



Education CALENDAR July-September 2019



MISSISSAUGA HALTON LHIN
REGIONAL LEARNING CENTRE

MISSISSAUGA HALTON LHIN REGIONAL LEA



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
- Summer Course Descriptions..... 4-11
- Cancellation & Late Policy 12
- General Information 12
- E-learning Modules 13-14
- Family Caregiver Registration Links 15
- Family Caregiver Event Descriptions 16
- Off-site Education Sessions 17
- How to Register..... 18-19
- July-September Calendar 20-22



The mandate of the Mississauga Halton LHIN Regional Learning Centre is to provide education for the community support services sector agencies funded by the MH LHIN. For a list of eligible community organizations please visit: <http://www.mississaugahaltonlhin.on.ca/aboutus/hsp.aspx>

Quick Registration LINKS

Course Title	Course Link
Care Coordination Core Competencies	Click Here
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
Client Centered Care	Click Here
Compassion Fatigue	Click Here
Conflict Management	Click Here
Documentation and Reporting	Click Here
Gentle Persuasive Approaches	Click Here
Introduction to Palliative Care	Click Here
Medication Management	Click Here
Safer Lifts and Transfers	Click Here
The Working Mind for Managers	Click Here

Summer 2019 Courses

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)

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

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

Note: When registering for care coordination, please ensure you select both session dates.

Client Centred Care: Putting Patients First

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

Summer 2019 Courses

Chronic Disease: Introduction to Stroke and Heart Failure

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 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

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?

Summer 2019 Courses

Conflict Management

3 hours

This course aims to provide the community support worker 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.

Data Analysis

offsite request only

2 hours

This training will focus on moving forward with the socio-demographic data process once it is collected.

Topics to be discussed include:

- Data cleaning, verification, and overall management strategies
- Reporting the descriptive statistics and overall data trends
- Putting organizational data in the context of regional, provincial, and/or national comparative population demographics

The training session is intended for organizational staff and leadership who are directly responsible for the management, analysis, and reporting of socio-demographic data

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) BasicTM

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.



Summer 2019 Courses

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



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.

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.*

Summer 2019 Courses

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

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.

Introduction to Palliative Care 7 hours

This course explores the principles and philosophy of palliative care. Topics will include:

- Self-assessment of values and beliefs on death and dying
- Communicating with clients and families who are living with a life-limiting illness
- The physical, psychological and spiritual changes associated with dying
- The community support worker's role in maximizing their clients' comfort and quality of life

Introduction to Urinary Continence in partnership with

Trillium Health Partners Continence Nurses

3 hours

This course explores continence. Topics include:

- Learning how to discuss the topic of urinary incontinence with clients.
- How to differentiate between different types of urinary incontinence.
- Understanding conservative measures to promote urinary continence.
- Understanding when to ask for more help with clients with urinary incontinence.
- Understand the signs and symptoms of a true urinary tract infection.



Summer 2019 Courses

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

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



Professionalism

Off-site request only

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

Summer 2019 Courses

Socio-Demographic Data Collection

Off-site request only

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: Learners are encouraged to view a 40 minute introductory video. 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 upon registration.

The Three D's: Delirium, Dementia and Depression

Off-site request only

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

Off-site request only

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

Summer 2019 Courses

The Working Mind™ for Employees

Off-site request only

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 24 hours prior to the date of training. Any questions or concerns can be emailed to rlcbookings@nucleusonline.ca or call 905-829-7006.

Please 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, please email registration@mhlhinrlc.ca. If you have any questions please contact the RLC at info@mhlhinrlc.ca or call 905-829-7006.

Late Policy

Participants are given fifteen (15) minute grace period regarding the arrival or departure time for all training sessions. In order to reduce disruptions to the participants and the facilitator, and to ensure that you experience the maximum benefit, participants that do not arrive within the allotted fifteen (15) minutes, will not be permitted to attend the training. Participants will be asked to sign up for the next session which fits their schedule.

Location

Mississauga Halton LHIN
Regional Learning Centre
2030 Bristol Circle, Suite 205 and 202
Oakville, ON L6H 0H2

Participants are welcome
to bring their lunch to
sessions, as lunch is not
provided by the RLC.

