH/WSS uses _____ as directed on label. They are locked if necessary for the safety of the clients.</p>
<p>workplace bullying -</p>	<p>ORH/WSS defines _____ as repeated mistreatment or inappropriate behavior towards one or more employees in the workplace and/or during the course of employment.</p>
<p>one</p>	<p>Per ORH/WSS Tobacco Products Policy, when there is only _____ employee supervising clients, the employee may not leave the clients _____ to smoke or use tobacco products.</p>
<p>Replacement</p>	<p>If you are not going to make your scheduled shift, it is your responsibility to find your own _____.</p>
<p>preconditions</p>	<p>It is expected that ORH/WSS employees will follow standard (universal) _____.</p>
<p>Sexual Sexual Sexual Sexual</p>	<p>_____ harassment includes unsolicited and unwelcome _____ advances, requests for _____ favors, or other verbal or physical conduct of a _____ nature, when such conduct:</p> <ol style="list-style-type: none"> 1. Is made explicitly or implicitly a term or condition of employment. 2. Is used as a basis for an employment decision. 3. Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.
<p>False</p>	<p>Per the Weapons policy, Possession of a valid concealed weapons permit authorized by the State of Minnesota is an exemption under this policy. True or False</p>
<p>Tardiness</p>	<p>In the Attendance and Punctuality Policy, the first time _____ occurs the employee shall receive a coaching note.</p>

True	A Late/No Show report will be completed for each time an employee is tardy. True or False
dress code	This policy ensures that staff's appearance represents consumers and ORH/WSS well and provides for the safety of staff.
safety rules & operating procedures	This policy minimizes accidents and injuries.
	What is the purpose of Family and medical leave policy (FMLA)?
client confidentiality - plot of prohibited	This policy provides that private information be shared between approved parties only.
fail	Employees are _____ from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but _____ to report in your time records.
True.	Per the Social Media Policy, employees should exercise care and good judgment in the use of social networking sites specifically knowing and following these other ORH/WSS policies
no	Per ORH/WSS Cell Phone and Other Electronic Devices Policy, are you allowed to be on your cell phone while working?
Tobacco products policy	This policy contains the statement "no tobacco use or the use of smokeless tobacco products is allowed by staff when out in the public with clients"
True	Per Employee Use of Company Equipment and Other Business Machines Policy, ORH/WSS reserves the right to intercept and monitor all telephone and cellular phone communications, faxes, voice mail messages, electronic communications including email and text messaging, and internet use on its equipment for training, evaluation and supervision purposes. True or False

Patrick
Tester

I. INDIVIDUAL HOUSE STAFF MEETING HOUSE: 923/Pine street

Program Coordinator: Dena Doughty Date: 9/27/2021

1. **Monthly Newsletter** – discuss and designate a DSP to send article/pictures to Brandy (brandy@orhvv.com) before the 1st of the month
2. **Incident Reports & Discussion of :** (use tracking form as guide)
3. **Safety Concerns:**
 - Drills: quarterly need Fire and Storm (due the 15th in Feb, May, Aug, Nov)
Designated place to go in event of fire-
 - Discussion of last fire drill led by staff –
 - Next drill fire or storm schedule for _____ on calendar _____
4. **House Goal or Challenge:** (this may change as often as necessary)
5. **House meetings for clients :**
 - Topic:
 - January:
 - February:
 - March:
 - April:
 - May:
 - June:
 - July: routine
 - August: chore chart
 - September: activities
 - October: organization
 - November:
6. **Review IAPP and Client Profile of one client.**
 - Name: ZS
 - Issues: New Goals

II. Old Business

1. Be positive!!
 - a. Clients feed off our energy
 - b. Positive people get positive results
2. We need to be careful at shift change
 - a. Some of the clients like to ease drop
 - i. Do not talk about other clients in front of clients
3. There is NO reason to talk about other staff to other staff

