



Commonwealth of Massachusetts
**Department of
Developmental Services**

DDS METRO REGION

2022

Virtual Training Handbook

REGISTRATION INFORMATION

*******PLEASE NOTE *******

REGISTRATION IS MANDATORY

REGISTER USING YOUR INDIVIDUAL EMAIL ADDRESS

AFTER REGISTERING YOU WILL RECEIVE AN EMAIL CONFIRMATION

Be sure to complete all required information. Confirmation emails are sent with each successful registration. It is important we have correct contact information in case we need to reach you with announcements, preparatory materials or in the event the training is cancelled.

WHEN SIGNING UP PLEASE REMEMBER

- 1.** Please notify us immediately if staff will not be attending a session for which they have registered. We maintain a waitlist and appreciate the chance to enroll someone waiting.
- 2.** Agencies are encouraged to have another person attend as a substitute for the registered person should they be unable to attend, however this needs to be confirmed through the registration email process.
- 3.** A consistent “no show” pattern may result in limits on the number of agency staff permitted to register for future trainings.
- 4.** Please limit registration to four people per agency. Also please note all trainings will start on time.
- 5.** Trainings may be cancelled if there are not enough people registered.
- 6.** Unless otherwise specified, all trainings will be held virtually on Webex. Links will be provided to all who register.

JOINING THE TRAINING:

On the morning of the training, all who have registered will receive an email which will include the meeting link, number and password needed to access the training.

DEVICES TO USE WHEN TAKING THE TRAINING:

Joining a training with a PC or laptop is recommended, however you may also join using a smartphone or tablet after downloading the Webex app. The device you use to attend the training must have audio and should have video (camera) capacity. After connecting to the training, if you are having difficulty with the meeting audio, you will have the option of connecting to audio by calling/dialing in while maintaining the visual on your primary device.

UNFAMILIAR WITH WEBEX?:

Prior to the training date:

1. Download and install Webex onto your PC or laptop.
 - It can be found here: <https://www.webex.com/downloads.html>
2. Check out these resources to view Webex guides, tutorials and other help:
 - Webex Help Center: <https://help.webex.com/en-us/>
 - Webex Essentials: <https://essentials.webex.com/>
3. Connect to a test meeting to check your device setup:
 - Webex Test Meeting: <https://www.webex.com/test-meeting.html>

ACCOMMODATIONS:

Please indicate when registering if you need accommodations or information in an alternative format. We will do our absolute best to accommodate your needs.

MEET THE TRAINING TEAM!!

In case of questions or concerns, please feel free to reach out to any member of the Metro Regional Training Team.

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Welcome!

Welcome to the MassAchieve Learning System

In MassAchieve you'll find active mandatory trainings and much more.

We have launched our new learning system with an initial focus on both agency and statewide mandatory trainings. Additionally, you have the opportunity to explore more than 3,000 eLearning courses on a huge range of topics, from communications to leadership development to safety and wellness and more...all available at no charge, 24/7.

Time to log in!

MyPath is the connection between MassAchieve (our new learning site), and MassPerform (our new performance evaluation site.) If you have already logged into MyPath or MassPerform for managers, please use the same login and password for MassAchieve.

If you haven't logged in before, see below.

Go to: <https://mass.csod.com>

User name: Your Employee ID number

Temporary Password: Welcome1!

- Please login and get to know your MassAchieve "Learner home" page and explore the system. Learner home will become a hub for your learning and training experiences!
- You can find your assigned Commonwealth and/or agency training requirements in your Transcript section on your Learner home page.
- Please review your assigned mandatory training courses and your completion due dates.
- Search the large MassAchieve course catalog to find optional learning opportunities.

We've put together a short video tour for new users.

Check it out at: <https://www.youtube.com/watch?v=HfXzKrF04FY>

Managers, additional features you have in MassAchieve:

- View your direct reports and their transcripts.
- Explore the "Search" bar for optional trainings that are available, for yourself or for your team members.