Questions can
be directed to
info@mhlhinrlc.ca

Facilitators

Sandi Robinson MSW, RSW
Kiran Ghatora RN, MN
Marcia Annamunthodo RN, BscN, MS(N), CCHN (C)

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

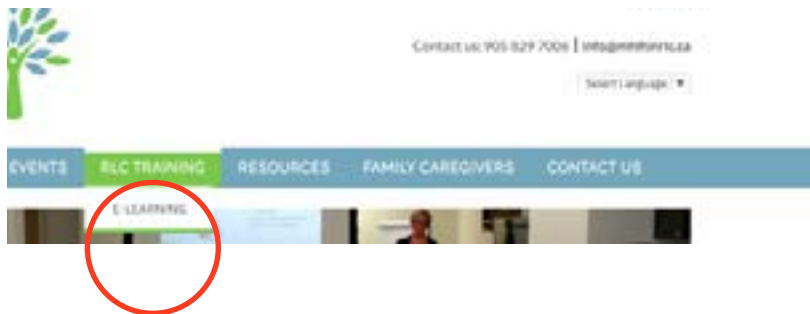
Health is more than just exercise and eating well. This short module will introduce the learner to the social determinants of health and health equity.

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.



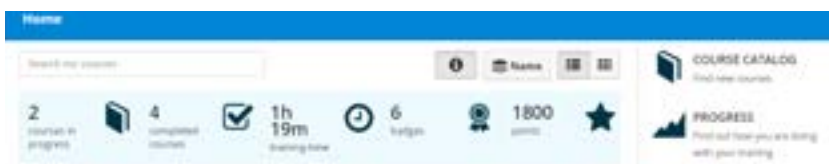
1

To access the e-learning modules, visit our website at www.mhlhinrlc.ca. 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

Course Title

Course Link

Long Term Care and Waitlisting: Information for Family Caregivers

[Click Here](#)

Anger, Guilt and the Family Caregiver:

Understand guilt and anger are normal emotions for caregivers

[Click Here](#)



Family Caregiver Events

**Anger, Guilt and the Family Caregiver:
Understand guilt and anger are normal
emotions for caregivers**

Tuesday July 9, 2019

10 AM – noon

Learn how to identify possible triggers, and discuss some coping strategies.

All sessions are
free of charge.

**Long Term Care and Waitlisting:
Information for Family Caregivers**

September 12, 2019

1:00pm-3:30pm

The Mississauga Home and Community Care will present on eligibility for Long Term Care, how to get on the waitlist, and what a crisis placement is.

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

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

Please note:

These workshops are not intended for professionals.

Off-site Education

Would it be more convenient for an educator to come to you? Not a problem! The Regional Learning Centre offers the following courses for off-site sessions.

Course Name	Session Length
Advanced Infection Control	3 hours
Care Coordination Core Competencies	Two 6 hour sessions
Client Centered Care	3 hours
Compassion Fatigue	3 hours
Conflict Management	3 hours
Data Analysis	2 hours
Documentation	2 hours
GPA-Recharged	2 hours
HEIA- Health Equity Impact Assessment	3 hours
Chronic Disease: Introduction to COPD and PD	3 hours
Chronic Disease: Introduction to Diabetes	3 hours
Chronic Disease: Introduction to Stroke and Heart Failure	3 hours
Medication Management	3 hours
Professionalism	3 hours
Socio-Demographic Data Collection	3 hours
The Three D's: Delirium, Dementia and Depression	3 hours
*The Working Mind for Employees	4 hours
*The Working Mind for Managers and Supervisors	8 hours OR two 4 hour sessions
Wound Prevention	3 hours

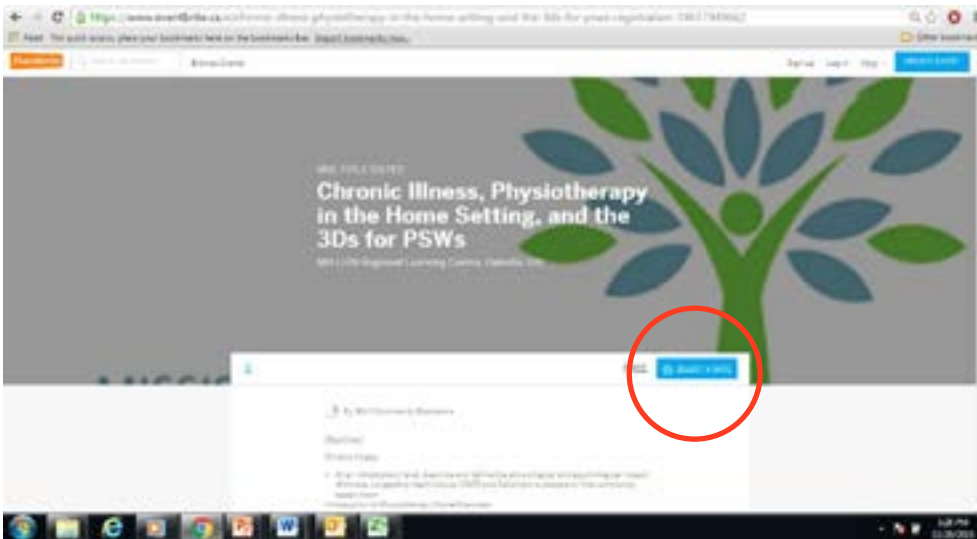
*There is no charge for MH LHIN funded CSS agencies for most courses. There is a charge of \$10.00 per participant for The Working Mind Program. These funds go to the Mental Health Commission of Canada to cover the cost of participant certificates.

