

Contact Information

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Trainings last approximately 1 hour. If you need a mental health related topic that you do not see listed in this catalog, please call us to discuss your need. We can develop customized training for your facility. Consultations regarding specific resident needs are also available.



Cabarrus, Davidson, Rowan, Stanly, Union
and Mecklenburg

November 2009

Training Catalog

Fall/Winter 2009

PBH Geriatric/Adult Mental Health Specialty Team



FREE TRAINING

- *Continuing Education Credits*
- *Onsite*
- *Live interactive training*
- *Training conducted by professional staff*

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Substance Abuse – The Basics

It is estimated that at least 20% of all long-term care residents either actively abuse substances or have a history of it. There is a fine line between use and abuse. This training presents substance abuse on a continuum – from drinking a coffee every morning to needing more and more prescription meds to “feel better”. Participants will learn the general signs and symptoms of substance abuse as well as ways of supporting a resident in his/her recovery. Various treatment modalities are discussed, including 12-step and other support groups.

Teambuilding (New!)

When it comes to long-term settings, it is essential for personnel in leadership roles to instill a culture of person-centered care in the team. This can be challenging when there is high staff turnover or conflict among team members. In this training we explore the forming, storming, “norming” and performing stages of creating a great team. An emphasis is placed on understanding team dynamics as well as the importance of individual growth within the team. Effective communication is an integral part of the team's ability to rally for shared goals. Examples of fun, non-threatening teambuilding games are demonstrated with a discussion of when and how to use them.

Traumatic Brain Injury (TBI) (New!)

In North Carolina, approximately 45,671 people receive a TBI annually. Inevitably, some of these TBI survivors will find themselves in a long-term care setting. This training offers an introduction to the physical, cognitive, social, behavioral, and emotional changes that a person with a TBI may experience. We explore techniques and useful exercises to help these residents use compensatory strategies to manage social interactions and everyday situations. The compensatory and communication exercises and strategies can be tailored for this class to meet the needs of specific residents.

Walk a Mile in My Shoes: Sensitivity Training

Quality care depends on the caregiver's ability to empathize with and show sensitivity toward the resident. This training instills the need for finesse as an essential component to caregiving. Sensitivity and finesse are demonstrated through a variety of experiential exercises. The emphasis is placed on understanding the resident where he/she is, rather than impose rules and beliefs that do not respect the person. Participants will have an opportunity to explore the strengths and values that promote quality care and discuss resident rights.

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Sensory Integration: Aromatherapy, Rain Sticks and More

Most of us take our “senses” for granted. If you’ve ever had an inner ear infection, you know how your balance can be thrown off and how your perception of the world changes. Many residents with challenges such as Alzheimer’s Disease and Schizophrenia experience Sensory Integration Disorder (SID). In an attempt to harmonize the senses, the resident with SID may engage in what appears to be self-abusive or aggressive behavior. This training will give fun and practical strategies for helping the resident balance the senses and minimize risky behavior.

Sexuality in Residents with Dementia

Sexuality in residents is a subject that makes most caregivers uneasy. There are many myths about sexuality in older adults that can make caregivers want to avoid talking about the issue altogether or try to remedy “problem” behavior in ineffective ways. This class exposes these myths and offers insight into the experiences of a resident with dementia and the possible reasons behind sexual behavior. Participants are taught practical ways of helping the resident with dementia maintain dignity and respect.

Smoking and Residents with Mental Illness

Most individuals with mental illness die from tobacco-related diseases. However, smoking cessation is a low priority for those with serious and persistent mental illness because they appear to have so many other pressing concerns. This training demonstrates how creating a “quitter friendly” environment and offering motivation for smoking cessation is, not only possible, but essential. The behavioral, emotional, and physical benefits of helping residents quit smoking are the focus of discussion, as well as some of the challenges and barriers.

Stigma and Mental Illness

Unfortunately, mainstream society still bombards us with words such as “wacko”, “crazy”, and “loony”. Residents with mental illness are faced with the stigma that a diagnosis carries with it. Preconceived notions about mental illness can influence the care a resident receives. This training will give a brief history of mental illnesses and their psychiatric treatment. From “freak shows” to today’s person-centered care, discussion will focus on the strides society has made to overcome stigma and the work that’s ahead of us.



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ABC's of Challenging Behavior

At times, a resident's behavior can appear unpredictable, perplexing, and unmanageable to the caregiver. Frustration for both the resident and the caregiver can build up when behavior is misunderstood or not understood. Participants in this training are presented with a foundation for understanding behavior as a means of communication and need fulfillment. Physical, emotional, and environmental influences on behavior are elaborated upon. Staff communication strategies are highlighted. Participants will also learn how to collect behavioral data in order to develop creative and personalized solutions for assisting the resident in meeting his or her needs. The focus is on understanding and accommodating behavior rather than controlling it. This is a prerequisite training for "Advanced Behavioral Topics".

