



Education
CALENDAR
January-March

2018



MISSISSAUGA HALTON LHIN
REGIONAL LEARNING CENTRE



Ontario
Local Health Integration
Network



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Quick Registration LINKS

Course Number	Course Title	Course Link
MGR/PSW 101:	Advanced Infection Control	Off-site session only
PSW 102:	Professionalism	Click Here
MGR/PSW 106:	Gentle Persuasive Approaches	Click Here
PSW 109:	Documentation & Reporting	Click Here
MGR/PSW 110:	Medication Management	Click Here
PSW 112:	Safer Lifts and Transfers	Click Here
MGR/PSW 113:	Introduction to Palliative Care	Click Here
MGR/PSW 116:	Chronic Illness	Click Here
PSW 117:	Client Centred Care	Click Here
PSW 118:	Conflict Management	Click Here
MGR/PSW 120:	Introduction to Diabetes	Click Here
MGR/PSW 121:	Introduction to Continence	Click Here
MGR/PSW 123:	Mental Health First Aid -Seniors	Click Here

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

Winter 2018 Courses

MGR/PSW 124:	Socio-Demographic Data Collection	Click Here
MGR/PSW 126:	Health Equity Impact Assessment (HEIA)	Click Here
MGR/PSW 127:	Assisting Clients with Eating	Click Here
MGR/PSW 128:	Cultural Competence	Click Here
MGR/PSW 129:	Two Day interRAI CHA Core and Functional Supplement Training	Click Here
MGR/PSW 130:	Working with Clients who have Hearing Loss	Click Here

Please note lunches will not be provided for RLC education sessions.

New Hire Sessions

The Regional Learning Centre has set up a reoccurring set of sessions specifically for agencies that would like to send new hires to receive training.

These sessions are open to all staff, however several spaces are reserved for new hires. Staff can attend both days, or pick and choose the courses that are most helpful.

New hire sessions include Medication Management, Safer Lifts and Transfers, and Professionalism.

MGR/PSW 101: Advanced Infection Control for Community Workers

3 hours

Demonstrate knowledge of infection control principles. Perform best practice procedures for hand hygiene, donning and doffing personal protective equipment (PPE). Discuss antibiotic-resistant organisms (AROs). Describe responsibilities during outbreaks in community facilities. Discuss infection control techniques to stop pathogen transmission of MSRA & VRE, C-Difficile, Influenza and Varicella Zoster.

PSW 102: Professionalism

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
- Components of the Therapeutic Relationship including Communication, Professional Boundaries, Privacy & Confidentiality and Ethics
- Understanding Mission, Vision and Value statements
- Professional Organizations

MGR/PSW 106: Gentle Persuasive Approaches

7 hours

Describe the impact of dementia on the brain. Identify the principles of person-centred care and the meaning behind responsive behaviours exhibited by persons with dementia. Describe the A's of dementia and relation to responsive behaviours. Apply emotional, environmental, and interpersonal communication strategies that diffuse responsive behaviours. Perform suitable, respectful self-protective and intervention techniques to use in response to protective behaviour.

PSW 109: Documentation

2 hours

This course explores the concepts of privacy and confidentiality as per the Personal Health Information and Protection Act (PHIPA), and the best practices for documentation and reporting. Participants are provided with tips for clear, concise and client centered documentation. Activities are designed to allow participants to improve their own documentation and reporting techniques using examples and established tools.

PSW 110: 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 that are discussed 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 Profession's ACT (RHPA), and to their employer's policies and procedures
- The 9 rights of Medication Management
- Review of best practices when assisting or administering medication through various routes
- Understanding various drug classifications, drug actions, and observations

MGR/PSW 112: Safer Lifts and Transfers

4 hours

This session will provide a refresher of hands on skills, and updated techniques. Participants will discuss and demonstrate the principles of safer body mechanics in relation to client handling and other activities such as cleaning. Staff will be better prepared to recognize high risk client care activities, and how injuries occur. Gain hands-on experience using manual handling techniques and mechanical lifting equipment (Hoyer lift, ceiling lift). Staff will practice identifying different factors that contribute to falls and will discuss ways to prevent falls.

Winter 2018 Courses

MGR/PSW 113: Introduction to Palliative Care

8 hours

At an introductory level, discuss the principles and philosophy of palliative care. Confidently communicate with clients and families who are living with a life-limiting illness. Explain the physical, psychological and spiritual changes associated with dying and how PSWs can maximize clients' comfort and quality of life.

