



# Education CALENDAR April-June 2019



MISSISSAUGA HALTON LHIN  
REGIONAL LEARNING CENTRE



**Ontario**  
Mississauga Halton Local  
Health Integration Network  
Réseau local d'intégration  
des services de santé de  
Mississauga Halton



# TABLE OF CONTENTS

---

Quick Registration Links.....3-4

Cancellation Policy, Late Policy and Inclement Weather Policy..... 4

Spring Course Descriptions..... 5-11

E-learning Modules ..... 12-13

Family Caregiver Events Quick Registration Links..... 14

Family Caregiver Event Descriptions ..... 15

Off-site Education..... 16

How to Register ..... 17-18

General Information ..... 19

April-June 2019 Calendar..... 20-22

The mandate of the Mississauga Halton LHIN Regional Learning Centre is to provide education for the community support services sector and other community agencies funded by the MH LHIN. For a list of community organizations eligible to attend (excluding hospitals and Long Term Care) please visit: <http://www.mississaugahaltonlhin.on.ca/aboutus/hsps.aspx>

# Quick Registration LINKS

Course

Course Link

Care Coordination Core Competencies

[Click Here](#)

Compassion Fatigue

[Click Here](#)

Conflict Management

[Click Here](#)

Documentation & Reporting

[Click Here](#)

Gentle Persuasive Approaches (GPA)- Basic™

[Click Here](#)

InterRAI CHA Core and Functional  
Supplement Refresher Training (1 Day)

[Click Here](#)

InterRAI CHA Core and Functional (2 Days)  
Introduction to the interRAI CHA

[Click Here](#)

InterRAI CHA CAPS and Care Planning

[Click Here](#)

InterRAI CHA interactive Care Plan Creation

[Click Here](#)

Mental Health First Aid for Seniors

[Click Here](#)

Medication Management

[Click Here](#)

Safer Lifts and Transfers

[Click Here](#)

The Working Mind for Managers

[Click Here](#)

## Cancellation Policy

Classes are subject to cancellation up to **(5) business days** prior to the scheduled course offering. We require a minimum of 5 staff to run a session. 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, please email [info@mhlhinrlc.ca](mailto:info@mhlhinrlc.ca)

## Late Policy

Participants are expected to arrive on time for sessions which they have registered for. Participants who do not arrive within the fifteen (15) minute grace period, will not be permitted to attend the training.

The door of the training room will be closed, and late participants will be asked to sign up for the next session which fits their schedule.

## Severe Inclement Weather

If a session needs to be cancelled due to severe inclement weather, there will be a cancellation message on the RLC general number at least 2 hours prior to course start time. The RLC will attempt to contact registrants to inform them of the cancellation. The number is 905-829-7006. If you are travelling from far away, please check the phone line 2 hours prior to class start time.

# Spring 2019 Courses

## Brief Action Planning™ (BAP) in partnership with Maximize your Health

Off-site request only

4 hours

Brief Action Planning (BAP) is intended for individuals who work with clients and/or family caregivers. It is a self-management support technique that involves a structured step-by-step process to help clients and families set goals and make concrete action plans. You will learn the core principles of brief action planning including:

- Motivational Interviewing
- Behavioural change theory and research
- Emphasizing compassion, acceptance, partnership, and evocation to support clients/patients to make changes that are important to them



## Advanced Infection Control for Community Workers

Off-site 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)

## Care Coordination Core Competencies 12 hours (over 2 days)

Building on what learners already know, these two sessions will provide a practical hands on approach using concepts that enhance core interpersonal functions of care coordination.

Topics will include:

- Communication and Collaboration
- Therapeutic Alliance
- Solution Focused Negotiation
- Assessment
- Coordinated Care Plans (CCP)
- Navigation/Health Equity
- Care Transitions
- Patient Safety and Quality

**When registering, please ensure you select both session dates.**

## Client Centred Care: Putting Patients First

Off-site request only

3 hours

This course explores the principles of client centered care.

Topics will include:

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

# Spring 2019 Courses

## Chronic Disease-Introduction to Stroke and Heart Failure

Off-site request only

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

## Chronic Disease-Introduction to Chronic Obstructive Pulmonary Disease and Parkinson's Disease

Off-site request only

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

## Chronic Disease-Introduction to Diabetes

Off-site request only

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)

## 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?

# Spring 2019 Courses

## Conflict Management

3 hours

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

Topics that are discussed include:

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

**Please 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.

## Documentation and Reporting

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.