Advanced Behavioral Topics

Building on the "ABC's of Challenging Behavior", creative strategies for dealing with specific behavioral challenges, such as aggressive behavior, self-abuse, wandering, loud vocalizations, and sexual acting out, are presented in this training. Participants will be equipped with novel ideas for helping their residents meet their needs in safe and positive ways. Bring your real-life examples of challenging behavior to this class for brainstorming and role-playing.

Accepting the Challenge: 4 Modules

"Accepting the Challenge" is a 4-part series developed by the Eastern North Carolina Alzheimer's Association to create awareness and understanding about this life-changing disease. This series is directed toward facility caregivers who work with this population daily but may not know all the facts needed to be successful. Through a combination of classroom learning with role play and interaction with actual assisted living residents, these modules educate through knowledge and creativity. "What is Dementia?", "Building Skills", "Ways of Helping", and "Meaningful Days" are the individual modules that blend seamlessly into an effective training tool.

Alternatives to Restraints

Currently, 9-12% of U.S. nursing home residents are restrained each year. Restraining a resident can lead to physical and emotional discomfort, and even death. This training brings awareness to the potential risks of restraint via real-life examples. Participants will learn various strategies for improving the resident's care, while maintaining safety, without the use of restraint. The respect of Residents' Rights is a focal point.

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Personality Disorders — The Basics

After spending time with particular residents, a caregiver may get the sense that something is "not quite right" but unsure of what may be happening. The resident may not appear depressed or anxious, but you know there is something else interfering with their quality of life. It is important to have a clear understanding of the symptoms and appropriate responses for a resident who is diagnosed with a personality disorder. This training explains the key symptoms of the various dysfunctional personality types and emphasizes the importance of team communication to avoid the resident "splitting" staff.

Psychotherapeutic Medications

This training is intended for staff members who dispense medications. From antipsychotic to anti-anxiety medications, the major groups of psychoactive drugs are discussed in this training. Personnel dispensing medications should have a clear understanding of the intended purpose(s) and potential side effects of drugs that affect the mind, emotions, and behavior. Positive and adverse effects are discussed at length and illustrated via case examples. Effective documentation of behavioral changes because of medication effects is also discussed. Special consideration is given to older adults who are taking psychotropic medications.

Psychotropic Medications for PCA's

This training is intended for staff members who do not dispense medications. It is important for all staff who interact with residents to have a basic knowledge of the effects psychotropic medications can have. For personnel not dispensing medications, this is a critical skill. It is often the CNA who first notices behavioral, emotional, or physical changes (positive or adverse) in the resident who is taking psychotropic medications. Being able to recognize and report these observed changes is essential to quality care.

Schizophrenia – The Basics

This training exposes some of the myths about this brain disease, in an effort to decrease the stigma associated with it. Numerous examples of symptoms are discussed. A CD or DVD is used to simulate a hallucinatory experience for staff members. What better way to increase empathy for individuals with this severe and persistent mental illness than to let staff experience for a few moments what the person with schizophrenia may experience chronically? The training goes on to discuss therapeutic versus non-therapeutic responses to hallucinations and delusions. Antipsychotic medications as treatment for schizophrenia are discussed as time allows.

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Families: Helping Caregivers Cope

The role of family members in facility life can be a complex one. This training explores the circumstances that have brought families to the decision of facility placement. The goal is for the caregivers to understand where the families have been emotionally, spiritually and financially in their decision-making process. This training is not designed to explain away unrealistic expectations and demanding behavior, but to better understand the emotions behind it.

Humor: Using Your Sixth Sense to Prevent Burnout

This is a more interactive Burnout training that incorporates humor and stories to demonstrate that humor is healthy. There are actual Laughter Clubs that advocate laughter! The health benefits of humor and laughter are discussed, focusing on the workplace benefits to staff members, including increased morale and creating a workplace that invites enjoyment.

Involuntary Commitment

This training summarizes in common, everyday language the legal steps required to involuntarily commit a person to a psychiatric hospital. Suggestions are made to assist staff in residential communities in effectively participating in this sometimes confusing and complex process. We highly recommend that **both** administrative staff and direct care staff attend this training, especially if your community has ever been or could be involved in this specialized procedure.

Managing Behavior with Social History

Knowing who a resident has been in her past will help staff members provide better care in her present. Social history is a vital tool in assisting with facility adjustment, planning activities, providing comfort during times of distress—the list is long. This training explores the importance of a complete social history, and various ways this information can be used to provide person-centered care residents require.

Montessori-Based Activities for Older Adults (New!)

Based on the theories of Dr. Maria Montessori, this class offers participants an introduction to the learning concepts which underlies the Montessori Method. Experiential exercises allow participants to engage in activities which promote sensory integration, cooperation, mutual encouragement and self-esteem within the context of a failure-free environment. Participants will learn how to use these creative learning techniques, once used exclusively for children, with older adults.

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Anxiety – The Basics

Everyone experiences stress at some point about things such as health, money, or family problems. However, people with an anxiety disorder have extreme symptoms that interfere with daily activities and quality of life. Symptoms including trouble breathing, headaches, and trembling become very distressful to the resident experiencing them. This training presents the symptoms of anxiety disorders as well as practical strategies to help the resident relax. Participants will also learn how to communicate with empathy and positive reframing to assist the resident in calming down.

