

COURSE DESCRIPTIONS

Below is a full list of courses that are now available through Community Mental Health of Ottawa County (CMHOC) via a classroom setting or via Lakeshore LMS (Learning Management System).

The online courses were developed and approved by the Community Mental Health organizations who are members of LRE (Lakeshore Regional Entity): Allegan CMH, HealthWest (Muskegon CMH), network180 (Kent CMH), Community Mental Health of Ottawa County (CMHOC), and West Michigan CMH (Lake, Mason, & Oceana Counties). The Courses are designed to provide students with the information, values, and skills needed to assist people who have a developmental disabilities or mental illness.

FIRST AID/CPR/AED – (Classroom) * Hybrid

*Currently this is only offered as a hybrid course. Students register for the in-person portion via Lakeshore training and then are emailed instructions to access the online videos and tests.

In this course, students will learn first aid techniques for the following situations: injury emergencies, medical emergencies and environmental emergencies as well as how and when to use an AED. Students are required to demonstrate Adult, Child and Infant CPR. **NOTE:** Dress in a way to comfortably demonstrate CPR skills. This certification must be renewed every two years. Other acceptable certifications may be found at: http://www.michigan.gov/lara/0,4601,7-154-63294_5529_49572_49583-82382--,00.html All certifications must cover Adult & Child CPR, First Aid, and AED to meet State of Michigan training requirements

COMMUNITY LIVING SUPPORTS (CLS) – (Classroom)

This course is an overview for people who will be providing Community Living Supports (CLS) services in non-group home settings. This course is NOT part of the standard group home curriculum. This course covers the basics of providing CLS services, documentation, standard precautions, medications, health, person centered planning and cultural competency. This class is designed to orient people who are providing CLS services through a self-determination arrangement or through a contract agency.

CORPORATE COMPLIANCE – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for corporate compliance. Provider agencies have the option to provide their own equivalent training. CMHOC may request to review this training.

CULTURAL COMPETENCE – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for cultural competence. Content includes: the various aspects of culture, how culture affects our perception of life, a consumer's right to receive culturally proficient services, how to provide culturally responsive services, and how cultural competence is an ongoing process.

DIABETES – (Classroom)

This course will present an introduction to diabetes; signs and symptoms; treatments (including medications), how one manages this disease; and how staff recognizes and responds to a person who is having a low blood sugar reaction. Staff will be taught and be required to demonstrate how to administer insulin. **NOTE: Staff administering diabetic medications are required to complete this classroom course.**

EMERGENCY PREPAREDNESS – (Online)

This online course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for emergency preparedness. **NOTE:** Provider agencies are expected to provide “hands on” emergency preparedness training specific to the service site.

GRIEVANCES AND APPEALS – (Online)

This online course cover ways to ensure the individuals served have a voice in their treatment, services, and supports through the mechanisms of filing a grievance or an appeal.

HEALTH AND WELLNESS – (Online)

The Health and Wellness online course (and the corresponding *Medications and Health Skills Demonstration* classroom course) is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for: health, safety & wellness; infection control and standard precautions.

NOTE: In order to completely cover the subject area of health and wellness, students will also need to successfully complete the *Medications and Health Skills Demonstration* course. This is Part 3 in the Medication Series

HIPAA – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for HIPAA. Provider agencies have the option to provide their own equivalent training. CMHOC may request to review this training.

INTRODUCTION TO HUMAN SERVICES – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content of this course meets the recommendations of the MACMHB's Training Guidelines Workgroup for: philosophy and current trends in providing human services; introduction to human services and meeting special needs; and documentation.

LIMITED ENGLISH PROFICIENCY (LEP) – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for Limited English Proficiency. Content includes how to assess the need for accommodations based on a person's receptive and expressive language as well as how communication impacts all aspects of an individual's life.

MANDT - DAY 1: RELATIONAL – (Classroom) This class is Part 1 of a three class series. Using three relational chapters, Mandt introduces the concepts of interactions, incidents, and crisis management. These are the most important in the Mandt system; the building blocks of the entire program. Building health relationships, building healthy communication and building healthy conflict management skills are the chapters taught in Day 1. Participants must be able to pass written tests to be certified in these chapters.