## Gentle Persuasive Approaches (GPA) Basic™

7.5 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, GPA Basics is delivered as four modules over a 7.5-hour day.

The session is evidence-based, interactive and practical.

Two GPA Certified Coaches guide participants to fully understand responsive behaviours in order to be able to respond effectively and appropriately in a workplace setting.

GPA Basics also includes respectful self-protective and gentle redirection technique for use in situations of risk.

## Gentle Persuasive Approaches (GPA) Recharged™

off-site request only

2 hours

This refresher training is for participants who have completed the 8 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.

### Requirements

- Completion of Full Day (7.5 hour) GPA Basics course



# Spring 2019 Courses

## Health Equity Impact Assessment (HEIA) off-site 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

## interRAI CHA Core and Functional Supplement Training - Introduction

16 hours (2 days.)

A comprehensive two-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 coding of the assessment
- The importance of accurate coding to ensure a valid CAPs report
- The link between information gathered in the interRAI CHA assessment and the triggered CAPs and Outcome Measures and Scales

Our policy prohibits registrants from participating without the required course materials. We apologize for any inconveniences this may cause. Please visit the interRAI website for more information on purchasing a manual. There are hardcopies, and electronic copies available.

## 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 centered 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:** It is recommended that assessors who attended the Two Day interRAI CHA complete a refresher module annually.

## interRAI™ CHA CAPs and Care Planning

3 hours

A half day workshop for participants who have attended interRAI CHA 2 day training. Topics to be included:

- The importance of accurate coding to ensure a valid CAPs report
- 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



# Spring 2019 Courses

## interRAI CHA - Interactive Care Plan Creation

3 hours

- 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. Please ensure that all client identifiers are blacked out on your documents prior to attending.

## 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

\*Participants must attend both days of an offered session consecutively to receive a certificate of completion\*

## Medication Management

3 hours

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

Topics will include:

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

## Professionalism

off-site request

3 hours

This course explores the concept of professionalism as it relates to the community support worker's practice. Topics that are discussed include:

- Legal and moral rights of the community care client and the principles that guide community support workers' practice
- The Regulated Health Professions Act (RHPA) and the unregulated care provider's (UCP) Scope of Practice
- The therapeutic relationship, setting boundaries and client centered care

## 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 Hoyer 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

# Spring 2019 Courses

## Socio-Demographic Data Collection

off-site request

3 hours

This course was created to support the collection of socio-demographic data in the MH LHIN by community agencies.

Content for this course includes:

- Best practices, experiences, and challenges related to asking the core 8 socio-demographic questions within the health care & community settings
- Asking the 8 questions through role play and case studies

**Pre Requisite:** This part consists of a 40 minute video which will lead you through the introduction for the training. This video should be viewed prior to attending the in-person training session. The link to the video will be included in the eventbrite registration communication you will receive once registered

## Wound Prevention

off-site request

3 hours

This course will cover the role of role of frontline staff in preventing pressure ulcers and maintaining the skin health of clients.

Topics will include:

- Risk factors for skin tears and 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

# Spring 2019 Courses

## The Working Mind™ for Employees

### 4 hours

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

**Please 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

### 2 half days (8 hours)

\*Participants must attend both days of an offered session consecutively 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

**Please 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 you or the staff you have registered have attended the session.

Do not bring cash or cheques to the session.

Once you have received your invoice, please mail your cheque to Nucleus. Cheques must be made 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. NO REFUNDS will be granted, however, substitutions are welcomed.

Substitutions must be forward to [rlcbookings@nucleusonline.ca](mailto:rlcbookings@nucleusonline.ca) 24 hours prior to the date of training.

Any questions or concerns can be emailed to [rlcbookings@nucleusonline.ca](mailto:rlcbookings@nucleusonline.ca) or call 905-829-7006.

**Please Note:** Limited to eligible community support service agencies funded by the MH LHIN.

# E-Learning at the RLC

The Regional Learning Centre is pleased to introduce a series of online learning modules for community support service agencies within the Mississauga Halton LHIN on health equity. These modules are available for staff to complete in addition to onsite training at the Regional Learning Centre. Our list of e-learning modules and course descriptions can be found below:

## Introduction to Cultural Competence

Cultural competence is an important part of providing excellent care for clients and consumers. This short module will review the definition of culture, and explore some myths of cultural competence.

