

# *Learning Matters*

## *October/November/December 2017*

*Education is the passport to the future, for  
tomorrow belongs to those who prepare for it  
today. Malcolm X*

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Department of Developmental Services – Central/West Region

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*Learning Matters* is now posted on line in two locations:

1. [www.communitygateway.org](http://www.communitygateway.org) Once in the website, click on the Training button
2. [www.ddslearning.com](http://www.ddslearning.com) Click on Training and Development Opportunities > Learning Calendars > Central-West Training Calendar

For weather cancellations log on to [www.ddslearning.com](http://www.ddslearning.com)

### Weather Cancellations

Cancellations will not be announced on local radio or television stations.

- ◆ Training will be cancelled if public schools are cancelled in the community in which the training is scheduled to occur. If the public schools are only delayed, then training will occur as scheduled.
- ◆ Staff scheduled for trainings should use their best judgment in deciding whether or not to attend the session. They should not attend, for example, if they feel that traveling to the training site would be too dangerous.
- ◆ In some cases, the instructor cannot travel, or the site may be closed and cause the training to be cancelled. For verification, log on to [www.ddslearning.com](http://www.ddslearning.com) after 7:15.

### *Fragrance Free*

We increasingly hear from instructors and training participants who have environmental sensitivities or respiratory conditions such as asthma.

Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing.

*In consideration of those with respiratory and chemical sensitivities, ALL participants are asked to avoid wearing perfumed products to trainings.*

*This includes perfumes, colognes, aftershave, and scented hair care and body care products.*

*Your cooperation is appreciated.*

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## Registration

Classes listed in this catalogue are primarily for staff of DDS and DDS-funded agencies and programs in the Central/West Region. Others are welcome as space permits. If you are not working in one of these contexts and are interested in attending a class, please call (413) 205-0941 for more information.

### ◆ How To Register:

- **By Fax:** For most classes, please use the Registration Form on Page 26 and fax to: (413) 205-1611.
- **By Email:** Send an email to [jeffrey.monseau@massmail.state.ma.us](mailto:jeffrey.monseau@massmail.state.ma.us) with the following information:
  - Names of staff you wish to register
  - Name of class
  - Date of class
  - Contact information including:
    - Name of agency
    - Name of contact person
    - Phone number of contact person
    - Email of contact person

If you have not received a return confirmation within 72 hours, Please call (413) 205-0941.

- ❖ **For MAP classes:** Do not use the fax form. Please contact Carolyn Whittemore at (413) 205-0914, or by email at: [carolyn.whittemore@massmail.state.ma.us](mailto:carolyn.whittemore@massmail.state.ma.us)

### Cancellations/No Shows:

- ❖ **By fax:** Please complete the cancellation form on page 27 and fax to (413) 205-1611.
- ❖ **By email:** Email [jeffrey.monseau@state.ma.us](mailto:jeffrey.monseau@state.ma.us).  
Be sure to include: 1) Name of Person Cancelling; 2) Name of Class; 3) Date of Class; 4) Name of a Substitute if You are Sending One.
- ❖ To cancel for MAP classes, please contact Carolyn Whittemore at (413) 205-0914, or by email at: [carolyn.whittemore@state.ma.us](mailto:carolyn.whittemore@state.ma.us).

Trainings will be cancelled if there are not enough people registered. The decision is typically made one week prior to the scheduled training date. Please Note: If an inadequate number of participants show up on the day of the training, the training may be cancelled.

Please notify us immediately if staff will not be attending a session for which they have been registered. If at all possible, please substitute another person for the one being cancelled, especially if it is only 2-3 days before the class. A consistent “no show” pattern may result in limits on the number of staff that an agency is permitted to register for future trainings.

◆ Training Start And End Time

Please be sure that participants are aware of the start time of their class. In some cases, latecomers will not be admitted. Participants should plan to attend the entire session; if a person must leave before the end of the session, awarding a certificate is at the trainer's discretion.

◆ Maps/Directions

If you need directions to the site, please call us at 413-205-0941 or email us at [Jeffrey.monseau@state.ma.us](mailto:Jeffrey.monseau@state.ma.us).

Please be sure that staff members know how to get to the training site.

◆ Parking

Please park **ONLY** in the specified areas at each location, even if spaces are available in closer lots. Parking restrictions are listed in the Location Key on page 7.

◆ Accommodations

Not all training sites are wheelchair accessible. Please indicate when registering if you need accommodations or information in an alternative format. All attempts will be made to accommodate your needs.

For your own health and the health of others,  
Please **do not** come to training if you are sick!  
It is the trainer's prerogative to turn away participants who are ill.