Bathing Without a Battle

The purpose of this training is to encourage caregivers to adopt a person-centered approach to personal care. The relationship between resident and caregiver, communication styles, social history and the emotional and physical needs of residents during bath time are examined. A more thorough understanding of the resident as a whole, coupled with knowledge and creativity, may lead to a more pleasant experience for all.

Beyond the Activities Calendar (New!)

Activities are a vital part of a resident's life in a facility. Through interaction and socialization, residents feel as if they are a part of facility life and not simply a spectator. This training was developed to assist facility staff in understanding how communication and social history can contribute to successful interactions. The meaningfulness of activities is discussed as well. While not taking the place of scheduled activities, conversation during care or a smile and hello in the hallway can assist staff members in building bridges to reach their resident. Practical ideas for one-on-one or small group activities are explored as well as incorporating the resident's past routine for best results.

Bipolar Disorder – The Basics

Everyone experiences life's ups and downs. For the resident with Bipolar Disorder, however, the emotions of sadness and exhilaration can be extreme and jeopardize the person's safety and quality of life. In this training, participants will become familiar with the symptoms of the disorder through the presentation of case examples. Various treatment modalities are explained with practical examples of therapeutic responses the caregiver can apply.

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Burnout/Compassion Fatigue

This training explores compassion fatigue - the feeling of having nothing left to give in the workplace. Stress, burnout and their symptoms are discussed, as well as the potentially negative effects of lack of compassion, ranging from low morale to potential abuse. Coping and burnout prevention mechanisms are explored, as well, to assist staff members to retain their compassion, and continued motivation to give their best in the workplace.

Coping With Grief and Loss

Grief is not a reaction exclusive to death. Grief and loss can occur at any age, and is an experience personal to everyone who faces it. This training reviews the Grieving Process, and a variety of potential causes of loss in the elderly, from facility admission to end-of-life issues. Coping skills are reviewed to gain knowledge in helping ease a resident's pain. Staff members are not forgotten in this training. Empathy and compassion are essential in providing resident care, but can cause pain when losses occur. Suggestions to help fellow workers are reviewed, as well.

Crisis Prevention & Response

This class is a great complement to "ABC's of Challenging Behavior" and "Advanced Behavioral Topics". The focus is on recognizing behavioral changes and patterns in the resident in order to prevent a crisis from occurring in the first place. Participants have an opportunity to practice non-verbal and verbal strategies for de-escalating a crisis. The importance of strategic planning with the team and learning from a crisis is also discussed. Physical safety techniques are not in this curriculum.

Cultural Competence in Long-Term Care (New!)

American society has often been referred to as a "melting pot." However, with an ever-growing diverse population, it is becoming more apparent that society in the U.S.A. looks more like a "mosaic." In long-term care, there is certainly an evolving "mosaic" of cultures and subcultures within both the resident and staff populations. This training encourages participants to become more aware of the numerous cultures in the midst of long-term care. Participants will be offered insights into the cultural disparities affecting health care and how to recognize and address these biases. The ultimate goal of becoming culturally competent in a long-term care setting is to be able to offer the best care for the individual resident based on the value and respect for that person's cultural needs.

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The 3 D's: Delirium, Depression and Dementia

This class is a great complement to "Depression – The Basics" and "Dementia – The Basics". The symptoms of the 3 D's can overlap, as well as coexist. This can present a challenge to the caregiver in recognizing what is happening to the resident. This training presents a comparison of Delirium, Depression, and Dementia so the caregiver is better able to provide the most beneficial treatment for the resident. Case examples are discussed to better illustrate the differences and similarities among the 3 D's.

Dementia — The Basics

A symptoms overview of dementia includes the effects of cognitive, memory and language loss, as well as loss of independence. Dementia steals a person's ability to live alone and care for himself. Communication with dementia residents can be challenging. At times, it may take the form of behaviors instead of words. This training explores these behaviors, potential causes and interventions that may be needed. Learning that residents with dementia are suffering from a disease, and that their words and actions may require interpretation, is a theme in Dementia — The Basics.

Depression — The Basics

Depression and anxiety tend to go hand in hand. Both disorders tend to be under recognized and undertreated. Depression is not a normal part of aging! A resident with a depressive disorder has more than just the "blues". This training focuses on ways of recognizing symptoms of depression as well as different treatment modalities for helping. Risk factors and prevention strategies for suicide are also presented.

Ethics & Professionalism

Caregiving requires many skill sets beyond simply giving physical care. It requires setting personal and professional boundaries in order to establish rapport and respect with residents and colleagues. This training offers simple guidelines for professional appearance and conduct. Interactive discussion focuses on real-life examples of ethical dilemmas that may come up in a long-term care setting. Some examples include friendships at work, keeping secrets, favoritism, sexual misconduct, gift exchange, confidentiality, and drug diversion.