## Culturally Competent Care

What does culturally competent client care look like? What role does bias play in the care that is provided (and what is bias, anyway?). This short module will explore these questions, and provide links to great resources for further learning.

## The Social Determinants of Health

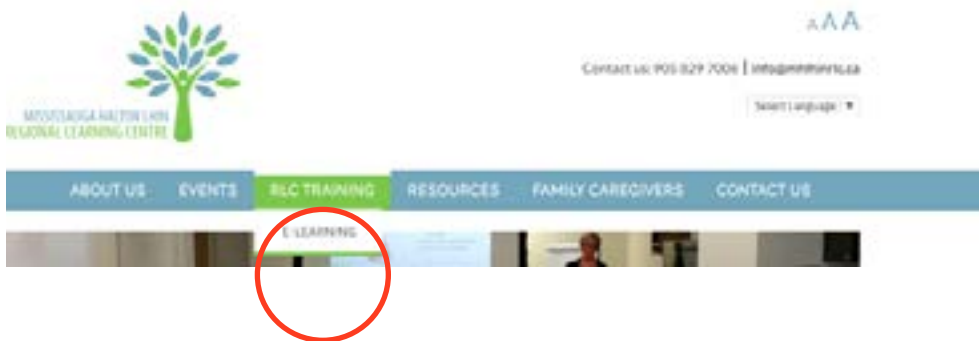
Health is more than just exercise and eating well. This short module will introduce the learner to the social determinants of health and health equity.

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.



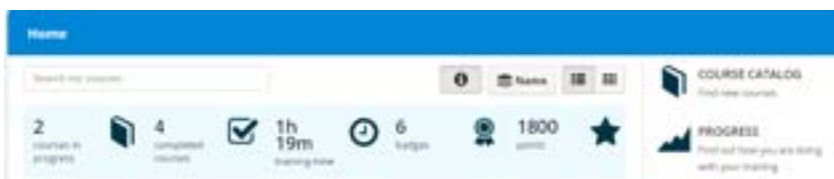
1

To access the e-learning modules, visit our website at [www.mhlhinrlc.ca](http://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. It may take 1-2 business days for your account request to be approved.



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

Course Title

Course Link

Powerful Tools for Caregivers

[email info@mhlhinrlc.ca](mailto:info@mhlhinrlc.ca) to learn more

What to do while you are waiting for services?

[Click here](#)

## Mobile Caregiver Education

Does your agency work with family caregivers? Interested in expanding your family caregiver offerings?

Contact the Regional Learning Centre to inquire about Caregiver Education Sessions at your organization. Popular topics include Dementia, Respite, and Self-Care.

To request a session at your location or get more information please send an email to [info@mhlhinrlc.ca](mailto:info@mhlhinrlc.ca) or call 905-829-7006.



# Family Caregiver Events

What to do while you are waiting for services?

April 11, 2019

5:30PM - 7:00 PM

Location: Seniors Life Enhancement Centres  
2030 Bristol Circle, Suite 102

Oakville, ON L6H 6P5

It seems that every seniors' service has a waitlist, attend our evening session on April 11 to learn about what you can do while waiting!

## Powerful Tools for Caregivers

6 Week Course starting

Friday May 17th, 9:30am-11:00am

<http://www.maximizeyourhealth.ca/>

*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.

These workshops are not intended for professionals.

All sessions are free of charge.

Respite available through Seniors Life Enhancement Centres for those individuals who require it.

Questions? Questions can be directed to Sandi Robinson at 905-829-4499 ext 109.

# Off-site Education

Would it be more convenient for an educator to come to you?

The Regional Learning Centre offers the following courses for off-site sessions. We kindly ask that all requests be made in a timely manner. Off-site requests are reviewed on a **first come, first serve basis**.

Course Name	Length
Brief Action Planning (BAP)	4 hours
Care Coordination Core Competencies	12 hours
Client Centred Care	3 hours
Chronic Disease- Stroke, Heart Failure	3 hours
Chronic Disease-COPD, Parkinson's Disease	3 hours
Chronic Disease-Diabetes	3 hours
Compassion Fatigue	3 hours
Conflict Management	3 hours
Documentation and Reporting	3 hours
GPA Recharged™	2 hours
HEIA – Health Equity Impact Assessment	3 hours
Medication Management	3 hours
Socio-Demographic Data Collection	3 hours
The Working Mind™ for Managers* \$10.00 fee per participant	8 hours
The Working Mind™ for Employees* \$10.00 fee per participant	4 hours

Please note that sessions have been standardized and cannot be modified for length or content. We require a minimum of 6 participants for all off-site sessions. There is no charge for off-site sessions for MH LHIN funded community agencies. Educators are only available to travel within the MH LHIN boundaries.