MANDT – DAY 2: CONCEPTUAL – (Classroom) This class is Part 2 of a three class series. These chapters focus on using skills and competencies to use proactive interactions understanding how trauma may affect the lives of persons we support. Day 2 introduces trauma informed services and positive behavior interventions & support to help staff implement behavior support plans in a safe environment. Participants must be able to pass written tests to be certified in these chapters.

MANDT – DAY 3: TECHNICAL – (Classroom) This class is Part 3 of a three class series. Day 3 introduces the use of physical interaction as defined as the use of physical presence, skill, maneuver, or technique to either assist or limit a person's behavior. This class requires a substantial amount of physical movement. Participants should dress comfortably (skirts or dresses are not recommended) and wear flat close-toed shoes (not sandals or high heels). Participants must complete day one and day two of the Mandt system before they may attend Day 3 - technical skills training. These technical chapters focus on using skills and competencies and also covers the medical risks of using restraint techniques. Physical interaction includes encouraging, guiding, helping, avoiding, redirecting, releasing, supports, separating, and restraints (standing only). Participants must be able to perform the skills and pass written tests to be certified in the Mandt system.

MEDICATIONS SERIES: In order to completely cover the subject area of medications, students are required to successfully complete all three courses. These three courses are based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and when combined, the content of these courses meets the recommendations of the MACMHB's Training Guidelines Workgroup in the following area: Medications.

Part 1: MEDICATION ADMINISTRATION & MONITORING – (Online)

- This course must be completed before administering medications.
- This course provides staff with basic knowledge to understand the rules and procedures of proper, safe medication administration.

Part 2: HEALTH AND WELLNESS – (Online)

- This course must be completed as part of the Medication Series
- This course provides staff with basic knowledge to in regards to health, safety & wellness; infection control and standard precautions.

Part 3: MEDICATION AND HEALTH SKILLS DEMONSTRATION – (Classroom)

- A. This course must be completed before administering medications.
- B. Students will be expected to demonstrate the following skills:
 - Medication skills: preparing and administering medications while appropriately documenting
 - Vitals: measuring temperature, pulse, respirations, and blood pressure
- C. In order to attend this classroom course, a student must successfully complete two online courses:
 - Medication Administration & Monitoring
 - Health & Wellness

Both of the prerequisite courses listed above (**Medication Administration & Monitoring** as well as **Health & Wellness**) must be completed prior to registration being approved for this classroom course. If these courses are not completed, the pending enrollment for the Medication and Health Skills Demonstration class will be denied by the Training Center. The two prerequisite courses must be completed within the prior 60 days of enrollment.

Part 4: MEDICATIONS: TYPES, USES AND EFFECTS – (Online)

- This course provides staff with skills on how to recognize and report signs and symptoms of disease. It also presents the psychiatric medications that are used to treat behavioral health disorders in detail.

MOBILITY, FEEDING, AND RANGE OF MOTION – (Classroom)

This course covers skills and empathy training regarding various aspects of mobility, feeding techniques, range of motion, and wound care for aging individuals with those with physical disabilities. This is a “hands-on” class that incorporates time for practicing the techniques trained. The mobility portion of this class covers lifting and transferring (including the use of van lifts and securement systems). **NOTE: Homes which have staff working with individuals who have written guidelines for safe eating, lifts and transfers, wheelchair safety, or wound care are to assure that at all times there is at least one staff member on duty who has completed this classroom course.**

NUTRITION & FOOD SAFETY- (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for: food safety, nutrition, and assisting people with eating swallowing difficulties (basic).

PERSON CENTERED PLANNING (PCP) AND SELF-DETERMINATION – (Online)

This course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for person centered planning and self-determination. Content includes the values and principles of Person Centered Planning; techniques that can be used to help individuals self-advocate by exploring, identifying, and expressing preferences; the role of Direct Support Professionals as advocates for each person’s preferences and the reflection of those preferences in the plan; and examples of what staff must do to support the person in achievement of these preferences stated as goals and objectives.

RECIPIENT RIGHTS – (Classroom)*This course is currently NOT being taught in-person.