## Location Key for Classes

If you need directions, please call: (413) 205-0941

or email: [Jeffrey.Monseau@state.ma.us](mailto:Jeffrey.Monseau@state.ma.us)

ATC	Assistive Technology Center 195 Industrial Drive, Northampton	(413) 586-7424
DDS - Berkshire	DDS – State Office Building – 5th Floor 333 East Street, Pittsfield	(413) 447-7381
BCARC Pittsfield	Berkshire Common 2 South Street, Suite 370, 3rd Floor Pittsfield, MA 01201	(413) 464-8000
BHN Springfield	BHN Office of Professional Development 35 Warwick Street Springfield, MA 01104	(413) 301-9516
BFAIR	BFAIR 771 South Church Street, North Adams	(413) 664-9382
CHD-Park Street	Center for Human Development 246 Park Street, West Springfield	Office: (413) 781-6556 Conference Room: (413) 726-3590
CHD – Birnie	Center for Human Development 338 Birnie Avenue, West Springfield	(413) 439-2254
DDS – Worcester	DDS/Central Residential Services (CRS) 324 Clark Street, Worcester	(508) 845-9111
DDS - Springfield	DDS - Central/West Regional Office 140 High Street, Springfield Parking Lot entrance is on Union Street, across from Mulberry Street	Main Number: (413) 205-0800 Learning & Development: (413) 205-0941
DMH – Northampton	Department of Mental Health 1 Prince Street, Northampton <i>(on the grounds of the former Northampton State Hospital)</i>	(413) 587-6200
Great Barrington Public Library	Mason Library 231 Main Street, Great Barrington, MA 01230	(413) 528-2403
IPPI	Institute for Professional Practice, Inc. 270 Airport Rd. Fitchburg.	(978) 353-3480
Mental Health Associates	995 Worthington Street Springfield, MA 01109	(413) 734-5376
Jericho - Holyoke	537 Northampton Street Holyoke, MA 01040	(413) 538-7450
DDS - Southbridge	DDS – South Valley, Sturbridge Area Office 1 North Street Southbridge, MA 01550	(508) 764-0751
ServiceNet - Holyoke	1236 Main Street, Basement Holyoke, MA 01040	(413)533-4546
WMH	Western Massachusetts Hospital 91 East Mountain Road, Westfield  PARKING in back parking lot only except where restricted. Ring doorbell at door C (rear of building) or walk around to front entrance	(413) 562-4131

October				
Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5 Getting To Know You 9:30-3:30 DDS Worcester  Swallowing and Dysphagia 9:30-2:00 ATC, Northampton	6 See Me As a Whole Person 9:00-3:00 DDS Worcester
9 HOLIDAY	10	11	12	13
16 Self Determination 9:00-3:00 BHN Springfield  Communication Series, Session I 9:00-3:00 DDS Southbridge	17 Mindfulness in the Workplace 10:00-1:00 DDS Worcester	18 Building your Professional Image and Developing Emotional Intelligence 10:00-2:00 DDS Springfield	19 Self-care and Emotional Wellness 10:00-1:00 DDS Worcester	20
23 ANV Session I 9:00-1:00 WMH, Westfield  Communication Series, Session II 9:00-3:00 DDS Southbridge	24 ANV Session II 9:00-1:00 WMH, Westfield	25 ANV Session III 9:00-1:00 WMH, Westfield  Basic Human Rights 9:00-3:00 IPPI, Fitchburg  Respecting Diversity 9:30-1:30 DDS Worcester	26 ANV Session IV 9:00-1:00 WMH, Westfield  Fire Safety 9:00-1:00 DDS Worcester	27 ANV Session V 9:00-1:00 WMH, Westfield  Human Rights Advocate Training 10:00-1:30 IPPI, Fitchburg  Issues in Healthcare 9:00-1:00 DDS Springfield
30	31			



November				
Monday	Tuesday	Wednesday	Thursday	Friday
		<p>1 Trauma-Informed Care 9:00-3:00 DDS Worcester</p> <p>Swallowing and Dysphagia 9:30-2:00 ATC, Northampton</p>	<p>2 Teaching Sexuality in Everyday Life 9:00-4:00 DDS Worcester</p>	3
<p>6 Communication Series, Session III 9:00-3:00 DDS Southbridge</p>	<p>7 Work Well, Live Well 10:00-3:00 DDS Worcester</p> <p>Walk In My Shoes 9:30-2:30 ATC, Northampton</p>	<p>8 Basic Human Rights 9:00-3:00 BCArc Pittsfield</p> <p>Person-Centered ISP Session I 9:00-3:00 ServiceNet, Holyoke</p> <p>Strategies for Community Integration 9:30-2:30 DDS Springfield</p>	9	10 HOLIDAY
<p>13 ANV Session I 9:00-1:00 WMH, Westfield</p> <p>Mindfulness in the Workplace 10:00-1:00 DMH Northampton</p>	<p>14 ANV Session II 9:00-1:00 WMH, Westfield</p> <p>Self-Care and Emotional Wellness 10:00-1:00 DMH Northampton</p>	<p>15 ANV Session III 9:00-1:00 WMH, Westfield</p> <p>Person-Centered ISP Session II 9:00-3:00 ServiceNet, Holyoke</p>	<p>16 ANV Session IV 9:00-1:00 WMH, Westfield</p>	<p>17 ANV Session V 9:00-1:00 WMH, Westfield</p>
<p>20 Knowing Our Place 9:00-3:00 DDS Worcester</p>	<p>21 Getting to Know You 9:30-3:30 DDS Springfield</p>	<p>22 Person-Centered ISP Session III 9:00-3:00 ServiceNet, Holyoke</p> <p>Building your Professional Image and Developing Emotional Intelligence 10:00-2:00 DDS Worcester</p>	23 HOLIDAY	24
<p>27 PBS Universal Supports 9:00-3:00 DMH Northampton</p>	<p>28 Basic Medication Administration (MAP) Session I 9:00-1:00 DDS Springfield</p> <p>Basic Human Rights 9:00-3:00 WMH, Westfield</p> <p>Fire Safety 9:00-1:00 BFAIR, North Adams</p>	<p>29 Basic Medication Administration (MAP) Session II 9:00-1:00 DDS Springfield</p>	<p>30 Basic Medication Administration (MAP) Session III 9:00-1:00 DDS Springfield</p> <p>Human Rights Advocate Training 9:30-1:00 BCArc Pittsfield</p> <p>PBS Universal Supports 9:00-1:00 DDS Worcester</p>	<p>DEC 1 Basic Medication Administration (MAP) Session IV 9:00-1:00 DDS Springfield</p>

