



Washington State  
Department of Social  
& Health Services

Transforming lives

RCS Behavioral Health Support Team



Are you interested in free behavioral health training for you and your staff?  
Do you or your staff need CEUs or required Trauma-Informed Care training?

## The RCS Behavioral Health Support Team Training Specialist has you covered!

The BHST Training Specialist has a unique blend of behavioral health and regulatory expertise. In each training, you will learn techniques and strategies to respond effectively to a variety of resident challenging behaviors while remaining in compliance with WACs.

### Training information:

- Each training will provide generalized, best practice knowledge on a subject. They will not focus on specific resident cases.
- Trainings are 1-2 hours in length.
- Continuing Education Credits are available for some trainings - with more to come.
- We offer a menu of trainings that are ready to go. However, if your building is dealing with something that is **not** on the menu, we would be happy to create something to meet your specific need.
- Trainings are offered throughout each month on a rotating basis ([click here](#) to see the latest calendars). However, we are flexible and would be happy to provide trainings on dates and times that work best for you.
- Trainings are presented on a web platform with a live instructor. On-demand recordings are not available currently.
- All staff from facilities across the state are encouraged to attend, regardless of role or discipline.

### Testimonials:

"I'm feeling hopeful! I took three pages of notes. I thought it was great training for my staff and found your stories especially helpful to illustrate your points."

"Krystle was so prompt and helpful in responding to my email, and we are registered for the Crisis Response and De-Escalation Training."

Please email [ALTSABHSTTraining@dshs.wa.gov](mailto:ALTSABHSTTraining@dshs.wa.gov) to schedule a training or for more information.

# RCS BHST TRAINING MENU

<p><b>Co-Occurring Disorders</b> (2 CEUs)</p>	<ul style="list-style-type: none"> <li>• Learn about Co-Occurring Disorders</li> <li>• A brief overview on Mental Health Disorders</li> <li>• A brief overview on Substance abuse</li> <li>• Identify ways to address behaviors</li> <li>• Discuss regulations and policies</li> </ul>
<p><b>Professional Boundaries: Residents with Sexualized Behavior &amp; Dementia</b> (1 CEU)</p>	<ul style="list-style-type: none"> <li>• Discuss inappropriate sexualized behavior related to dementia</li> <li>• Discuss WAC's in relation to Dementia care and Care planning</li> <li>• Go over behavioral approaches to manage, track and identify behavior</li> <li>• Identify ways to set personal boundaries</li> <li>• Recognize ways to have a team approach when dealing with difficult behaviors</li> </ul>
<p><b>Documentation Basics</b> (2 CEUs)</p>	<ul style="list-style-type: none"> <li>• Explain why documentation is important</li> <li>• Develop strategies to address the "downside" of documentation</li> <li>• Describe how documentation can help with regulatory compliance</li> <li>• Compare and contrast high quality documentation versus low quality documentation</li> <li>• Develop efficient documentation skills</li> <li>• Discover the value of using documentation to track behaviors</li> </ul>
<p><b>Trauma-Informed Care</b> (1.5 CEUs)</p>	<ul style="list-style-type: none"> <li>• Define Trauma-Informed Care</li> <li>• Recognize the 6 stages of Trauma Integration</li> <li>• Discuss common symptoms and effects</li> <li>• Identify WAC's and regulations</li> <li>• The importance of Person-Centered Care</li> </ul>
<p><b>Dementia training</b></p>	<ul style="list-style-type: none"> <li>• Learn about Dementia and Sundowning</li> <li>• Discuss ways to document behaviors, patterns and learn to intervene</li> <li>• Person Centered interventions</li> <li>• Identify ways to respond to behaviors</li> <li>• Recognize common facility mistakes and ways to correct them</li> <li>• Discuss Team approaches</li> </ul>

# RCS BHST TRAINING MENU

<b>Suicide Prevention and Responding to Concerns</b>	<ul style="list-style-type: none"> <li>• Understand the range of suicidality, ranging from vague thoughts to suicide completion.</li> <li>• Learn how to respond appropriately when you are concerned (or you know) that a client is suicidal.</li> <li>• Determine how regulations apply when it comes to responding appropriately to this behavior.</li> </ul>
<b>Active Listening</b>	<ul style="list-style-type: none"> <li>• Understand how active listening can impact rapport &amp; improve the quality of care you provide</li> <li>• Learn the fundamentals of active listening</li> <li>• Increase awareness of body language</li> <li>• Practice active listening skills</li> <li>• Know where to find resources for further practice &amp; study</li> </ul>
<b>Person-Centered Care For Behavioral Management and Best Practices</b>	<ul style="list-style-type: none"> <li>• Identify key principles in the Person-Centered Approach</li> <li>• Learn 3 Core principles for caregivers</li> <li>• Discuss how Trauma Informed Care is important in Person-Centered Care</li> <li>• Identify ways to deal with maladaptive behaviors</li> </ul>
<b>Professional Boundaries</b>	<ul style="list-style-type: none"> <li>• Understand Boundaries and how to “Stay in Bounds”</li> <li>• Learn what unmet needs are and 6 ways to Validate</li> <li>• Identify emotions and early interventions</li> <li>• Discuss behavioral approaches to manage, track and identify behavior</li> <li>• Identify ways to set personal boundaries</li> <li>• Recognize ways to have a team approach when dealing with difficult behaviors</li> </ul>
<b>Hoarding 101</b>	<ul style="list-style-type: none"> <li>• Understand more about Hoarding Disorder</li> <li>• See where hoarding behaviors &amp; regulations intersect</li> <li>• Learn interventions that may help less the impact of hoarding</li> </ul>
<b>Improving Resident Quality of Life</b>	<ul style="list-style-type: none"> <li>• Increase understanding of what quality of life means</li> <li>• Recognize the importance of things like food and décor</li> <li>• Explore the difference between reasonable and unreasonable</li> <li>• Determine how regulations apply to quality-of-life issues</li> <li>• Expand awareness of community resources</li> </ul>

# RCS BHST TRAINING MENU

## **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