

TRAINING FAQ

Q: How do I set up training?

A: We can set up either via phone or e-mail. I am generally booked out 2-4 months in advance but will do everything I can to get you on the calendar as soon as possible.

Q: How does training work?

A: I come to you and work around your schedule. Most of the classes are hands-on with demonstrations done by the staff.

Q: How many sessions/classes can be done in a day?

A: We can start as early as 6:00am and end as late as 5:00pm, fitting in as many classes as possible in that time. Each class must have at least 5 attendees, due to the hands-on nature of the training. I also need 15 minutes between each class to allow for rest and a buffer against a late start/finish.

Q: What schedule works best?

A: Whatever schedule works best for you. Half the group members have me take over their all-staff meeting, the other half have me present the same material 2-4 times throughout the day, so each shift has a chance to attend when they are not scheduled to be on the floor. Ultimately the schedule that works best for your team is the schedule that works best for me.

Q: We frequently start meetings late; will that be okay?

A: For all-staff meetings I will start when you tell me to start. If classes are scheduled to follow each other I will start on time if there are enough attendees. If there are not enough attendees, I will wait ten minutes, then cancel that class if enough people have not shown. This is to prevent cascading lateness in the other classes.

Q: How many times can you come to my facility?

A: Each facility is allowed up to three visits per policy year (July 1 - June 30).

Q: What kind of space do you need?

A: I need enough space for all the attendees, my AV equipment, and to do the role-playing. The space should also be as free from interference as possible to allow staff to focus on the training. For the lifts and transfers courses we also need a bed and a wheelchair.

Q: Can we use a resident room?

A: We can use an unoccupied resident room so long as the space requirements are met.

Q: Can we move from one room to another - for example, can we have the "Lifts & Transfers" class in the Activity Room, but do the transfer work in a nearby resident room?

A: No. The classes are almost all a tight 60 minutes and moving around guarantees we will go well over time. Moving during the class also disrupts the flow of instruction, making the class far less effective than you want it to be.

Q: Can class be done while people are working on the floor?

A: Generally, no. Staff should be allowed to focus on the training. When conducting training during all-staff meetings it is understood that somebody will be answering call lights and that person should either remain on the floor or position themselves so they can leave training without disruption.

Q: What if people show up late or leave early?

A: Anyone missing 25% or more of the class will not receive CEUs.

Q: Will you train my people how to use our mechanical lift?

A: Unfortunately, no. All my lifts-and-transfer training pertains to manual transfer methods. I am not certified on all makes and models of mechanical lift, so do not train on any under this program.

Q: Are these classes certified for CEUs?

A: Yes! All your licensed and certified staff will receive CEUs for attending.

Q: Can classes be done via webinar?

A: Yes! All classes are certified for CEUs when performed via webinar. CEUs can only be given to those attending the webinar live, and a sign-in sheet will need to be given to me afterwards.

Q: How long are the classes?

A: Most are 1-hour, two of them are 2-hours long.

Q: Which employees should attend?

A: "Lifts & Transfers" and "Assessing for Safety" are geared specifically for your care staff. "Supervising for Safety" is designed for management. "General Safety", "Working with Combative Residents", and "Crisis Management" are designed so that all staff will find them useful.

Q: Can classes be held remotely?

A: Yes! All classes can be done remotely (though in-person is preferred to allow for participation). Attendees will still receive CEUs.

Q: If we hold class via webinar, can we get a recording? Can people who watch the recording receive CEUs?

A: I record all webinar sessions and will provide you with a copy of the session upon request. Unfortunately, due to regulations, CEUs can only be awarded for those who attend the webinar live.

Q: What if I need to cancel?

A: We realize sometimes things happen. I always call the week prior to confirm training. If training is not confirmed a minimum of two days before class is scheduled I will cancel the class with no charge. Classes cancelled without the minimum 2-day notice may result in the facility being billed a \$250 cancellation fee by WHCA to recover the costs to the group associated with my travel. Classes can be cancelled without notice and without cancellation fee for epidemics, survey, or disasters.

For more information or to schedule a training session, please contact:

Shamus Harmon at (253) 237-0840 or sharmon@ernwest.com

All training is certified for CEUs through DSHS. Training is on-site and works around your schedule. Training can start as early as 6:00am and can end as late as 5:00pm.