December				
Monday	Tuesday	Wednesday	Thursday	Friday
<b>4</b> Ya Gotta Have Friends Day 1 9:00-3:00 DDS Worcester  Fire Safety 9:00-1:00 DMH Northampton	<b>5</b> Building your Professional Image and Developing Emotional Intelligence 10:00-2:00 DMH Northampton  Supporting People with Acquired/Traumatic Brain Injury 9:00-1:00 DDS Springfield  Human Rights Advocate 9:30-1:00 WMH, Westfield	<b>6</b> Grief and Loss 9:00-3:00 DDS Southbridge  Self-Direction/Support Broker 10:00-12:00 DDS Springfield	<b>7</b> Respecting Diversity 9:30-1:30 ServiceNet, Holyoke	<b>8</b> ANV Re-Certification 9:00-1:00 WMH, Westfield
<b>11</b> Ya Gotta Have Friends Day 2 9:00-3:00 DDS Worcester	<b>12</b>	<b>13</b> Neutral Writing 9:30 -1:30 DDS Springfield	<b>14</b>	<b>15</b>
<b>18</b> Basic Human Rights 9:00-3:00 DDS Worcester	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
<b>25</b> HOLIDAY	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>
<b>JAN 1, 2018</b> HOLIDAY				

## News & Announcements

### Direct Support Certificate Program

Direct Support Staff and First Line Supervisors: Interested in furthering your education with some financial assistance?

Managers and Human Resource Directors: Interested in a benefit you can provide your employees at no cost to your organization?

Check out the Direct Support Certificate Program!

See page 26 of this Learning Matters for contact information about the DSCP at Holyoke Community College and Quinsigamond Community College.

Don't be daunted by geography! Many of the classes are available on line.

### UCP Assistive Technology Regional Center Forums

The Western MA Regional Assistive Technology Center, provided through UCP Berkshire, offers Assistive Technology Forums at various locations in western MA. These sessions are designed to demonstrate different assistive devices and their potential use for people with disabilities.

*For more information about the Assistive Technology Regional Center, please contact:*  
Cash McConnell, Assistive Technology Assistant

Phone: 413-422-1562, ext. 28, Fax: 413-499-4077

Email: [cmccConnell@ucpberkshire.org](mailto:cmccConnell@ucpberkshire.org) or [atrc@ucpberkshire.org](mailto:atrc@ucpberkshire.org)

### Visit the DDS Learning website!

This new website – [www.ddslearning.com](http://www.ddslearning.com) – is created and maintained by Learning & Professional Development at DDS Central Office. It is user-friendly, contains many useful articles, resources, and links, and is updated frequently.

Feedback and suggestions are welcome. Contact [Valarie.Oresto@state.ma.us](mailto:Valarie.Oresto@state.ma.us)

- Registration for some classes and events sponsored by Central Office are available through the DDS Learning website.
- Registration for classes listed in *Learning Matters* remains the same (see p. 5 of this edition of *Learning Matters*).

## Skills & Understanding For Supporting People: The Basics

### Basic Human Rights

This class introduces participants to guaranteed rights to which all people in the U.S. are entitled, as well as additional protections guaranteed to individuals who use services and supports offered through DDS and DDS-funded providers. Topics include: Constitutional, civil, legal, and human rights; the role of DDS and provider agencies in safeguarding rights of people we support; systems to support staff's efforts; and responsibilities of mandated reporters and the reporting process.

Pat Carney		
Date	Time	Location
10/25	9:00 – 3:00	IPPI, Fitchburg
11/8	9:00 – 3:00	BCARC - Pittsfield
11/28	9:00 – 3:00	WMH, Westfield
12/18	9:00 – 3:00	DDS - Worcester

### PBS Universal Supports

DDS has made a commitment to Positive Behavioral Supports (PBS), a value- and evidence-based approach to preventing and reducing challenging behavior.

Universal supports are systems and practices that are always in place – supporting every individual. They are intended to enhance quality of life by ensuring that all activities, plans, and routines reflect the preferences, needs, and goals of individuals who live or work in a setting.

This class will explore basic Universal Support strategies including:

- Adaptation of environments and routines to provide positive, preventative, proactive, and responsive environments for all individuals
- Formulating sensible expectations and demands for an individual receiving supports
- Person-Centered and Strengths-Based approaches to services and supports
- Skills for giving choices and expressing praise
- Teaching skills aimed to replace the undesired behavior and/or learn prosocial and more effective behaviors

Tom Winans/Sukie Bansal-Roberts		
Date	Time	Location
11/27	9:00 – 3:00	DMH - Northampton
11/30	9:00 – 3:00	DDS - Worcester

## Communication Enhancement Series

The goal of this series is to provide a conceptual framework of effective communication, as well as specific techniques and practices for communicating effectively in the workplace. Topics include: fundamentals of communication; active listening; inquiry; team communication; communication skills for dealing with conflict. This is a three-day class. Participants are expected to attend **all** three days.