Reflect on how one's values, personal beliefs and culture can impact care for clients who are dying.

MGR/PSW 116: Introduction to Chronic Illness

3 hours

At an introductory level, this course explores four chronic illnesses: stroke, heart failure (HF), chronic obstructive pulmonary disease (COPD) and Parkinson's disease (PD). Topics that are discussed include:

- Differences between acute and chronic illness
- The physiological changes that occur in the body with each of these chronic illnesses
- The emotional and social impact of living with a chronic illness
- Roles, responsibilities and actions of the community worker when caring for these clients

PSW 117: Client Centered Care: Putting Patients First

3 hours

Define client centered care and identify its principles. Describe how client centered care practices the values and mission of the individual organization. Identify how your role will be enhanced in a person centered environment. Understand how to develop care practices that support client centered care.

PSW 118: 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:

- Why conflict is inevitable
- Differences between conflicts and disputes
- Factors that contribute to conflict in the workplace
- Negative and positive outcomes of conflict
- Strategies to de-escalate a difficult situation
- Tools for effective communication
- The five conflict management styles as per Thomas-Kilmann

This course is not intended for participants wanting to learn how to deal with difficult behavior in clients with a mental health illness or cognitive impairment.

MGR/PSW 120: Introduction to Diabetes

3 hours

At an introductory level, this course explores diabetes: Topics that are discussed in greater depth include:

- The psychological impact of diabetes on the client
- The physiological mechanism of diabetes, including the differences between Type 1 and Type 2 diabetes, symptoms of hyperglycemia and hypoglycemia
- Health complications
- The roles, responsibilities and actions of the community worker caring for a client with diabetes including identifying nutrient food groups and "free foods"
- Insulin administration and the Regulated Health Profession's Act
- The importance of self-management through healthy eating, exercise and medication

Winter 2018 Courses

MGR/PSW 121: Introduction to Continence

In partnership with Trillium Health Partners

3 hours

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

Apply learning to a case study.

MGR/PSW 123:

Mental Health First Aid – Seniors

2 days (16 hours)

Recognize the symptoms of mental health problems or crises as they develop in seniors.

Provide the initial help to seniors and guide a senior and caregiver towards appropriate professional help.

Provide strategies and resources to support both seniors and their caregivers.

MHFA Seniors is an adaptation of the MHFA Basic 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.

MGR/PSW 124: Socio-Demographic Data Collection

3 hours

Acquire an understanding of best practices, experiences, and challenges related to asking the core 8 socio-demographic questions within the health care & community settings. Increase comfort with asking for demographic data by practicing asking the 8 questions through role play and case studies.

MGR/PSW 125: Data Analysis

2 hours

This training will focus on moving forward with the socio-demographic data once it is collected, and will discuss the following:

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

This training session is intended for organizational staff and leadership who are directly responsible for the management, analysis and reporting of socio-demographic data. A template analysis report will be shared with participants, along with strategies for accessing relevant comparative demographics.

MGR/PSW 126: Health Equity Impact Assessment (HEIA)

3 hours

Increase familiarity with the concepts of health equity and the relationship between health equity, social determinants of health and their impact on health.

Understand the steps involved in conducting a HEIA and how to plan for successful implementation. Identify how to apply and modify the tool in your work.

Winter 2018 Courses

MGR/PSW 127: Assisting clients with Eating in partnership with Monarch House

3 hours

Discuss special diets and identify the difference between minced, pureed, and thickened. Recognize considerations for assisting clients with eating and identify strategies to address issues such as weakness, low vision, and chewing and swallowing problems. Practice feeding another person.

PSW 128: Cultural Competence

3 hours

Understand the meanings of culture and cultural competence.

Recognize how personal biases affect the person and/or family and the provider relationship

Describe the relationship between cultural competence and family-centred care. Apply collaborative conversation techniques in community settings.

MGR/PSW 130:

Working with Clients with Hearing Loss In partnership with the Canadian Hearing Society

3 hours

Learn to identify hearing loss and strategies to improve communications. Learn how to care for hearing aids-safely remove, insert, and troubleshoot common issues and participate in a hearing loss simulation.

"I don't like my hearing aid"- Learn about non-hearing aid options-enter the world of assistive hearing devices. Engage with a variety of assistive hearing devices and learn about community services and funding available for persons struggling with hearing loss.

