



## MEETINGS/OPPORTUNITIES AVAILABLE TO CLS STAFF

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**CLS Board of Directors** Chairperson: Dohn Hoyle  
The fourth Tuesday of the month at 5:30 p.m. in CLS Boardroom.  
January 26, 2010, February 23, 2010 and March 23, 2010

**Peer Support/Leadership Work Group**

The Peer Support/Leadership Work Group was developed to empower individuals with disabilities and increase their opportunities to influence the service system. “Empower” means providing individuals with information, assisting individuals in building connections and giving individuals control. The primary focus of this group is developing and initiating leadership, self-advocacy and self-determination skills. The group is comprised of about 20 people supported by CLS. Issues the group is discussing and working on include: Leadership in the community, How to be an Advocate, Talking points to discuss with legislators and discussion points for community leaders. Meetings are the last Wednesday of every other month 1:00 p.m. – 2:30 p.m. in CLS Auditorium. The next meetings are scheduled for January 27, 2010 and March 31, 2010.

**Citizens Advisory Council** Chairperson: Tiffany Devon  
Jim Dehem updates the group on what’s going on out and about the agency.  
Two sub groups:

- Satisfaction Surveys data review for trends and to make recommendations to CLS. CLS Quality Management Representative
- Rights & Advocacy Department provides information regarding the Recipient Rights system.

Next committee meeting, Friday, January 29, 2010, 10:00 a.m., Boardroom.

**Liberty Hill Housing Corporation** Homebuyers Program/Home Buyers Club for Low-Income Families and Persons with Disabilities. Learn and/or assist people who are receiving services and supports about: *Home Ownership, Mortgage Programs, Down payment, Forms of Credit, Eligibility Guidelines, Grant Funding, Purchase Price Limit, Income Limit, Good Credit, Mortgage Approval and MOVING IN!* Information, including Homebuyers Club membership applications, available from Peggy Frankie, office located at CLS, #734-722-6161. NOTE: Homebuyers Club offering information about homeownership opportunities for people with disabilities and low income families. Contact Peggy Frankie for meeting details at 734-722-6161.

**PEOPLE FIRST** of Western Wayne County will meet on an as needed basis.  
For more information contact The Arc of Western Wayne County at 734-729-9100

**CLS Blood Drive** Watch for flyers with dates. Sign up with Cynthia Whisler by e-mail or at ext. 5840.

**Community Living Services is located at 35425 Michigan Ave. in Metro Place Mall just west of Wayne Road, Wayne, Michigan 48184**



# TRAINING CALENDAR

## JANUARY 2010

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
				1. <b>HOLIDAY</b>	
4.	5.	6.	7. <b>BLOOD DRIVE</b> 10:00am – 4:00pm Call: Cynthia Whisler ext.5840 or e-mail <b>Auditorium</b>	8. 9:00am – 4:00pm <b>“CPR and First Aid”</b> Call: Hilary ext. 4595 Radcliff Center, Garden City	
11.	12.	13.	14.	15. 9:30am-10:30am <b>for CLS Employees</b> 1:30pm-2:30pm <b>for non CLS Employees</b> Cathy Turner <b>“Infection Control and Standard Precautions”</b> Call: Hilary ext. 4595 or 734-722-4595 <b>Auditorium</b>	
18. <b>HOLIDAY</b>	19. 10:00am – 11:00am Sharon Jablonski <b>“CLS Contract Compliance Concerns Resolution Process”</b> Call: Sharon ext. 7842 or 734-722-7842 <b>Conference Room E</b>	20.	21.	22. 9:00am – 4:00pm <b>“CPR and First Aid”</b> Call: Hilary ext. 4595 Radcliff Center, Garden City	
25.	26.	27.	28.	29.	

Contact John Sigworth x4594 to schedule small group sessions of **Spirit of Support** and **H.E.L.P.**. Each of the two presentations is 1½ hours in length.  
Contact Chris Kaller x4297 for specific group computer needs/problems and individualized sessions.



# TRAINING CALENDAR

## FEBRUARY 2010

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
1.	2.	3.	4.	5. 9:00am – 4:00pm “CPR and First Aid” Call: Hilary ext. 4595 Radcliff Center, Garden City	
8.	9. 10:00am – 11:00am Sharon Jablonski “Residential Provider Transfer Process” Call: Sharon ext. 7842 or 734-722-7842 Conference Room E	10.	11.	12.	
15. HOLIDAY	16.	17. 9:00am-3:00pm Chandra Cozart, Sharon Jablonski and Joanne Nicholson “Ethical Considerations of Social Work for Adults and Children with Developmental Disabilities” Call: Hilary ext. 4595 Auditorium <u>Registration: 8:30am-9:00am</u> 5 CEC	18.	19. 9:00am – 4:00pm “CPR and First Aid” Call: Hilary ext. 4595 Radcliff Center, Garden City	
22.	23. 9:00am – 11:00am Guest Speakers “CLS Workplace Safety” Evacuation-Take Shelter Plans for CLS Call: Hilary ext. 4595 Conference Room E	24. 1:30pm-3:00pm Helen Long-Eady “Customer Services” Call: Hilary ext. 4595 or 734-722-4595 Auditorium	25.	26. 9:00am-12:00pm or 1:00pm-4:00pm Cathy Turner/Julie Kraemer “Annual Medication Administration Review for Direct Hire Staff” Call: Hilary 734-722-4595 Radcliff Center Room 280	

Contact John Sigworth x4594 to schedule small group sessions of **Spirit of Support** and **H.E.L.P.**. Each of the two presentations is 1½ hours in length.  
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# TRAINING CALENDAR

**MARCH  
2010**

Monday	Tuesday	Wednesday	Thursday	Friday	COMMENTS
1.	2.	3.	4.	5. 9:00am – 4:00pm “CPR and First Aid” Call: Hilary ext. 4595 Radcliff Center, Garden City	
8.	9.	10.	11.	12.	
15.	16. 9:00am-12:00pm or 1:00pm-4:00pm Cathy Turner/Julie Kraemer “Annual Medication Administration Review for Direct Hire Staff” Call: Hilary 734-722-4595 Radcliff Center Room 280	17.	18.	19. 9:00am – 4:00pm “CPR and First Aid” Call: Hilary ext. 4595 Radcliff Center, Garden City	
22.	23.	24. 1:00pm -3:00pm Helen Long-Eady “Cultural Competency & Limited English Proficiency” Call: Hilary ext. 4595 or 734-722-4595 Auditorium	25.	26.	
29.	30.	31.			