Sukie Bansal-Roberts/Angela Nuñez-Vazquez		
Date	Time	Location
10/16, 10/23, & 11/6	9:00 – 3:00	DDS - Southbridge

## Getting To Know You: Understanding Intellectual Disabilities & Life Experiences Of the People We Support

What does the term “Intellectual Disability” mean? What are some of its causes and results? What impact does intellectual disability – and the label have – on the life experiences of people who are supported through the DDS service system? What is our role in ensuring that people have opportunities to live full, healthy, and happy lives, like we all want for ourselves?

Sukie Bansal-Roberts		
Date	Time	Location
10/5	9:30 – 3:30	DDS – Worcester
11/21	9:30 - 3:30	DDS - Springfield

## See Me as a Whole Person

What comes to mind when you hear the word “sexuality?” If it’s being sexually active, that’s only one aspect. Since birth, sexuality is part of our personality, influencing our self-esteem, how we perceive ourselves, how others see us, and how we interact with the world. Sexually interested or not, sexually active or not, our sexuality is part of who we are. The session will provide a working definition of “sexuality,” explore how it is an integral part of personality, and focus on how we can support people to develop a positive sense of their whole selves.

Pat Carney		
Date	Time	Location
10/6	9:00 – 3:00	DDS - Worcester

## Walk in My Shoes

Using simulation exercises and discussion, participants will have the opportunity to reflect on the experience of living with a disability and consider how what they have learned can inform their work with people with intellectual disabilities.

Date	Time	Location
11/7	9:30 – 2:30	ATC - Northampton

## Respecting Diversity

How does a team remain effective if the team members do not understand each other? How can we communicate across our different backgrounds and life experiences to provide competent and effective services to individuals? What is “cultural competence?”

This class explores what we mean by “diversity” and how differences can both challenge and enhance a team. Participants will also have the opportunity to practice communication techniques of respectful inquiry and dialogue designed to increase team learning and effectiveness. **This class is open to both state and provider employees. For state employees, it meets the requirement for one-day basic Diversity training.**

Tom Winans/Sukie Bansal-Roberts/Angela Nuñez-Vazquez		
Date	Time	Location
10/25	9:30 – 1:30	DDS - Worcester
12/7	9:30 – 1:30	ServiceNet, Holyoke

## The Person-Centered ISP: From Vision to Objectives to Teaching Strategies

Please note that this is a 3-day class. Participants are expected to attend **all** 3 days.

- ◆ **Day 1:** Understanding the Person-Centered ISP; focuses on tasks, timelines, and forms; values inherent in the new ISP process and format; supporting the person to articulate a Vision; and developing goals from the person’s vision and assessed needs.
- ◆ **Day 2:** Building the Person-Centered ISP; conducting assessments for learning, developing SMARTER objectives and completing the Provider Support Agreement.
- ◆ **Day 3:** Implementing the Person-Centered ISP; understanding Adult Learning Principles and Multiple Intelligence theory; completing the PSA with support strategies; practicing teaching methods and creating task analysis.

Angela Nuñez-Vazquez		
Date	Time	Location
11/8, 11/15, & 11/22	9:00 – 3:00	ServiceNet, Holyoke

## Supporting People with Acquired/Traumatic Brain Injury

**An Overview of ABI & MFP (Money Follows the Person)** - Kara Caillouette, the Program Coordinator for the Central West Regional ABI MFP Team, will present an overview of the ABI (Acquired Brain Injury) and MFP (Money Follows the Person) Waiver Programs.

**An Introduction to Brain Injury** - Scott Doane, Information and Resource Specialist and Helen Stewart, Out Reach Coordinator, from Brain Injury Association of MA, will address brain anatomy, causes of brain injury (2 types), effects of brain injury, obstacles of brain injury (environmental factors), and prevention.

Kara Caillouette, Scott S. Doane & Helen Stewart		
Date	Time	Location
12/5	9:00 – 1:00	DDS - Springfield

## Strategies for Community Integration

One of the roles for all of us is increasing people's opportunities for meaningful involvement and opportunities to enjoy and contribute to their communities. This class focuses on strategies for providing successful community experiences for people we support.

Joanne Henry		
Date	Time	Location
11/8	9:30 – 2:30	DDS - Springfield

## The Self-Direction/Support Broker initiative

Pam Hickey is the DDS Central/Western Regional Self-Directed Supports Manager. In this session she will share information and answer questions about the self-directed service model. The Self-Direction/Support Broker initiative significantly expands choices and control over the services and supports individuals need to live in the community.

Pam Hickey		
Date	Time	Location
12/6	10:00 – 12:00	DDS - Springfield

## Issues in Healthcare –

**Risk** - Maureen Kirk, DDS C/W Regional Risk Manager, & Adam Holst, ABI MFP Risk Manager. The goal of risk management is to mitigate risk to a reasonable degree, while ensuring a person's rights and dignity are fully considered. This workshop will focus on the holistic approach to risk management, best practices in risk management, and common pitfalls which may arise as one addresses risk concerns. We will explore areas which are frequently discussed in risk management: forensics, competency, medical/mental health, substance abuse and exploitation.