- a. If you have an issue talk to the staff respectfully OR talk to me and I can talk to the staff
- 4. It is our job to teach independence
 - a. We should not be doing things for clients if they can do it for themselves
 - i. Examples-LP can make her own lunch we just support her
- 5. We work in THEIR home
 - a. Be respectful and kind
 - b. Give respect to get respect
 - c. There is no reason to get into a power struggle-pick your battles
 - i. It is NOT our job to control clients it is our job to encourage clients to make the right choice
- 6. Charting
 - a. If a staff works for 8 hours and has nothing written down and no quotes I assume there was no interaction with clients
 - i. Take credit for what you do with clients
 - ii. If it's not charted it didn't happen
 - b. Ask clients questions
 - i. Example-If DY goes with his mom ask him what he did-then follow up with more questions AND document what he said!
 - ii. Example-When doing activities take notes on what is said AND document it!!
 - c. ALL clients have goals it is OUR job to help them achieve these!
 - i. Example-AW has a cooking goal-we should be asking him at least every other day to help and document what he did to help, what was made and what was said IF he refuses to help write an R AND what he said.
 - d. Ask clients to play games, go for a van ride, go for a walk etc. . .
 - i. If you ask and they refuse DOCUMENT it and what was said. If they play DOCUMENT it-what did you play, what was said, who won etc. .

III. New Business

1. Menu

- a. Oakridge policy states, "ORH/WSS will provide three, nutritionally balanced meals per day. . .water and a fruit or vegetable are always available"
- b. Oakridge policy states, "We will provide family-style eating with staff eating the same food along with people we serve."
- c. Follow the menu IF you change anything it needs to be written on the menu
 - i. Grocery shopping is done once a week according to what is on the menu
- d. Portion control *be more specific*
 - i. Follow the "my plate" that is on the fridge

V. DISCUSSION OF CLIENTS:

LEFT BLANK FOR OPEN DISCUSSION

1.

2.

3.

4.

5.

Signature of those in attendance:

October 2021 Staff Meeting Questions

Name: Patrick Tester

Date: 10-21-21

Watch TI Video.

1. List two helpful messages you took away from the video.

a. your voice + movements make a big difference.

b. To give clients space.

Read EUMR Policy.

2. Does property damage, verbal aggression, or a person's refusal to receive or participate in treatment or programming on their own constitute a reason for emergency use of manual restraint? Yes or No

3. List 6 prohibited procedures that we as staff are not allowed to do.

a. Chemical restraint

b. mechanical restraint. Except devices worn by the person.

c. manual restraint

d. Time Out.

e. Seclusion

f. Aversive procedure.

4. Who within Oakridge Woodview do you have to call immediately if an emergency controlled procedure needs to be implemented?

a. P.C. designee coordinator.

5. Within 24 hours of an emergency use of manual restraint, which two people must receive verbal notification of the occurrence as required under the incident response and reporting requirements in section 245D.06, subdivision 1?

a. legal representative

b. Case Manager

Read Module 1: The CPI Crisis Development Model.

6. Name the 4 crisis development/behavior levels:

a. Anxiety

b. Defensive

c. Risk Behavior

d. Tension Reduction

7. Name the 4 staff attitudes/approaches:

a. Supportive

b. Directive

c. Physical Intervention

d. Therapeutic Rapport.

Read Debriefing PowerPoint.

8. Give 3 examples of the purpose of debriefing:

- a. It places the events in logical order.
- b. It clears up misconceptions.
- c. It helps staff learn from the experience.

9. List 4 symptoms of critical incident stress:

- a. irritability
- b. restlessness
- c. Sleep disturbance.
- d. Anxiety

10. List 2 incidents that may require a debriefing:

- a. physical assault
- b. Car accident

When you focus on Care, Welfare, Safety and Security as central values, you will have a solid base for making decisions

Unit 1 CRISIS DEVELOPMENT MODEL

There are Four Levels of Behavior with 4 accompanying staff approaches

11. Please match the word to the definition by drawing a line between them:

- Anxiety
- Risk Behavior
- Defensive
- Tension Reduction
- "the person begins to lose rationality"
- "change in behavior"
- "behaviors that may present a risk to themselves or others"
- "physical intervention"

12. Match the level to the approach by drawing a line between them:

- Anxiety
- Defensive
- Risk Behavior
- Tension Reduction
- "Physical Intervention"
- "Therapeutic Rapport-Re-establish communication"
- "Directive-Offer choices, limit setting"
- "Supportive-empathic, non-judgmental"

