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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