**Medical Advocacy & End of Life Issues** - Betsy Johnson, Consultant in Health Care Ethics, will outline effective ways to address difficult treatment dilemmas, often emotional situations, including end of life issues using an interactive, case based format.

Betsy will also discuss the differences between guardianship and Health Care Proxy. These two types of legal surrogate roles are distinct and separate and she will explore their uses when individuals have or may have issues with capacity to make informed medical decisions.

Betsy Johnson, Maureen Kirk & Adam Holst		
Date	Time	Location
10/27	10:00 – 12:00	DDS - Springfield

## Neutral Writing

Reports, progress summaries, logbook entries, and email are among the communication tools we use on a regular basis. These are also legal documents for which the writer is accountable. Clear and factual writing that is accurate, understandable, and objective is critical. Neutral writing aims to eliminate bias and inaccuracy by avoiding vague or confusing language, or presenting personal opinions and conclusions as facts. Participants will practice using oral and written communication that is pertinent, complete, respectful, and easily understood.

Sukie Bansal – Roberts/Angela Nuñez-Vazquez		
Date	Time	Location
12/13	9:30 – 1:30	DDS - Springfield

## Grief, Loss, and Healing: Supporting People through Recovering from Loss

An inevitable part of life is that we all have, and will continue to experience the devastation of a personal loss. In our role we are forced to not only deal with our grief over the loss, but support the people we serve through the process. This is no easy task and comes with a great emotional toll.

This workshop will allow participants to:

- Become more familiar with the grief process.
- Enhance your ability to relate effectively to the grieving person.
- Develop new skills to cope with personal feelings related to death and grief.
- Fine-tune skills in the helping relationship.
- Heighten your awareness of resources in the areas of death, dying, grief, and bereavement.

Angela Nuñez-Vazquez		
Date	Time	Location
12/6	9:00 – 3:00	DDS - Southbridge

## Work Well, Live Well: A Beginners Guide to Exploring Health and Discovering Wellness

It is important to be healthy and happy. This workshop will contrast between health and wellness as well as what the different dimensions of wellness are and how they interact.

This workshop will take participants on a journey of self-discovery and exploration of their personal health and wellness.

Participants will learn how to maintain a well-balanced lifestyle and introduce healthy life long habits that will improve their emotional, physical, spiritual and mental health.

Healthy living is about making healthy choices every day. It's about enjoying yourself while promoting healthy resilience in a busy life.

Sukie Bansal - Roberts		
Date	Time	Location
11/7	10:00– 3:00	DDS – Worcester



## Knowing Our Place: Understanding Professional Boundaries in our Work

In our work as support staff, care providers and community companions, we spend countless hours working with people in their homes, communities and families. We develop close relationships and strong attachments to individuals, which usually helps us to do an excellent job helping them to live the best quality life possible. Within this close relationship, it is important for us to maintain a clear understanding of our professional role and the boundaries that role imposes on our interactions with people in our care.

Many support staff struggle to understand the “appropriate” level and types of sharing necessary to be effective in their role. What kind of touch is supportive but not too intimate? What kind of information should we share when individuals become interested in our lives outside of work? How do we address the idea that individuals consider us their “friends” when we know they lack other strong connections within their families or community? These are all legitimate and sometimes complicated questions that staff can have in the course of their professional human service career.

Goal of this training:

This session is intended to provide participants with a framework for thinking about professional boundaries in their work with people who have developmental disabilities. Our conversation will include suggestions for ways to express caring and concern while simultaneously maintaining professional standards of interaction with the individuals who use our services.

Learning Objectives:

- Define Professional Boundaries
- Recognize different kinds of “boundary crossings” and their potential impact.
- Identify the roles staff play or should play, in meeting the emotional and relationship needs of the people we support.

Pat Carney		
Date	Time	Location
11/ 20	9:00-3:00	DDS – Worcester

## Human Rights Training

[Basic Human Rights](#) See Page 12.

### [Human Rights Advocate](#)

Pre-requisite: a DDS-approved *Basic Human Rights Training* within the last 12 months.

This class prepares participants to be effective Human Rights advocates for people they support. It is required for those who will be taking on the role of Human Rights Officer. Topics covered include the structures and policies within DDS to provide safeguards for the rights of people who receive services and supports, the role and responsibilities of the Human Rights Office, and an introduction to the Department's "Advocacy for All" initiative.

Teka Harris		
Date	Time	Location
10/27	10:00 - 1:30	IPPI, Fitchburg
11/30	9:30 – 1:00	BCARC, Pittsfield
12/5	9:30 – 1:00	WMH, Westfield

## Skills & Understanding For Supporting People: Continued Learning

### Multimodal Communication/Basic Sign Language

This is a four-week **introductory** course in basic sign language and multimodal communication strategies and how they are used to enhance interactions with individuals with developmental disabilities. A basic vocabulary of approximately 150 American Sign Language signs is introduced and practiced during group exercises. The emphasis is on developing skills in “key word signing” techniques as well as increasing awareness and use of a variety of modes including gestures, facial expressions, body movements and eye contact. This is a fun, interactive class that provides participants with skills that they can use immediately to improve interactions with the individuals they support. Class size is limited.