Need extra help or support?

Find resources on <https://www.mass.gov/info-details/massachieve> or email mypath@mass.gov

Learn. Grow. Succeed!

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NEW EMPLOYEE ORIENTATION

NEW EMPLOYEE ORIENTATION (NEO). All new DDS employees, regardless of position, are expected to complete, at a minimum the following orientation classes during their orientation.

A Life Like Any Other/ Self Determination/Self Direction
Acquired Brain Injury Overview
Autism Spectrum Overview
Basic Human Rights
Confidentiality is a Right to Privacy (HIPAA)
Deaf Culture
Introduction to DDS and State Service
Introduction to Positive Behavioral Supports
Language Access
Mandated Reporter
Person-Centered Planning
Risk Management and Internal Controls
Understanding the People We Support
Workplace/Team Communication

METRO RESIDENTIAL SERVICES (MRS) NEW EMPLOYEE ORIENTATION.

All new direct support professionals attend additional training led by the MRS Clinical Team. Additional site specific trainings are coordinated by the MRS Team.

Communication Methods
Dysphagia and Diet Texture Preparation
EO 509 Food Standards
Falls Prevention & Healthy Lifestyles
Health and Safety
Injury Free Lifting
Neutral Writing
Relationships and Recreation
Relationships and Sexuality
Sensitivity
Understanding the Function of Behavior/Data Collection
Welcome to MRS and Meet the Director

Depending on the training needs of the position, additional (orientation) training may be required of DDS employees.

**New Employee Orientation is offered virtually for all new DDS staff in the Metro Region.
*This training is only open to DDS Employees.**

EOHHS Mandatory Trainings Requirements

In addition, all DDS employees are expected to complete **MANDATORY EOHHS ADMINISTRATIVE TRAINING:**

- Annual Conflict of Interest Summary
- Conflict of Interest LAW (Part 2)
- EOHHS Annual Information Security Training
- EOHHS Acceptable Use Policy
- Cyber Security Awareness
- Domestic Violence
- Workplace Violence
- Preventing Workplace Harassment
- Diversity Awareness Part I (plus an additional session managers and supervisors only)
- Disability Awareness (plus an additional session managers and supervisors only)
- Human Services Worker Safety
- Unconscious Bias

Please ask your regional training director for the current list of courses.

Medication Administration Program (MAP)

Certification Training

The online MAP Certification Training is a self-paced computer-based program offered **in place of** the 16 hour in-person training. It is offered on the first and third Thursday of the month and students are allowed two weeks to complete. Students cannot enroll themselves; they must be enrolled by a MAP Trainer. If the student's employer/Service Provider does not have a MAP Trainer, there is a list of independent MAP Trainers who will provide the training for a fee. The Independent MAP Trainer List can be found at:

https://www.hdmaster.com/testing/othertesting/massachusetts_cma/forms/Independent%20MAP%20Trainers%20112520.pdf

Students have two weeks to complete the online course and will require:

- a computer or laptop with an internet connection.
- a camera on their phone, tablet, or computer that will allow them to take video and upload it through the internet, as well as participate in Web Ex or Zoom video meetings.
- a Resource Packet to be used to practice and complete the skills pretests.
- logistical support, (i.e., Service Provider Designee to answer technical questions, dedicated time for student to complete training, etc.)

These requirements are covered in detail in a document titled "Supporting Staff for Online Learning" found at <https://mapmass.com/>. This is the MAP website dedicated to all MAP training information and resources including a detailed FAQ section.