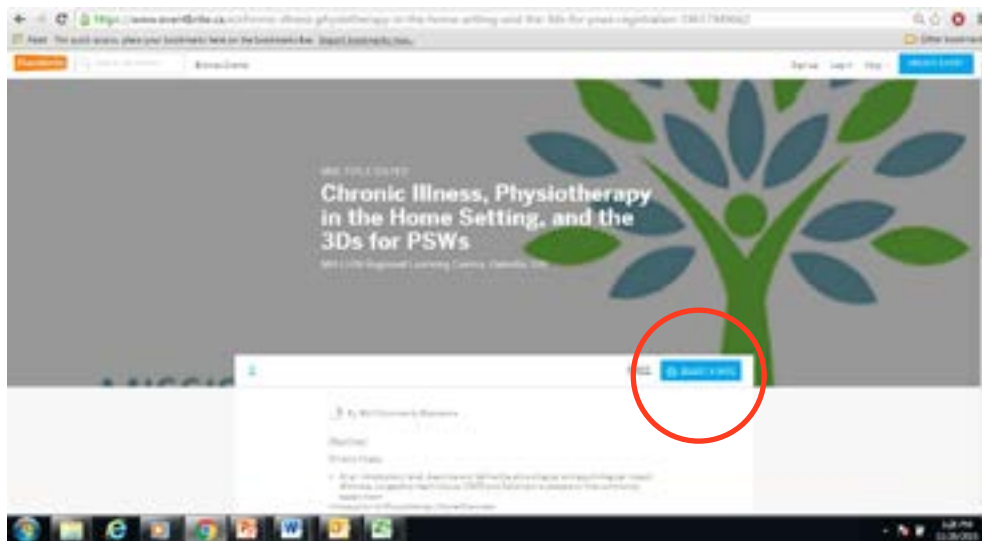
We are also able to offer the above courses during an evening or a Saturday if this is helpful for your organization.

To request a session at your location or get more information please send an email to [info@mhlhinrlc.ca](mailto:info@mhlhinrlc.ca). Alternatively, please call the RLC at 905 829 7006 and an educator will be happy to discuss your request with you.



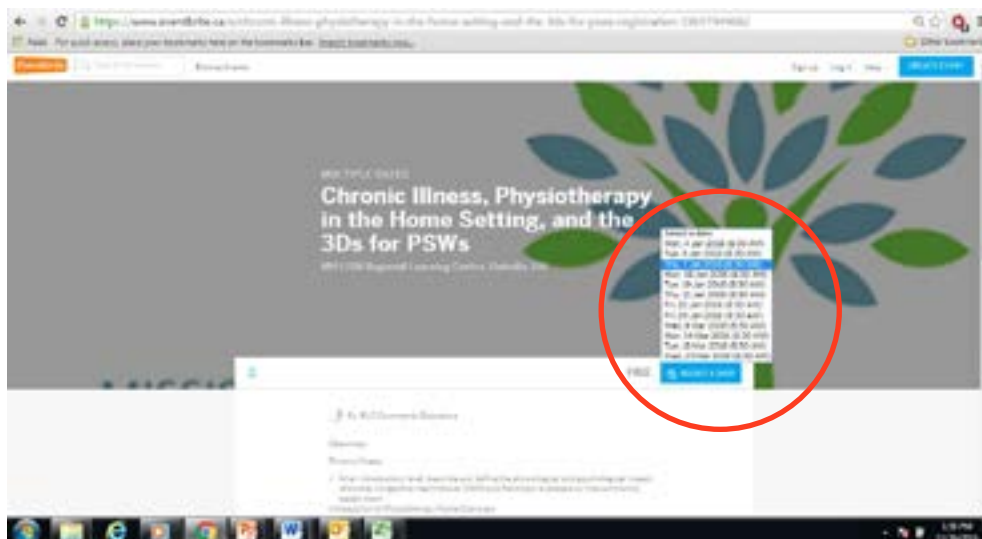
# Registration Instructions for Eventbrite Pages

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.