MGR/PSW 129: Two Day interRAI CHA Core and Functional Supplement Training

2 days (16 hours)

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.
- The CAPs focus on the client's function and quality of life, assessing the client's needs, strengths and preferences.
- The importance of addressing all triggered CAPs in the development of a care plan

Course Requirements

Aligning with the interRAI organization licensing agreement, each organization is **REQUIRED** to purchase a CHA Canadian interRAI Community Health Assessment Form and User's Manual from interRAI Print Catalog for each assessor.

In addition, we strongly recommend that organizations purchase the interRAI Clinical Assessment Protocols (CAPs) Manual for reference.

Please visit the [interRAI website](#) for more information on purchasing a manual. There are hard-copies, and electronic copies available.

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:

Courses offered off-site:

Course Name	Length
Documentation	2 hours
GPA Refresh	2 hours
Medication Management	3 hours
Advanced Infection Control	3 hours
Introduction to Diabetes	3 hours
Client Centred Care	3 hours
Introduction to Chronic Illnesses	3 hours
Conflict Management	3 hours
Socio-Demographic Data Collection	3 hours
HEIA – Health Equity Impact Assessment	3 hours
Data Analysis	2 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 agencies.

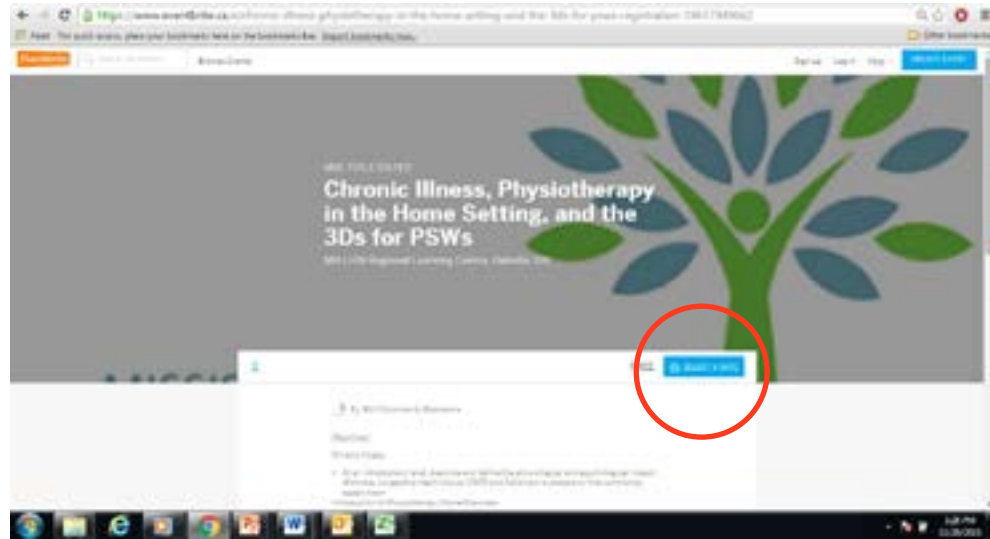
We are also able to offer the above courses during an evening or a Saturday if this is helpful for your organization.

To request a session at your location or get more information please send an email to info@mhlhinrlc.ca.

Alternatively, please call the RLC at 905 829 7006 and an educator will be happy to discuss your request with you.

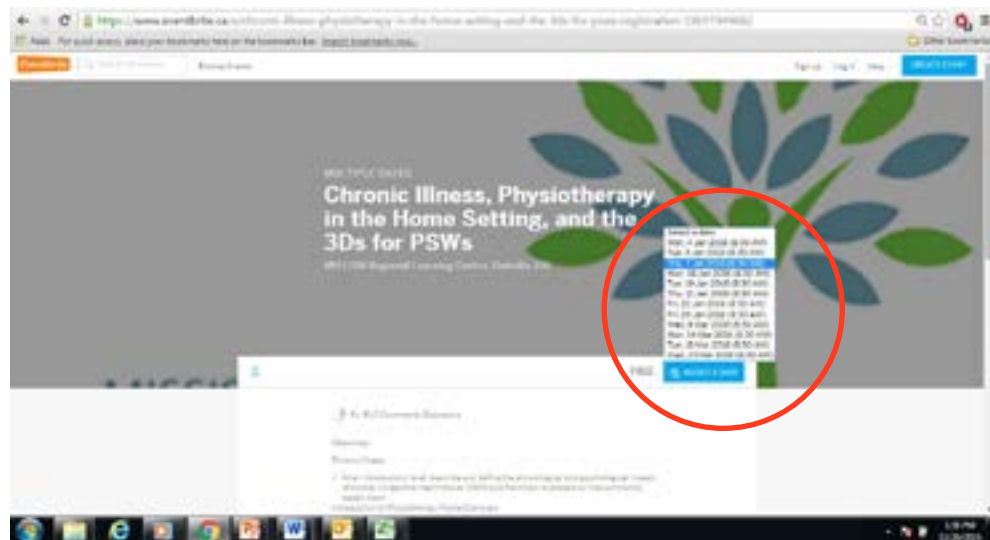
Registration Instructions for Upgraded Eventbrite Pages