Medication Administration Program (MAP)

Certification Testing

Once a student completes the MAP Certification Training, they will need to pass the MAP Certification Test provided by the state contracted vendor responsible for testing, D & S DT. Certification testing consists of three **virtual** tests:

- Knowledge test-completed via Zoom with a D & S DT Test Observer
- Transcription test-completed via Zoom with the assistance of the Service Provider Proctor and a D & S DT Test Observer
- Medication Administration Demonstration-completed via Zoom with the assistance of the Service Provider Proctor and a D & S DT Test Observer

For more information regarding virtual MAP Certification Testing, visit the Massachusetts home page located on the D & S DT website <https://www.hdmaster.com/>

Please note on occasion, the DDS Metro Region MAP Coordinator will be offering the online Certification training. The dates will be announced quarterly in the DDS Metro Training Calendar. For DDS Service Providers within the Metro area, please contact Mary Despres at Mary.Despres@mass.gov for further information.

THE OFFICE OF HUMAN RIGHTS

The Office of Human Rights oversees a system of safeguards to affirm, promote and protect the human and civil rights of the people the Department supports. Under this system individuals are engaged to the maximum extent feasible in directing their own lives. The system also helps individuals overcome obstacles to leading more vital and satisfying lives in more typical settings, and to be free from abuse and mistreatment.

The Office of Human Rights offers: networking, training (support staff, self-advocates, committees, officers, etc.), consultation and/or direct advocacy in complex or difficult situations and, information on any Human Rights questions.

BASIC HUMAN RIGHTS

Safeguarding the rights of the people we support is a shared responsibility. Families, staff, human rights officers, legal representatives, and the individuals themselves must all work together to ensure that a person's rights are respected. This class will provide some background on human rights including a historical perspective, and provide a foundation for the role of supporting people.

HUMAN RIGHTS OFFICER TRAINING

This is the approved curriculum for staff to be certified as Human Rights Officers (115CMR 3.09(3)). Participation in Basic Human Rights training (see offering above) is expected prior to attending HRO training.

This class prepares participants to be an effective Human Rights Officer for people they support and is required for those who will be taking on the role of the Human Rights Officer. Topics covered include the structures and policies within DDS to provide safeguards for the rights of people who receive services and supports, the role and responsibilities of the Human Rights Officer, strategies to empower people to exercise their Rights, and the resources available to the HRO in carrying out their responsibilities.

HUMAN RIGHTS NETWORKING

The Human Rights networking group meets the fourth Friday of every month from 10:00am – 11:30am. Please email Amy.Boone@mass.gov for the link to join.

COURSE DESCRIPTIONS:

A LIFE LIKE ANY OTHER

It is important for new employees to know the Department exists to support people with Developmental Disabilities to have a life like anyone else. People with disabilities have been historically seen as needing to be cared for. Today, we understand that people with disabilities have hopes, dreams and desires to succeed. They are just like us. As Department employees, we have a unique opportunity to enhance the socially valued roles of people with Developmental Disabilities. We also recognize that we represent the people served by the Department when we speak about our work to family, friends, and neighbors.

BEST PRACTICES FOR VIRTUAL MEETINGS

Learn how to adapt to the new online meeting environment. Effective strategies for hosting online meetings and working well with others in the virtual world will be topics of discussion.

COMMUNITY CONNECTIONS

This training focuses on creating and connecting people with local recreational and social events. Participants will be provided with an assessment tool to identify leisure preferences. We will discuss ways to connect individuals to social opportunities based on their interests.

Through a person centered lens, we will discuss guiding individuals to make decisions about accessing available community resources. In addition, the proven health and emotional benefits of friendships and social connections will be discussed. Participants will leave with information about resources to locate social opportunities.

COMPASSION FATIGUE

Feel burnt out or fatigued? Join us to understand the difference between and identify symptoms of burnout and compassion fatigue. Identify and practice suitable self-care strategies to help you stay fit and healthy.

CONFIDENTIALITY IS A RIGHT TO PRIVACY/ HIPAA

In our work, we handle information that is personal to the people supported by the Department. Whether this information is written or oral we are responsible for protecting it. This presentation will inform staff of their responsibility to protect the privacy of the individual by limiting access to personal health information and personal information. Fulfilling confidentiality responsibilities supports the Department's Mission. This includes the 504 Executive order regarding security of information.