Contact John Sigworth x4594 to schedule small group sessions of **Spirit of Support** and **H.E.L.P.**. Each of the two presentations is 1½ hours in length.  
Contact Chris Kaller x4297 for specific group computer needs/problems and individualized sessions.

**Synopses of presentations are listed in alphabetical order by title of the presentation. Following each, lists the audience to whom the information is directed and/or would be of benefit.**

### **CLS Contract Compliance Concerns Resolution Process**

Training reviews the process in place to resolve concerns, problems or issues related to contractual CLS Network Providers. Learn what roles and responsibilities CLS staff and Providers have in working toward timely resolutions. This training is for CLS staff and CLS Network Providers. It is especially recommended for Personal Agents.

### **Cultural Competency and Limited English Proficiency**

Learn about the changing demographics that impact our lives and the lives of people supported by CLS, also the laws and policies related to diversity. This knowledge will improve the ability of people to perform their job responsibilities in a culturally competent, sensitive manner; for all CLS staff, CLS Network Provider representatives, people enrolled with CLS, their family members and caregivers.

### **Customer Services**

Often we have only one chance to create a good first impression with our customers. Sharpen your skills in regards to communicating and addressing your customers' needs in an efficient, culturally sensitive and satisfactory manner. Learn about the options that exist for formally resolving customer complaints and grievances and the important role you play in this competitive world of manage care. Training will focus on the basics including: communication, respect, problem solving, referrals and customer satisfaction. This training is intended for CLS staff, CLS Network Provider representatives and people enrolled with CLS/MCPN particularly those who may be involved in a Micro-Enterprise business. Also provided will be tips and suggestions for improving customer service particularly when working with children and their families.

### **Infection Control and Standard Precautions**

Would you know what to do or who to contact if you had an exposure incident at work? What is an exposure incident? Answers to these questions will be covered as well as information on microorganisms that can cause disease, how infections are spread and how to reduce the spread of infection. Standard Precautions including hand hygiene, cough etiquette, personal protection equipment and cleaning blood spills will also be covered. Information about Hepatitis, HIV, AIDS and Influenza will be included in the training. This training will meet the annual Infection Control training required for all CLS Employees.

### **Residential Provider Transfer Process**

Training reviews the process in place when a contractual home in which individuals supported by CLS live changes Residential Providers. Learn what roles and responsibilities CLS staff, Liberty Hill staff and Residential Providers have regarding a change in Residential Provider. This training is for CLS, Liberty Hill and Residential Provider staff. It would be especially helpful to CLS Personal Agents, Coaches, Contract Managers and Liberty Hill Property Management Specialists.

**Trainings with Social Work  
Continuing Education Credits  
JANUARY-MARCH, 2010**

**Ethical Considerations of Social Work for Adults and Children with Developmental Disabilities 5 CEC**

This training provides information on the concept of ethics, and how professional and organizational codes of ethics, and administrative rules and standards, inform social work practice, especially practice by social workers who work with adults and children with developmental disabilities. The training will also address ethical dilemmas, and training participants will discuss various ethical dilemmas that social workers for adults and children with developmental disabilities are likely to confront.

**Note: Registration is from 8:30 am – 9:00 am. The training starts promptly at 9:00 am and there will be a 45 minute lunch break on your own. Please refer to the attendance guidelines listed on the last page.**

**Training for Direct Hire Staff**

**Annual Medication Administration Review for Direct Hire Staff**

This review class is designed for Direct Hire Staff/Personal Assistants that do not have a designated person available to them for completion of the annual medication administration review. To attend this review, the participant must have successfully completed a DCH approved Basic Medication class. There will be a short lecture and skill demonstration by a registered nurse. Participants will be allowed practice time if needed. Each participant will complete the transcription for and a return demonstration of two common forms of medication. This demonstration will be similar to the return demonstration performed in the Basic Medication class.

## **Guidelines for Social Workers to follow to receive Continuing Education Credits for course attendance.**

- ◆ To allow enough time for registration and refreshments, participants should arrive 15 to 30 minutes prior to the scheduled start of the program
- ◆ “Grace period” up to 10 minutes after program starts. Anyone arriving more than 10 minutes after program starts may stay for the program, but will not receive CEC. **No exceptions.**
- ◆ Participants must have signed in, attended the entire course, completed an evaluation and signed out in order to receive a Certificate of Course Attendance that will verify the attainment of CEC for the program.
- ◆ Every Continuing Education Program will be monitored and participants not fulfilling the requirements listed above will not receive a certificate.
- ◆ Failure to sign in or sign out, OR being absent for more than 10 minutes per hour/60 minutes of scheduled programming, will result in forfeiture of credit for the entire course.
- ◆ We are unable to make exceptions and partial credit is not available.
- ◆ Attendance Certificates will be distributed at the end of the program when Course Evaluations are turned in.

**NOTE: Feel free to detach this page to keep as a reference.**