Unit 2 NON-VERBAL COMMUNICATION

13. People are always communicating.... verbal or non-verbal.... behavior is a form of communication.

14. Personal Space (Proxemics)– Your personal space can change, person to person, situation to situation and environment to environment **T** or F

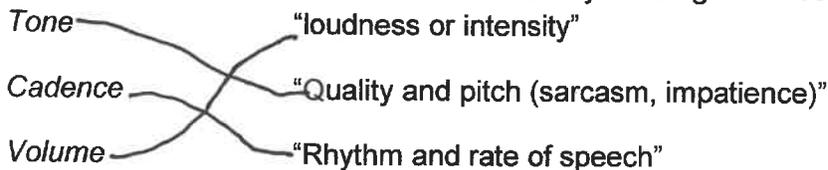
15. Body Language (Kinesics)– A body position that appears challenging or confrontational can increase anxiety when approaching an individual **T** or F

16. Touch (Haptics)- touch is a non-verbal form of communication **T** or F

Unit 3 PARAVERBAL AND VERBAL COMMUNICATION

Paraverbal - the vocal part of speech, excluding the actual words that one uses

17. Please match the word to the definition by drawing a line between them:



Unit 4 VERBAL INTERVENTION

Keys to Limit setting – by setting limits you are offering the person choices as well as stating the result of the choices (more desirable vs. Less desirable) You cannot force a person to act appropriately

Simple and Clear – Keep your statement short and simple-speak in a calm voice

Reasonable - Don't expect too much from the person

Enforceable – Ensure you can make the limit you set happen

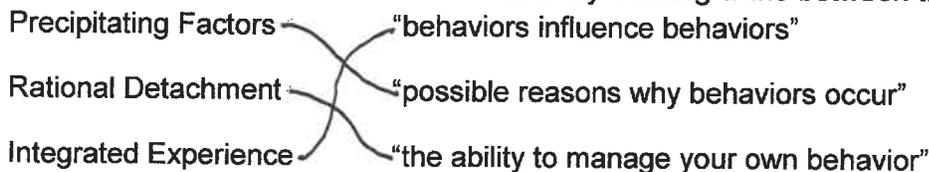
18. Empathic Listening can help you identify why a person is engaging in challenging behavior

T or F

Unit 5 PRECIPITATING FACTORS, RATIONAL DETACHMENT, INTEGRATED EXPERIENCE

You as staff have little or no control over what could cause an individual's behavior to escalate. Staff want to avoid being a precipitating factor!!

19. Please match the word to the definition by drawing a line between them:



Unit 6 STAFF FEAR AND ANXIETY

20. Fear results from a lack of knowledge and understanding T or F

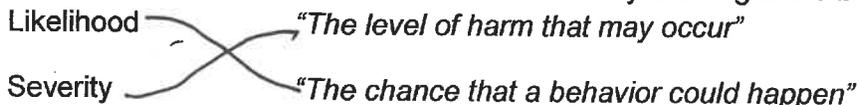
21. Fear and Anxiety are not examples of human emotions T or F

22. Fear and anxiety may also be referred to as the fight or flight response T or F

Unit 7 DECISION MAKING

Everyday life involves some degree of risk

23. Please match the variable to the definition by drawing a line between them:



2021 Therapeutic Intervention (TI) Agenda

Oct 26 – Long Prairie
Oct 25 – Brainerd

Oct 19 – Aitkin
Oct 28 – Grand Rapids

Oct 20 – Wadena/Staples

The education in this video will help you both live and work safely.

Course Focus: **Care:** Demonstrating respect, dignity, and empathy; providing support in a nonjudgmental and person-centered way. **Welfare:** Providing emotional and physical support; acting in the person's best interests in order to promote independence, choice, and well-being. **Safety:** Protecting rights, safeguarding vulnerable people, reducing or managing risk to minimize injury or harm. **Security:** Maintaining safe, effective, harmonious, and therapeutic relationships that rely on collaboration.

