

# ON-SITE SAFETY TRAINING

## Working with Combative Residents I (1 Hour)

This training works with employees on how to safely redirect agitated and combative residents while maintaining resident dignity. Staff will work through multiple role-playing sessions and come away with tools to reduce agitation and prevent injuries.

## Working with Combative Residents II (1 Hour)

Building on the first Working with Combative Residents course, employees will explore crisis intervention techniques and go deeper into what it means to enter a resident's world. Employee will role-play scenarios that will give them the opportunity to utilize skills taught in both classes and will come away better able to prevent and deescalate resident agitation and combativeness.

## Working with Combative Residents III (1 Hour)

Building on the first "Working with Combative Residents" course, employees will explore, utilizing a combination of role-play, lecture, and discussion, the possible effects on residents of various vocal tones, intonations and pitches. Employees will also explore how and when to touch residents, specifically during approach and when not performing a specific service with the resident. Employees will also discuss and demonstrate pros and cons to various postures and positions of approaching residents. Lastly, employees will discuss various bargaining methods that can be used to engage residents in their own care while reducing agitation and combative behaviors.

## Lifts & Transfers (1 Hour)

This training will teach staff proper lifting and transferring, focusing on the single-person pivot technique, using the tools you have available at your community, and some common tools they may encounter when new residents move in. This training is hands-on and designed to coach employees on proper lift and transfer techniques.

## Lifts & Transfers II (1 Hour)

Building on the first Lifts & Transfers course employees will explore the two-person pivot, bed adjustments and the use of transfer tools in long-term care. Employees will engage in hands-on role-play to demonstrate transfer techniques and enable them a chance to utilize tools they may encounter in the workplace.

## General Safety (1 Hour)

This engaging, discussion format-based training will have employees walk through the hazards they see every day and take note of those things they can do to reduce the ever-present hazards away from direct resident care: e.g. slips, trips, falls, chemicals, general lifting and many more. Active discussion will cover common hazard prevention tools and techniques leaving your staff better equipped to mitigate dangers present in the general workplace.

## On-Site Safety Training (Con't)

### Supervising for Safety (2 Hours)

Working with line supervisors, managers, and facility leadership this class walks management staff through the levels of management and leadership. Focusing on how managers and supervisors can affect safe work practices, providing safer work for staff and better outcomes for residents, participants will: gain a full understanding of why “eyes on” supervision is critical; how to perform sound safety observations; how to provide feedback that makes a difference, and; develop a safety observation program that will work for their facility.

### Assessing for Safety (2 Hours)

Assessing a new resident, patient or client is the first step in providing care that is safe both for the resident and for care providers. Translating clinical needs and language to a care plan that can be safely carried out by frontline care staff can prove to be a challenge at times. This training will explore areas of concern when matching resident/patient/client clinical needs with the skills and abilities of care providers. Training will also explore interventions to explore that may assist in providing safer care with a wider variety of care providers. Time will also be allowed to explore specific issues being faced by trainees to brainstorm possible solutions.

### Crisis Management I (1 Hour)

Building on the “Working with Combative Residents II” course, employees will explore, utilizing a combination of role-play, lecture, and discussion, factors to consider while creating a safe physical, mental, and emotional environment for a resident in crisis. Employees will also explore common methods for maintaining their own calm or collected nature during times of stress.

### Crisis Management II (1 Hour)

Building on the “Working with Combative Residents II” course, employees will explore, utilizing a combination of role-play, lecture, and discussion, methods for discovering the cause of resident crises. This will include considerations of both types of questions to ask and examples of specific wording to gather necessary information. Employees will also explore techniques for determining how to select which item to intervene on first when the resident’s crisis is caused by more than one thing.

### Crisis Management III (1 Hour)

Building on the “Working with Combative Residents II” course, employees will explore, utilizing a combination of role-play, lecture, and discussion, various interventions that can be prepared, physically or mentally, for some of the more common interventions for crises seen in long term care. Employees will also explore a variety of variations to those interventions. Employees will also explore methods for determining when the resident is out of crisis and the crisis management process can be stopped or transitioned to another support process.

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

**Shamus Harmon** at (253) 237-0840 or [sharmon@ernwest.com](mailto: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.*