This course covers the following topics: basic rights, the Michigan Mental Health Code, confidentiality, informed consent, the Americans with Disabilities Act, abuse and neglect, the “Michigan Whistle Blowers Protection Act”, consumer and employee responsibilities, documenting with incident reports (IR), and HIPAA.

STANDARD PRECAUTIONS – (Online)

The course is based on the State of Michigan's Providing Residential Services in Community Settings Curriculum and the content meets the recommendations of the MACMHB's Training Guidelines Workgroup for standard precautions. Content includes defining and differentiating between blood borne pathogens, universal precautions, and standard precautions; epidemiology, transmission, prevent, and treatment of common infectious diseases; principles of infection control; and standard precautions in the work setting.

TRAUMA INFORMED CARE - (Online)

This online course covers understanding what trauma is and familiarizes learners about: the impact of trauma, how to address the impact of trauma, and how to understand the impact of re-traumatization.

UPDATE COURSES

Almost all providers are required to do an annual updates in the subject areas listed below. There are currently no separate “Update Courses” in these subject areas in Lakeshore LMS (except for Recipient Rights and Person Centered Planning). To do an update on one of these subject areas, staff should complete the online course in Lakeshore LMS that corresponds to that subject area below. Many providers offer their own update options for HIPAA and Corporate Compliance which is acceptable. However, any provider offered updates will not appear on the student transcript generated through Lakeshore LMS. Providers must maintain their own documentation that these updates have been completed.

CORPORATE COMPLIANCE - (Online)

Complete the *Corporate Compliance* course in Lakeshore LMS to fulfill the annual update requirement in this subject area or complete the Provider Agency alternative.

CULTURAL COMPETENCE - (Online)

Complete the *Cultural Competence* course in Lakeshore LMS to fulfill the annual update requirement in this subject area.

GRIEVANCE & APPEALS - (Online)

Complete the *HIPAA* course in Lakeshore LMS to fulfill the annual update requirement in this subject area or complete the Provider Agency alternative

HIPAA - (Online)

Complete the *HIPAA* course in Lakeshore LMS to fulfill the annual update requirement in this subject area or complete the Provider Agency alternative

LIMITED ENGLISH PROFICIENCY (LEP) - (Online)

Complete the *Limited English Proficiency* course in Lakeshore LMS to fulfill the annual update requirement in this subject area.

MANDT RECERTIFICATION - (Classroom)

Mandt requires an annual update in order to maintain Mandt certification. This update is offered as a 6 ½ hour classroom training. The course consists of reviewing and testing The Mandt Series written material and practicing and testing the Mandt technical skills.

*There are options to complete the non-physical portions of Mandt recertifications online. Contact the training center if interested.

Important reminders about Mandt Recertification:

1. Staff must have completed all three parts of the initial Mandt Certification in order to attend the recertification course. The recertification course includes the following chapters from the initial training; 1,2,3,7,8 and 9.

2. Recertification must be completed annually by the end of the same month (or an earlier month) as the Mandt 1- Relational was completed the prior year. **If staff do not complete the recertification by the required date, Mandt requires they will need to renew their certification.** Please contact the training center to do so.
3. Staff should register EARLY for the recertification course; seating IS LIMITED!
4. Participants should dress comfortably (skirts or dresses are not recommended) and wear flat close-toed shoes (not sandals or high heels).
5. Staff who have received their certification from an organization other than Ottawa CMH may take Ottawa CMH's Mandt recertification. Documentation of Mandt certification for the organization is required prior to registering for the recertification class.

PERSON CENTERED PLANNING (PCP) - (Online)

Complete either the initial or update in Lakeshore LMS to fulfill the annual update requirement in this subject area:

RECIPIENT RIGHTS – PUBLISHED: JANUARY 2022 - (Online)

This update is in a newsletter format developed by the Recipient Rights Officer at CMHOC. It is designed as a refresher for staff on relevant issues as identified by the Office of Recipient Rights.

STANDARD PRECAUTIONS - (Online)

Complete the *Standard Precautions* course in Lakeshore LMS to fulfill the annual update requirement in this subject area.

TRAUMA INFORMED CARE - (Online)

Complete the *Trauma Informed Care* course in Lakeshore LMS to fulfill the annual update requirement in this subject area.