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.

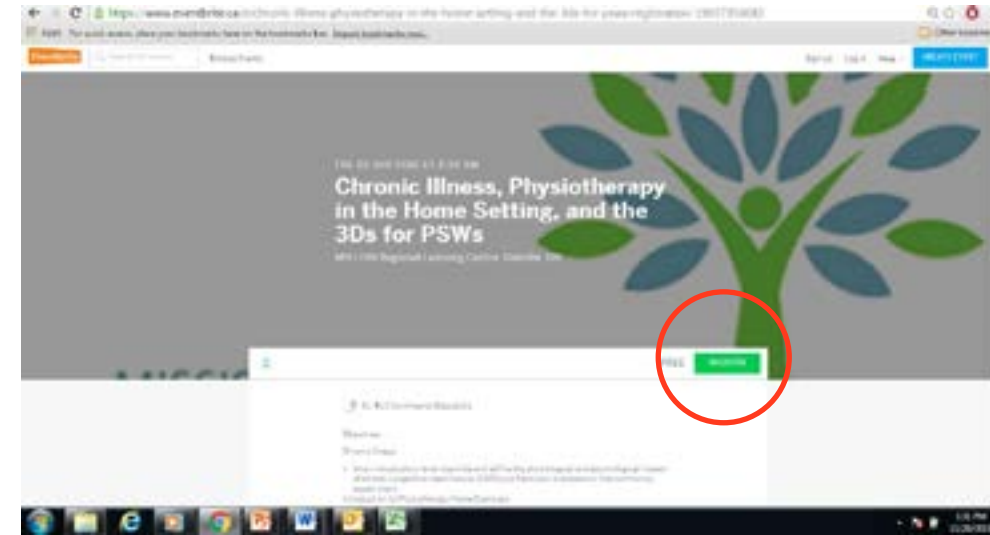


1 Select the course you are interested in from the RLC Winter Training Calendar. Click on the corresponding registration link, which will bring you to an Eventbrite page similar to the one below.

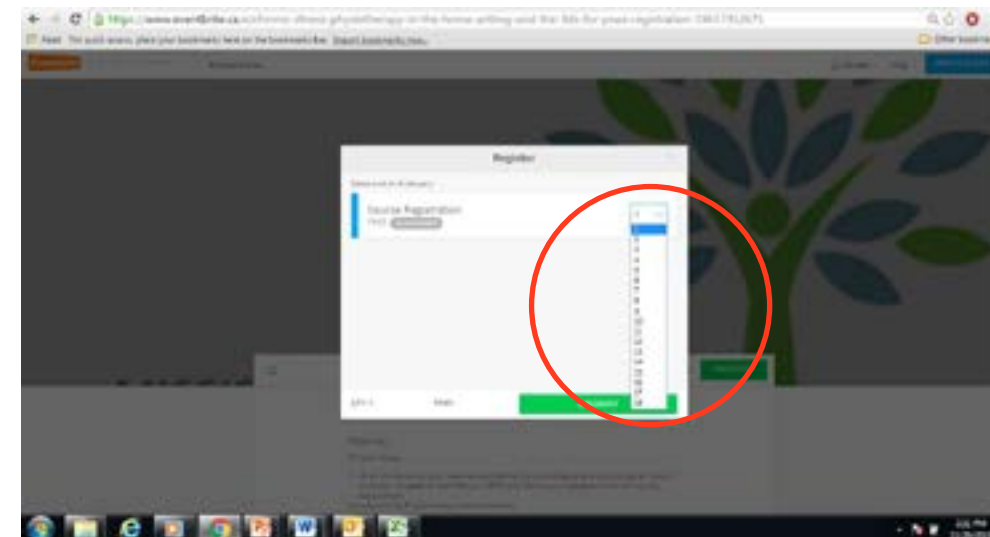
2 Click "Select a Date" (blue button).