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.

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

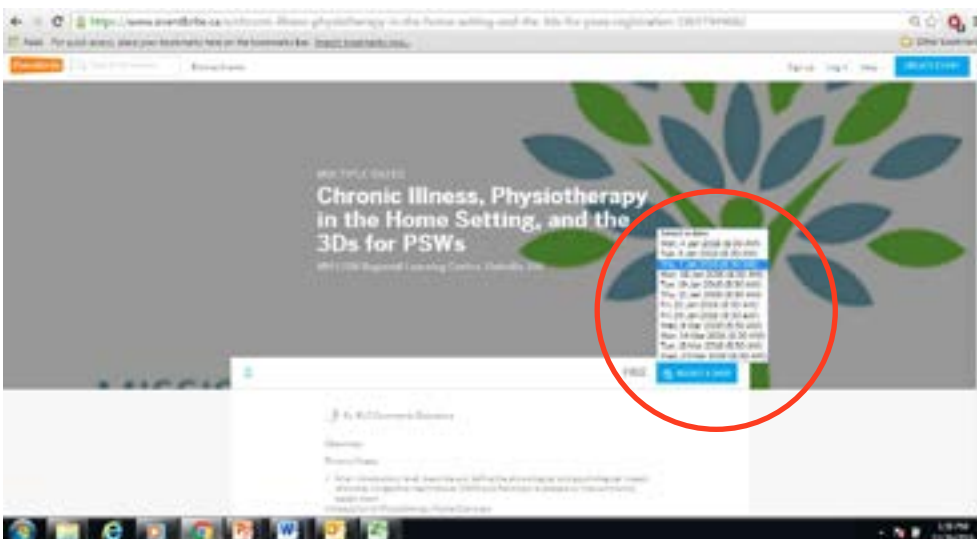
Registration Instructions for Upgraded Eventbrite Pages

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.



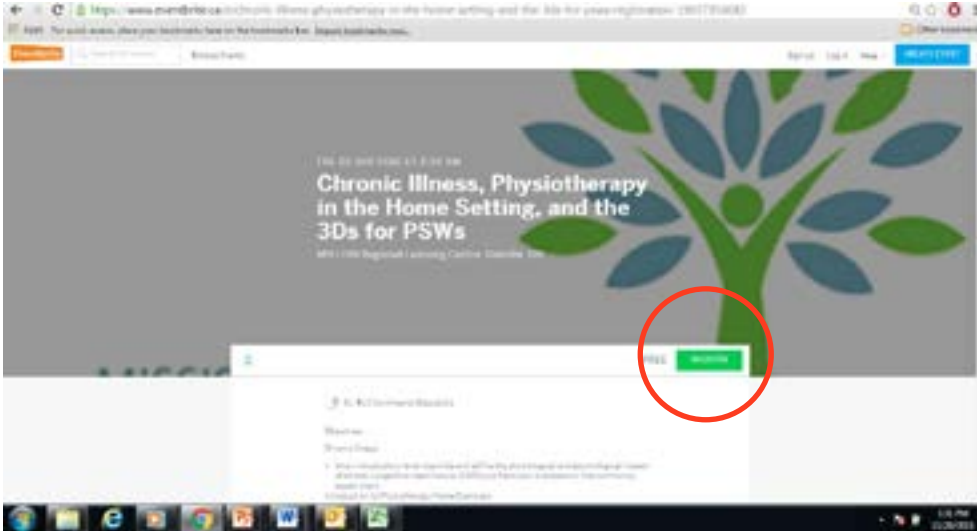
1 Select the course you are interested in from the RLC Training Calendar. Click on the corresponding registration link, which will bring you to an Eventbrite page similar to the one below.