**Participants must attend all four sessions to successfully complete the course.**

**\*Please Note:** This course does not teach the linguistics of ASL; word order, pronunciation and grammar are NOT covered. Also, aspects of American Deaf Culture are not discussed in detail.

Not Offered This Quarter

## Applied Non Violence (ANV)

**\*Please Note:** ANV can be physically demanding. If an employee is required to limit the movement of someone they support, then there is a reasonable expectation that the employee has the physical conditioning necessary to perform those duties. The instructor will do everything possible to ensure that the class is a safe environment in which people can practice the skills they need on their job to keep themselves, the people they support, and anyone else involved free from injury. The intention of the instructor is to improve the student's understanding and physical skills, but there is no claim to assessing the student's conditioning or physical fitness. It is the expectation that such requirements are reviewed and assessed at the point of hire or through supervision.

### ANV Overview (4 Hours)

Introduction to the principles and techniques of the ANV program. Topics include: The dynamics of violence; the importance of observation, and both verbal and nonverbal communication in avoiding and de-escalating confrontation; basic skills of evasion and safety.

Tom Winans		
Date	Time	Location
10/23	9:00 – 1:00	WMH, Westfield
11/13	9:00 – 1:00	WMH, Westfield

### ANV – Level I: Self-Defense (16 Hours)

This level of training includes physical skills for dealing with potentially harmful and emergency situations including evasion and disengagement.

Tom Winans		
Date	Time	Location
10/23, 10/24, 10/25, & 10/26	9:00 – 1:00	WMH, Westfield
11/13, 11/14, 11/15 & 11/16	9:00 – 1:00	WMH, Westfield

### ANV – Level II: Restraint (20 Hours)

This session covers additional physical intervention skills, starting with the minimally restrictive escort, progressing to standing and seated restraint before working on floor immobilization.

Tom Winans		
Date	Time	Location
10/23, 10/24, 10/25, 10/26 & 10/27	9:00 – 1:00	WMH, Westfield
11/13, 11/14, 11/15, 11/16 & 11/17	9:00 – 1:00	WMH, Westfield

### ANV Re-Certification

**ANV Recertification is required annually.**

Tom Winans		
Date	Time	Location
12/8	9:00 – 1:00	WMH, Westfield

## Teaching Sexuality in Everyday Life

**Reminder:** See Me as a Whole Person (see p. 14) is a pre-requisite for this class.

This class is designed to teach staff ways to use the images, words, and behaviors people might witness in everyday life, as opportunities to teach three basic concepts that are important in sexuality: knowing about your body; understanding relationship; and keeping yourself safe. The session uses popular images from television, movies, magazines, and “the mall” to present ideas for assisting people to tell what is real from what is fantasy, and to create positive, healthy, and safe ways of understanding and expressing their own sexuality.

Pat Carney		
Date	Time	Location
11/2	9:00 – 4:00	DDS - Worcester

## “Ya Gotta Have Friends:” Teaching Social Skills In Context

**Reminder:** Knowing Our Place (see Page 18) is a pre-requisite for this class.

“Social skills” can be defined simply as how a person acts when s/he is with other people. Social skills are frequently identified as one of the learning needs of the people we support. This class will offer participants time and space to explore what social skills are, why they are important, and ways to teach about social skills to the men and women who use your services. The class will include small and large group activities and will introduce several different tools that can be used to support teaching and learning about good social skills.

Pat Carney		
Date	Time	Location
12/4 & 12/11	9:00 – 3:00	DDS - Worcester

## Professional Development

### Self-Determination and Informed Choice

“Self-Determination” has become a commonly used term in our work. Topics covered in this class include: the definition and fundamentals of self-determination; what is involved in making a truly informed choice; and our role as teachers who help people learn what self-determination and informed choice mean to them.

Pat Carney		
Date	Time	Location
10/16	9:00 – 3:00	BHN, Springfield

### Self-Care and Emotional Wellness

There are some myths about self-care that are often expressed:

*I don't have enough time to eat early in the day.*

*I need to be strong and do it by myself.*

*I don't have time to....*

When we feel stressed, it is easy to stop doing things that replenish our energy and keep us going through the difficult phases of life. Self-care is the active participation of enhancing your physical, mental, emotional, and spiritual health and quality of life. It can alleviate some of your stress. It is important to maintain both the physical and mental components of self-care in order to achieve an overall state of wellness.

This workshop will allow participants the opportunity to explore self-care options in a realistic and attainable way. Participants will learn how to say no: Learn about their own boundaries, setting limits, and exploring relational expectations.

Sukie Bansal - Roberts		
Date	Time	Location
10/19	10:00 -1:00	DDS – Worcester
11/14	10:00-1:00	DMH – Northampton

## Trauma Informed Care

Many of the individuals we support have a history of trauma and the relationships that they have with us are often some of the most important ongoing relationships they will have outside of their family. These relationships have the potential to help heal the effects of trauma, but could also lead to re-traumatization by well-meaning caregivers and community service providers.

This workshop is designed to provide an understanding of the effects of trauma and learn ways to respond that promote growth and healthy relationships.

This workshop will provide participants with:

- A definition of “Trauma-Informed Care”
- A deeper awareness of the types of trauma and its triggers.
- A greater understanding of the impact of trauma on behavior.
- Tips for preventing re-traumatization.