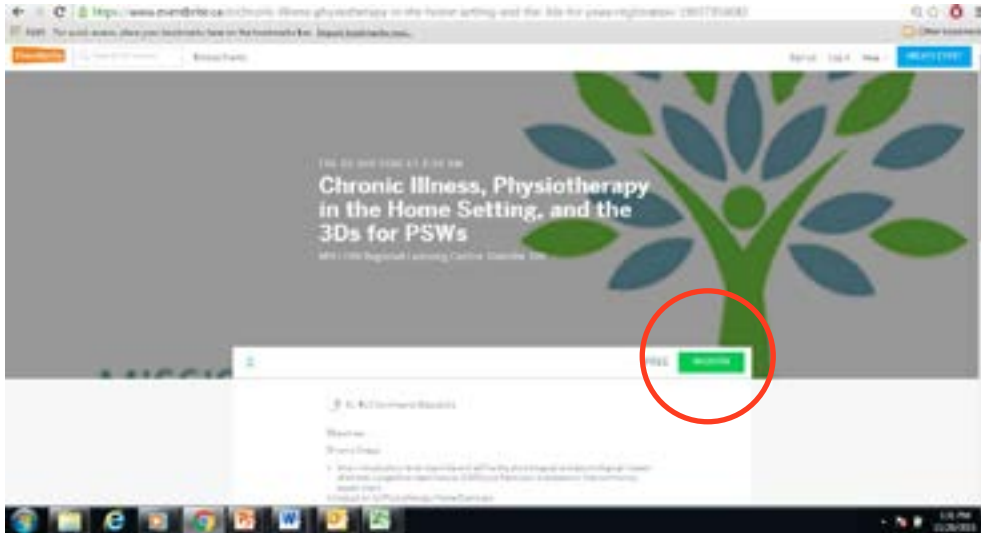


1 Select the course you are interested in from the RLC Training Calendar. Click on the Corresponding registration link, which will bring you to an Eventbrite page similar to the one below.

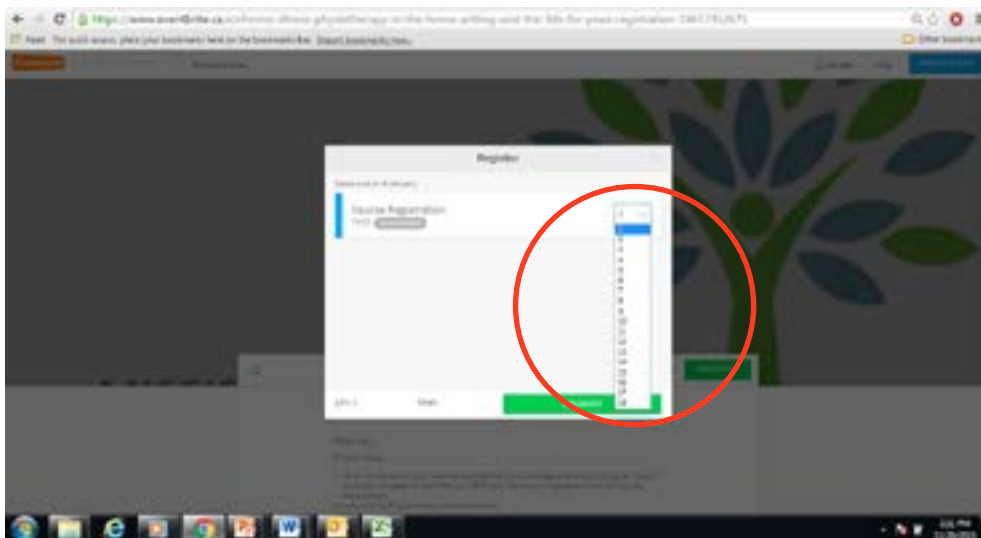
2 Click "Select a Date" (blue button).



3 A drop-box of available dates will appear. Choose the date you are interested in from the list.



4 Now click "Register" (green button).



5 Choose the number of attendees you would like to register for the session and click "Checkout" (green button). This will bring you to the usual registration page.

