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|   |  | **April 2023**  |  |  |  |   |
| **Sun**  |  | **Mon**  | **Tue**  | **Wed**  | **Thu**  |  | **Fri**  |  | **Sat**  |
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| **2**  | **3**  |  | **4**  | **5**  | **6**  | **7**  |  | **8**  |  |
| **9**  | **10**  |  | **11****Mandated Reporting** **1pm-2:30pm**  | **12**  | **13****Crisis Response &** **De-escalation training** **1pm-3pm**   | **14**  |  | **15**  |  |
| **16**  | **17**  |  | **18****Improving Resident** **Quality of Life** **1pm-2:30pm**  | **19**  | **20****Active Listening** **1pm-2:30pm**  | **21**  |  | **22**  |  |
| **23**  | **24**  |  | **25****Trauma Informed** **Care 1pm-2:30pm** **(1.5 CEU’s)**  | **26**  | **27**  | **28**  |  | **29**  |  |
| **30**  |  |  |  |  |  |  |  |

**Mandated Reporting**

* Understandthe reasons why mandated reporting is such a big deal.
* Learnthe regulations that cover mandated reporting.
* Increaseability to understand when you have to (and don’t have to) make a report.

**Crisis Response & De-escalation training**

* Learn about de-escalation.
* Identify verbal de-escalation techniques.
* Discuss how to maintain safety.
* Recognize when there is a potential crisis.
* Define validation.
* Highlight potential situations and what to do.

**Improving Resident Quality of Life**

* Increase understanding of what quality of life means.
* Recognize the importance of things like food and décor.
* Explore the difference between reasonable and unreasonable.
* Determine how regulations apply to quality-of-life issues.
* Expand awareness of community resources

**Active Listening**

* Understand how active listening can impact rapport & improve the quality of care you provide.
* Learn the fundamentals of active listening.
* Increase awareness of body language.
* Practice active listening skills.
* Know where to find resources for further practice & study.

**Trauma Informed Care (1.5 CEU’s)**

* Define Trauma Informed Care • Recognize the 6 stages of Trauma Integration
* Discuss common symptoms and effects.
* Identify WAC’s and regulations.
* The importance of Person-Centered Care