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

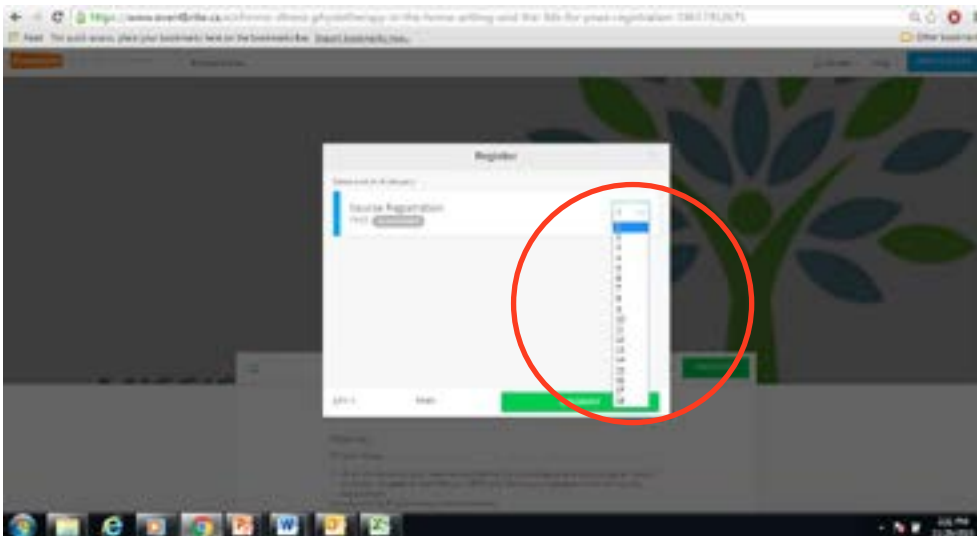


3 A drop-box of available dates will appear. Choose the date you are interested in from the list.

Registration Instructions for Upgraded Eventbrite Pages



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.

July 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4 Safer Lifts and Transfers 8:30-12:30pm	5	6
7	8	9 Anger, Guilt and the Family Caregiver 10am-12pm	10 Client Centered Care 1-4pm	11 Chronic Disease: COPD and PD 1-4pm	12	13
14	15 Compassion Fatigue 1-4pm	16 The Working Mind Managers Part 1 8:30-12:30pm	17	18 Conflict Management 1-4pm	19	20
21	22	23 The Working Mind Managers Part 2 8:30-12:30pm	24 Care Coordination Day 1 9-4pm	25	26	27
28	29	30 Medication Management 1-4pm	31 Care Coordination Day 2 9-4pm	1	2	3

RLC Classes for Staff/ Supervisors

RLC Classes for Supervisors/Managers

Family Caregiver Events

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

August 2019

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

				1 Safer Lifts and Transfers 8:30am-12:30pm	2	3
4	5	6	7 Chronic Disease: Stroke and Heart Failure 1-4pm	8	9	10
11	12	13 Medication Management 1-4pm	14	15 Gentle Persuasive Approaches 8:30-4:30pm	16	17
18	19	20	21 Introduction to Palliative Care 9-4pm	22 Compassion Fatigue 1-4pm	23	24
25	26	27 Safer Lifts and Transfers 8:30-12:30pm	28	29 Documentation 1-4pm	30	31

RLC Classes for Staff/Supervisors

RLC Classes for Supervisors/Managers

Family Caregiver Events

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

September 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5 Chronic Disease: Diabetes 1-4pm	6	7
8	9	10 The Working Mind Managers Part 1 8:30-12:30pm	11	12 Long Term Care 9:30-12pm	13	14
15	16 Compassion Fatigue 1-4pm	17 The Working Mind Managers Part 2 8:30-12:30pm	18	19 Care Coordination Day 1 9-4pm	20	21
22	23	24 Safer Lifts and Transfers 8:30-12:30pm	25 Medication Management 1-4pm	26 Care Coordination Day 2 9-4pm	27	28
29	30	1	2	3	4	5

RLC Classes for Staff/Supervisors

RLC Classes for Supervisors/Managers

Family Caregiver Events

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 and 202
Oakville, Ontario L6H 0H2
Tel 905.829.7006