## General Information

### Location

Mississauga Halton LHIN  
Regional Learning Centre  
2030 Bristol Circle, Suite 205  
Mailbox #8  
Oakville, ON L6H 0H2

Remember to pack  
your lunch for full  
day courses

Questions?  
Send your  
questions to  
[info@mhlhinrlc.ca](mailto:info@mhlhinrlc.ca)

### Education Team

Taryn Bolt OT Reg. (Ont.)  
Sandi Robinson MSW , RSW  
Kiran Ghatora, RN,MN  
Marcia Annamunthodo, RN, BscN,  
MS(N), CCHN (C)

# April 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2 Safer Lifts and Transfers 8:30am - 12:30pm <b>National Caregiver Day</b>	3 Care Coordination Training 9:00am-4:00pm Day 1 Suite 205	4	5	6
7	8	9	10 Care Coordination Training 9:00-4:00pm Day 2 Suite 205	11 Documentation 9:00-12:00pm Caregiver Session 5:30pm - 7:00 at SLEC	12	13
14	15	16	17 CAPS & Planning 9:00am to 12:00pm Suite 205	18	19 <b>Good Friday</b>	20
21	22 <b>Easter Monday</b>	23	24 <b>The Working Mind for Managers</b> 12:30pm-4:30pm <b>Part 1</b> Suite 205	25 Compassion Fatigue 1:00pm-4:00pm Suite 205	26	27
28	29 Medication Management 1:00pm-4:00pm Suite 205	30				

RLC Classes for Staff

RLC Classes for Managers

Family Caregiver Events

Classes for Staff and Managers

The Regional Learning Centre is a nut free and scent free space - Thank you!

# May 2019

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

			1 The Working Mind for Managers 12:30-4:30pm Part 2 Suite 205	2 Medication Management 1:00pm-4:00pm Suite 205	3	4
5	6 Suite 205	7	8	9 Care Coordination Training 9:00am-4:00pm Day 1 Suite 205	10	11
12	13	14 Caregiver session 10:00am - 11:30am	15 InterRAI CHA Day 2 9:00am- 4:00pm	16 Care Coordination Training 9:00am-4:00pm Day 2 Suite 205	17 Powerful Tools for Caregivers 9:30am- 11:00am Suite 205	18
19 PSW Day	20 Holiday (Victoria Day)	21	22 Compassion Fatigue 1:00pm-4:00pm	23 Safer lifts & transfers 8:30am - 12:30pm Suite 205	24 Powerful Tools for Caregivers 9:30am- 11:00am Suite 205	25
26	27	28 InterRai CAPS & Planning 9:00am - 12:00pm Suite 205	29	30 Conflict Management 1:00pm - 4:00pm Suite 205	31 Powerful Tools for Caregivers 9:30am - 11:00am Suite 205	

RLC Classes for Staff

RLC Classes for Managers

Family Caregiver Events

Classes for Staff and Managers

The Regional Learning Centre is a nut free and scent free space - Thank you!

# June 2019

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

						1
2	3	4 GPA Basic 8:30am- 4:30pm Suite 205	5 interRAI CHA Refresher ( 1 day) 9:00am-4:00pm Suite 205	6 Safer Lifts and Transfers 8:30am-12:30pm Suite 205	7 Powerful Tools for Caregivers 9:30am- 11:00am Suite 205	8
9	10	11	12 Mental Health First Aid-Seniors 9:00am-4:00pm Day 1 Suite 205	13 Mental Health First Aid- Seniors 9:00am-4:00pm Day 2 Suite 205	14 Powerful Tools for Caregivers 9:30am - 11:00am Suite 205	15
16	17	18 Care Coordination Training Day 1 9:00-4:00pm Suite 205	19 Medication Management 1:00pm to 4:00pm Suite 205	20 Compassion Fatigue 1:00pm-4:00pm Suite 205	21 Powerful Tools for Caregivers 9:30am - 11:00am Suite 205	22
23	24	25 Care Coordination Training Day 2 9:00-4:00pm Suite 205	26 interRAI CHA interactive care plan creation 9:00-12:00pm	27 Chronic Illnes: Heart Failure 1:00-4:00pm Suite 205	28	29

RLC Classes for Staff

RLC Classes for Managers

Family Caregiver Events

Classes for Staff and Managers

The Regional Learning Centre is a nut free and scent free space - Thank you!

Mississauga Halton LHIN Regional Learning Centre  
2030 Bristol Circle, Suite 205 Mailbox #8  
Oakville, Ontario L6H 0H2  
Tel 905.829.7006