Angela Nuñez-Vazquez		
Date	Time	Location
11/1	9:00 – 3:00	DDS - Worcester

## Mindfulness in the Workplace

Being present makes you happier.....

Developing mindfulness in everyday life takes effort. For many, the workplace is one of the most stressful places in their lives. Pressures are constant. Differences, even non-conflictual ones, among people requires lots of neural energy to manage. Most people work too many hours, often without any breaks. Many workers operate in a low – level flight or fight mode. Out of touch with feelings and the thinking patterns that reinforce stress and anxiety. Mindfulness practice offers the possibilities of mental and emotional rest, despite the events that surface in the average workday.

This workshop is designed to allow participants the opportunity to practice mindfulness in their everyday working lives. By brining mindfulness tools into the workplace we can incorporate methods to help reduce stress and increase focus and productivity.

Sukie Bansal – Roberts		
Date	Time	Location
10/17	10:00 – 1:00	DDS – Worcester
11/13	10:00 – 1:00	DMH – Northampton

## Sexuality Educators’ Network

The goal of the Sexuality Educators’ Network is to provide a forum where sexuality educators and support staff can share stories, ask questions, and continue to develop their understanding of the full humanity of the people we serve.

The SEN meets quarterly in June, June, September and December, at various locations in the Central/Western region. If you would like information about the SEN, would like to attend a meeting or need directions, please email [patricia.carney@state.ma.us](mailto:patricia.carney@state.ma.us) .

## Building your Professional Image and Developing Emotional Intelligence

Professional image is the image that one projects about themselves based upon appearance and reputation. Image can be conveyed as professional by the way that you dress, the way you speak, the way you respond to others, and the way that others speak about you.

In today's diverse work place, your actions and motives are constantly under scrutiny. Being a professional in your field takes a lot more than just doing good work. There are many factors to contribute to developing a well-respected professional image.

Your presentation is responsible to making a first impression. There are plenty of books telling you how to "dress for success" and control your body language. But keeping on top of your personal traits is only part of the story of managing your professional image. This workshop will assist participants in discovering ways to enhance their image and personal brand while building a strong reputation based on respect, personal responsibility, and considerate conduct for others.

Sukie Bansal – Roberts/ Angela Nuñez-Vazquez		
Date	Time	Location
10/18	10:00–2:00	DDS - Springfield
11/22	10:00–2:00	DDS - Worcester
12/5	10:00- 2:00	DMH – Northampton



## Health & Safety

### Swallowing and Dysphagia Swallowing and Food Texturing

Joan Sypek		
Date	Time	Location
10/5	9:30 – 2:00*	ATC, Northampton
11/1	9:30 – 2:00*	ATC, Northampton

\*For the 9:30-2:00 sessions, please bring a bag lunch. There will only be a 30 minute lunch break.

### It's Tough To Swallow: Dining With Dysphagia

Available on Request

### Fire Safety

This curriculum is the DDS-approved Fire Safety Training. It provides participants with basic information about the causes and types of fire, fire prevention, smoke and smoke detectors, and evacuation procedures.

Classes start on time – participants who arrive late will be turned away.

Lee Douchkoff		
Date	Time	Location
10/26	9:00 – 1:00	DDS – Worcester
11/28	9:00 – 1:00	BFAIR – North Adams
12/4	9:00 – 1:00	DMH - Northampton

### Water Safety

This curriculum is based on information from the Basic Water Safety/Community Water Safety Class that the Red Cross developed. It is classroom-based and incorporates presentation, discussion, and references to the Red Cross book and video.

Not Offered This Quarter

### Online Resources For Water Safety

One provider has found the following online Water Safety resource helpful:

Water Safety for Parents and Caregivers  
faceupfirst.com

© 2013-2014 Jeanie Neal

Cell phone: 402-505-2438 (call or text)

Email: [JeanieNeal@faceupfirst.com](mailto:JeanieNeal@faceupfirst.com)

Please remember to include complete all the contact information with your registration request, including the name, phone & fax numbers, and email for a contact person.

## Heartsaver First Aid & CPR/AED American Heart Association

### Learning & Development no longer offers First Aid/CPR.

Below are two potential Western MA instructors if you want to set up classes in-house, or collaborate with other providers to arrange classes. Please contact them directly if you are interested in setting up a class.

- Lee Douchkoff

[ldouc@comcast.net](mailto:ldouc@comcast.net)

- Contact Lee for his First Aid/CPR fees.
- Lee does our Fire Safety Training.

- Jerry Rudolph

[jerry.rudolph@live.com](mailto:jerry.rudolph@live.com)

Jerry works with Ed Mello, who provided our First Aid/CPR classes for many years before he retired about 8 years ago. They (and other instructors) now work together as *Greater Westfield Medical Reserve Corps Community Emergency Response Team*

Jerry is also coordinating classes formerly taught by R&W Associates

“We will teach your providers our Heart Saver First Aid / CPR / AED course either at your location, Westfield State University, or other location (with a minimum of 4 people per class) for the discounted price of \$25.00 / student (normal price is \$60.00).”