The CPI Crisis Development Model
Behavior Influences Behavior
Nonverbal Communication
Paraverbal and Verbal Communication
Verbal Intervention
Precipitating Factors, Rational Detachment, Integrated Experience
Staff Fear and Anxiety
Decision Making

Physical Interventions – Disengagement Skills – Holding Skills (will be held in separate meeting once Covid-19 peacetime emergency is over)

Prohibited Procedures –Emergency Use of Manual Restraints (EUMR) Policy

- *Staff responsibilities related to prohibited procedures and why the procedures are not effective for reducing or eliminating symptoms or interfering behavior; and why the procedures are not safe
- *Staff responsibilities related to restricted and permitted actions and procedures
- *Situations in which staff must contact 911 services in response to an imminent risk of harm to the person or others
- *The use of restraint, including chemical restraint, time out, and seclusion
- *Procedures and forms staff must use to monitor and report use of restrictive interventions that are part of a positive support transition plan (N/A – we currently have no individuals on a positive support plan)
- *Procedures and requirements for notifying members of the person's expanded support team after the use of a restrictive intervention with the person (N/A – we currently have no individuals on a positive support plan)

Debriefing, Personal Staff Accountability and Staff Self-Care after Emergencies

Patricia Testes -
Staff Name

10.21.21
Date

November 2021 Staff Meeting Makeup Questions

Name: Patrick T

Date: 11-12-21

Watch How I Knew I Had PTSD Video.

Write your reaction to the video: It was sad. How it can come & go without a notice.

Read PTSD: National Center for PTSD

1. What does P-T-S-D stand for:

- P Post
- T Traumatic
- S Stress
- D disorder

2. What are the four types of PTSD symptoms:

- a. may have Nightmares
- b. may feel like going through it again.
- c. may see, hear, smell to trigger.
- d. Avoiding situation that remind you

Watch Prader-Willi Syndrome video.

Write your reaction to the video: lots of genetic disorder
very sad.

Read TI Review – Person Served Debriefing

3. The “Coping Model” is a model that guides you through the process of establishing Therapeutic Rapport with the individual after an incident.

4. What does “C-O-P-I-N-G” stand for:

- C Control
- O Orient
- P Patterns
- I Investigate
- N Negotiate
- G Give

5. List 4 reasons empathic listening can help you identify why a person is engaging in challenging or risk behavior:

- a. Non-judgmental

- b. undivided Attention
- c. listen carefully
- d. Allow Silence.

6. What does "P-I-N-G" stand for:

- P Patterns
- I investigate
- N Negotiate
- G Give.

Read Active Treatment

1. Active treatment means an aggressive and organized effort to maximize each client's fullest developmental potential.
2. The individuals we serve have the right to a fulfilled life; we have the responsibility to help them achieve it.
3. Staff's convenience is more important than the consumer's preferences? True or ~~False~~
4. A client likes to wear slacks and a button up shirt, as he thinks this makes him look nice. Is it ok for staff to decide that he should wear t-shirts every day because it's faster than helping him with the buttons? True or ~~False~~
5. Active treatment means using everyday scenarios as teaching moments to incorporate the person's goals into their daily lives. ~~True~~ or False
6. Staff need to consider client's preferences whenever possible in making schedules for daily activities, such as what time the person wakes up, if they shower in the morning or at night, etc. ~~True~~ or False

Read Staff Guide to Money in the Home

7. Which money book is the staff responsible for on a daily basis count book or budget book?
8. Receipts must have a signature ~~True~~ or False
9. If your cash and receipt total do not match the amount on the form, you should do what immediately? let PC know.
10. The afternoon/evening staff and the overnight staff must count and initial which two items? controlled mess and money count

Read Falls Prevention and check for safety concerns around the home you work in

Read 35 Health Tips Your Employees Will Love and list 5 items from the list that you will try for your own wellness

- a. daily walk
- b. explore nature
- c. eat less salt
- d. don't be so hard on self
- e. make time to play

Read Sofa Workouts and do them with the people you serve

Read Volunteering and its Surprising Benefits and be mindful of encouraging the people you serve to volunteer as much as they are able to reap the positive benefits