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.

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.

Inclement Weather

If a session needs to be cancelled due to inclement weather, we will leave a cancellation message on the RLC general number at least 2 hours prior to course start time. The number is 905-829-7006. If you are travelling from far away, please check the phone line or the website 2 hours prior to class start time.

General Information

Please note
that lunch is not
included for full
day sessions.

Location

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

Questions?
Questions can
be directed to
info@mhlhinrlc.ca

Facilitators

Taryn Bolt OT Reg. (Ont.)
Sandi Robinson MSW, RSW
Tanya Tazbaz RN, MEd
Dayo Atilola RN

January 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1 New Years Day Holiday	2	3	4	5	6
7	8 Safer Lifts and Transfers 8:30-12:30	9 Socio- Demographic Data Collection 1:00-4:00	10 Documentation 10:00-12:00	11 NEW HIRE DAY 1 Safer Lifts and Transfers 8:30-12:30 Medication Management 9:00-12:00	12 NEW HIRE DAY 2 Professionalism 9:00-12:00	13
14	15 GPA-Full Day 8:30-4:00	16	17 Working with Clients who have hearing loss 1:00-4:00	18 interRAI CHA Day 1 8:30-4:30	19 interRAI CHA Day 2 8:30-4:30	20
21	22 Chronic Illness 1:00-4:00	23 MHFA- Seniors Day 1 8:30-4:30	24 MHFA- Seniors Day 2 8:30 - 4:30	25 Introduction to Palliative Care 9-4pm Medication Management 9:00-12:00	26 Safer Lifts and Transfers 8:30-12:30	27
28	29 Conflict Management 1:00-4:00	30 Diabetes 9:00-12:00	31	1	2	3

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

February 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	28	29	30	1 GPA Full Day 8:30-4:00	2	3
4	5	6 Conflict Management 1:00-4:00	7 Client Centred Care 9:00-12:00	8 NEW HIRE DAY 1 Safer Lifts and Transfers 8:30-12:30 Medication Management 1:00 - 4:00	9 NEW HIRE DAY 2 Professionalism 9:00-12:00	10
11	12 Safer Lifts and Transfers 8:30-12:30	13 Documentation 1:00-3:00 Cultural Competence 1:00-4:00	14 Medication Management 9:00-12:00	15 Socio-Demographic Data Collection 9:00-12:00 Chronic Illness 1:00 - 4:00	16	17
18	19 Family Day HOLIDAY	20 Safer Lifts and Transfers 8:30-12:30	21 Diabetes 9:00-12:00	22 GPA Full Day 8:30-4:00	23	24
25	26 Professionalism 1:00-4:00	27 MHFA –Seniors Day 1 8:30-4:30	28 MHFA –Seniors Day 2 8:30-4:30	1	2	3

March 2018

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
25	26	27	28	1	2 Assisting Clients with Eating 9:00-12:00	3
4	5	6 Conflict Management 1:00-4:00	7 Client Centered Care 9:00 -12:00	8 NEW HIRE DAY 1 Safer Lifts and Transfers 8:30-12:30 Medication Management 9:00-12:00	9 NEW HIRE DAY 2 Professionalism 9:00-12:00	10
11 March Break --->	12 GPA-Full Day 8:30-4:00	13 HEIA 9:00-12:00 Medication Management 1:00-4:00	14 Documentation 1:00-3:00 Diabetes 9:00-12:00	15 Chronic Illness 9:00-12:00	16 Safer Lifts and Transfers 8:30-12:30	17
18	19 Professionalism 1:00-4:00	20 Safer Lifts and Transfers 8:30-12:30 Introduction to Continence 1:00-4:00	21	22 interRAI CHA Day 1 8:30-4:30	23 interRAI CHA Day 2 8:30-4:30	24
25	26 MHFA – Seniors Day 1 8:30 – 4:30	27 MHFA – Seniors Day 2 8:30 – 4:30	28	29	30 Good Friday	31

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