DE-ESCALATION STRATEGIES

Do you have difficulty when it comes to de-escalating anxious, hostile or challenging behavior? Are there people in your life, either at work or at home, who you want to be better able to support when they escalate?

This training will outline strategies to help prevent escalation and provide de-escalation tips, tools and strategies. Discussion will include a variety of contexts, such as supporting an escalating individual, de-escalating two arguers and how to safely attempt to break up an escalating group.

DISABILITY AWARENESS (ELEARNING CLASS)

This eLearning course has been designed in accordance with Executive Order 526, regarding non-discrimination, diversity, equal opportunity, and affirmative action. Completion of this course meets the mandated requirements for Diversity Awareness Part II.

DIVERSITY AWARENESS

Increasingly, we work within a more diverse, multicultural workplace. Those we work with and those persons with disabilities we support come from and offer the benefit of growing up and living within diverse cultures. This class is designed to underscore this reality, define diversity, increase awareness of and respect for diversity, introduce new employees to the dynamics of stereotyping and its impact on our interactions with others, and offer practical suggestions to support professional behavior practices within the DDS workplace environment. The framework of this class is DDS's Diversity Vision and Plan.

EO 509 WORKSHOP: OVERVIEW OF MASSACHUSETTS STATE AGENCY FOOD STANDARDS, REQUIREMENTS, AND RECOMMENDATIONS

The goal of Executive Order 509 is to improve the health of individuals served by state agencies, including those served by the Department of Developmental Services. An overview of the standards, requirements, and recommendations for food purchased and prepared for individuals served by all state agencies within the Executive Department. These standards apply to those agencies within the Executive Department which provide food, whether directly or through contract, as part of the basic services provided to individuals supported by DDS provider agencies. Included are:

Standards for Purchased Food

- Addresses food items purchased by agencies and their contractors and gives specific standards by food category.

Standards for Meals and Snacks Served

- Addresses the overall nutrient requirements that should be achieved based on the number of meals and snacks served and describes standards for snacks and special occasions.

Agency and Population-Specific Standards and Exceptions

Current Label	New Label																												
<p>Nutrition Facts Serving Size 2/3 cup (55g) Servings Per Container About 8</p> <p>Amount Per Serving Calories 230 Calories from Fat 72</p> <p>% Daily Value*</p> <p>Total Fat 8g 12% Saturated Fat 1g 5% Trans Fat 0g</p> <p>Cholesterol 0mg 0%</p> <p>Sodium 160mg 7%</p> <p>Total Carbohydrate 37g 12% Dietary Fiber 4g 16% Sugars 1g</p> <p>Protein 3g</p> <p>Vitamin A 10% Vitamin C 8% Calcium 20% Iron 45%</p> <p><small>* Percent Daily Values are based on a 2,000 calorie diet. Your daily value may be higher or lower depending on your calorie needs.</small></p> <table border="1"> <tr> <td></td> <td>Calories:</td> <td>2,000</td> <td>2,500</td> </tr> <tr> <td>Total Fat</td> <td>Less than</td> <td>65g</td> <td>80g</td> </tr> <tr> <td>Sat Fat</td> <td>Less than</td> <td>20g</td> <td>25g</td> </tr> <tr> <td>Cholesterol</td> <td>Less than</td> <td>300mg</td> <td>300mg</td> </tr> <tr> <td>Sodium</td> <td>Less than</td> <td>2,400mg</td> <td>2,400mg</td> </tr> <tr> <td>Total Carbohydrate</td> <td></td> <td>300g</td> <td>375g</td> </tr> <tr> <td>Dietary Fiber</td> <td></td> <td>25g</td> <td>30g</td> </tr> </table>		Calories:	2,000	2,500	Total Fat	Less than	65g	80g	Sat Fat	Less than	20g	25g	Cholesterol	Less than	300mg	300mg	Sodium	Less than	2,400mg	2,400mg	Total Carbohydrate		300g	375g	Dietary Fiber		25g	30g	<p>Nutrition Facts</p> <p>1 8 servings per container Serving size 2/3 cup (55g)</p> <p>2 Amount per serving Calories 230</p> <p>% Daily Value*</p> <p>3 Total Fat 8g 10% Saturated Fat 1g 5% Trans Fat 0g</p> <p>Cholesterol 0mg 0%</p> <p>Sodium 160mg 7%</p> <p>Total Carbohydrate 37g 13% Dietary Fiber 4g 14% Total Sugars 12g</p> <p>4 Includes 10g Added Sugars 20%</p> <p>Protein 3g</p> <p>5 Vitamin D 2mcg 10% Calcium 260mg 20% Iron 8mg 45% Potassium 235mg 6%</p> <p>6 * The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.</p>
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If you are looking for more information or to gain access to the online EO509 course, please send an email to dph@framingham.edu including your name and facility/agency.

