

Behavioral Health Support Team Training Schedule

SEPTEMBER 2025						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1	2	3 AFH OPEN OFFICE HOURS 2pm-3pm AFH Register HERE!	4	5	6
7	8	9	10 ALF OPEN OFFICE HOURS 2pm-3pm ALF Register HERE!	11 Coping With Abuse Training-(2.5 CEU's) 10am-12:30pm Click HERE to register!	12	13
14	15	16 Active Listening (1.5 CEU) 1pm-2:30pm Click HERE to register!	17 Nursing Home OPEN OFFICE HOURS 2pm- 3pm NH Register HERE!	18	19	20
21	22	23	24 CCRSS OPEN OFFICE HOURS 2pm-3pm CCRSS Register HERE!	25 *NEW-Cognitive Impairment & Intimacy in LTC (1.5 CEU's) 1pm-2:30pm Click HERE to register!	26	27
28	29	30 Crisis Response & De- escalation training (No CEU's) 10am-11:30am Click HERE to register!	1	2	3	4

All trainings are on Zoom. If you have any questions, please email ALTSABHSTTraining@dshs.wa.gov . All scheduled trainings are open to providers and their staff, from different facilities, across the state. As a reminder, not all our trainings are certified for continuing education credits. Those trainings that offer continuing education credits are labeled as such. No certificates will be issued for trainings that do NOT offer continuing education credits.

**Behavioral Health Support Team
Training Schedule
OPEN OFFICE HOURS**

Facilitated by Behavioral Health Quality Improvement Consultants (BQICs), these hour-long sessions are a space to share experiences, explore solutions, and learn from each other in a supportive, collaborative environment. Each session is held over Zoom and tailored to your facility type - whether you're AFH, ALF, NH, or CCRSS. This is an opportunity for facilities to attend an on-line, informal meeting to ask questions and cover staff selected topics. All topics will be chosen based on survey responses from LTC providers who have participated in open-office hours surveys.

1st Wednesday of the month: Adult Family Homes (AFH)

2nd Wednesday of the month: Assisted Living (ALF)

3rd Wednesday of the month: Nursing Homes (NH)

4th Wednesday of the month: Certified Community Residential
Services & Supports (CCRSS)

Questions?

Email: RCSBHST@dshs.wa.gov

Website: [Behavioral Health Support for Providers | DSHS](#)

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Coping with Abuse (2.5 CEU's) ***Limit of 60 participants***

- Gain new perspective on what challenging behaviors mean to the resident.
- Understand what boundary setting is and why it's so critical.
- Learn where the line is between boundary setting and abuse.
- Develop strategies for coping with racism, homophobia, etc.
- Learn effective ways to 'get your head in the game' before providing care.
- Improve staff support between one another from 'the top down.'
- Increase your confidence - because you are a skilled caregiver!

Active Listening (1.5 CEU's)

- 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

***New Training! ***

Cognitive Impairment & Intimacy in Long Term Care, Federal & Community Programs- (1.5 CEU's)

- Increase critical thinking skills & comfort addressing this sensitive subject.
- Develop appreciation for differing points of view.
- Expand understanding of how people communicate.
- Explore the murky concepts of consent & capacity.
- Learn what state & federal law say.
- Get resources to help you find the best answer.

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Crisis Response & De-escalation training (No CEU's)

- **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.**

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