- This fee includes the use of our new Preston Pro Mannequins, the new Heart Smart AEDs, and use of student materials during class
- Student American Heart Association certificates will be issued on the day of training.
- Students will need to pay \$25.00 by cash, agency check, bank check or money order on the day of the class (i.e., no personal checks please) and will receive a receipt at that time.
- We teach throughout all of Western MA so the easiest way for people to contact us would be to send an email to: [jerry.rudolph@live.com](mailto:jerry.rudolph@live.com) for a quick response and a list of available class locations and dates.”
- The **Western MA Training Consortium** also offers First Aid & CPR classes that others can join by tuition. Cost is \$40 for First Aid or CPR, or \$70 for both. Contact Tina Savoie at 413-536-2401 x3024 or [tsavoie@wmtcinfo.org](mailto:tsavoie@wmtcinfo.org) for information and schedules.

## Medication Administration Program (MAP)

### Registration Procedures for Map Training

To Register for MAP Certification classes, please contact [Carolyn.Whittemore@state.ma.us](mailto:Carolyn.Whittemore@state.ma.us).  
Phone is (413) 205-0914.

Please be prepared to give the following information:

- ✓ Candidate Name
- ✓ Telephone #
- ✓ Email Address
- ✓ Email Address
- ✓ Agency/Provider Name
- ✓ Supervisor Name
- ✓ Telephone #

Once registered with DDS and prior to MAP Certification Training, supervisors must enter candidate demographics into the D&S Diversified Technologies' website at: [www.hdmaster.com](http://www.hdmaster.com)

- Click "Massachusetts MAP Testing and Registry"
- Click "WebETest © Start Page"
- Click "Provider or Trainer" and enter ID and PIN
- Click "New" and enter demographics in ALL CAPITAL LETTERS on the left side of form
- On the right side of the form please enter my Trainer ID 9298
- Please **do not** enter Provider Information, I will complete that section.
- When complete click "Submit Updates"
- If questions, please contact D&S at 877-851-2355

Please e-mail [carolyn.whittemore@state.ma.us](mailto:carolyn.whittemore@state.ma.us) when you have completed this step.

After MAP Certification Training and successful completion of the pretest, staff are expected to schedule themselves to test. Supervisors may schedule their staff as well using the information required. Go to: [www.hdmaster.com](http://www.hdmaster.com)

- Click "Massachusetts MAP Testing and Registry"
- Click "WebETest© Start Page"
- Click "Staff"
- Enter social security number and PIN
- Click on "View Test Schedule" to choose a test site.
- Once a test site is chosen the first available date/time will appear below.
- To schedule, click "Submit Updates"
- Click "Confirmation" to print test site/date/time/directions and bring with you to the test.
- If questions, please contact D&S at 877-851-2355

### Basic Medication Administration (MAP) Training

Carolyn Whittemore		
Date	Time	Location
11/28, 11/29, 11/30 & 12/1	9:00 – 1:00	DDS - Springfield

## Additional Learning Opportunities

### Direct Support Certificate Program (DSCP)

A Project of the Massachusetts Community Colleges and the  
Massachusetts Department of Developmental Services

A 21-credit program created to support and enhance the careers of direct support staff in DDS-funded programs and DDS employees in Units 2 and 509

**- Cost to the student is only \$50 per course + books -**

For further information on the DSCP in the Central/West Region, contact:

Jackie Griswold

Holyoke Community College

(413) 552-2333

[jgriswold@hcc.edu](mailto:jgriswold@hcc.edu)

Susan Moriarty

Quinsigamond Community College

(508) 854-7585

[smoriarty@qcc.mass.edu](mailto:smoriarty@qcc.mass.edu)

### University Without Walls (UWW)

A Bachelor's Degree Program in Human Services  
Developmental Disabilities

Collaboration between the Massachusetts Department of Mental Health,  
Massachusetts Department of Developmental Services and the University of  
Massachusetts, Amherst

For further information, contact

Lisa Fontes at (413) 545-4202

Academic Program Manager

[lfontes@uww.umass.edu](mailto:lfontes@uww.umass.edu)

or check:

<http://www.umass.edu/uww/areas-study/human-services>

# TRAINING REGISTRATION FORM

For all classes in *Learning Matters*, **except** Medication Administration

**Cover Sheet Not Needed For Faxes**

**Please remember to complete the contact information below. We will not process registrations without it.**

<b>Agency Name:</b>	<b>Phone:</b> (    )    ext.
<b>Contact Person:</b>	<b>FAX:</b> (    )
<b>Contact Email:</b>	

Staff Registration Information – **Please Print Clearly!** – Writing generally loses some clarity with faxing

STAFF NAME(S)	TRAINING	Training Date(s)		DDS USE ONLY	
		1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	Confirmed	Filled
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					

**PLEASE FAX TO: (413) 205-1611**  
**EMAIL TO: Jeffrey.Monseau@state.ma.us**

# Central/West Regional Office Of Learning & Development

## CANCELLATION / SUBSTITUTION NOTIFICATION FORM

In order to avoid a “no show” and to allow us to fill your spot with someone from the waiting list, please fax this form to (413) 205-1611.

***COVER SHEET IS NOT NECESSARY***

**Staff Name:** \_\_\_\_\_

**Agency:** \_\_\_\_\_ **Fax #** ( ) \_\_\_\_\_

**Agency Contact Person:** \_\_\_\_\_ **Phone #** ( ) \_\_\_\_\_ ext.

**Type of Training:** \_\_\_\_\_

**Training Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

***Substituting Staff's Name (if applicable):*** \_\_\_\_\_

**Thank You**