FIRE SAFETY

The primary purpose of fire safety is to give staff an orientation to the actions they can take to prevent as well as respond to a fire in a home. The training emphasizes prevention, preparedness and response. Through lecture, slide and video format, trainers sensitize staff to the serious consequences of a fire and the importance of developing an effective evacuation plan and practicing the evacuation procedures so that everyone is aware of what to do in a fire emergency.

This curriculum is the DDS approved Fire Safety Training. It will provide participants with basic information about the causes and types of fires, as well as fire prevention, smoke and smoke detectors, and evacuation procedures. Prevention, preparedness, and response are the key elements of this training.

To receive a certificate, individuals must attend the entire training. Participants will be responsible for ensuring their agency receives a copy of their certificate. Latecomers will not be admitted after the first fifteen minutes so please be on time. This means that all participants must know where they are going and how to get there in advance.

Please be sure to register through your agency.



HEALTH: COMMON CONDITIONS AND PROVIDING SUPPORT

This class will focus on the health needs of the people we serve with an emphasis on the role of the non-medical support person in observations and interventions. Factors that influence health, universal precautions, choking, seizures, pica, diabetes, and side effects of psychotropic medications will be reviewed.

HEALTHY BOUNDARIES FOR CAREGIVERS

This workshop will cover the importance of professional boundaries for all levels of staff. We will discuss the definition of ethical boundaries including issues of, self-disclosure, touch, dual and multiple relationships, Internet transparency, home visits, and confidentiality. We will utilize case scenarios and small group discussion to discuss best practice when modeling boundaries with individuals we serve.

HEALTHY LIFESTYLES FOR PEOPLE WITH IDD

Anyone, regardless of their level of ability, can live a happy and healthy lifestyle.

This course will identify strategies for caregivers to promote and introduce Individuals to ways of eating healthier, ways to get moving, and how to live a life with less stress.

Maintaining good health, over time, can improve anyone's wellbeing.

INTERNET SAFETY

In today's society the internet and social media have become a universal way to communicate and gather information. More than ever, individuals with intellectual disabilities are using the internet. Social media can be a positive resource for social and community integration. At the same time the internet and can carry many risks including fraud and cyberbullying. This class will cover safe ways to use the internet and prevention of risk to individuals.

INTRODUCTION TO DDS AND STATE SERVICE

The Introduction to DDS and State Service provides a forum to introduce new employees to the Department, making them feel welcomed and valued. It is an opportunity to familiarize employees with the Department's history, mission, values and culture. The focus is how each employee, regardless of job title, contributes to the Mission of the Department.

INTRODUCTION TO FRIENDS

People in the lives of the individuals we serve include family, advocates, paid staff and other people with disabilities. It is a priority for the Department to help support our individuals to develop friendships in the community. Learning objectives include defining “friendship”, listing specific benefits of friendships, and identifying and explaining obstacles to friendships. Participants are encouraged to develop a friendship plan for someone they are actively supporting now.

INTRO TO MENTAL HEALTH: SUBSTANCE ABUSE

Mental health issues are common in society and it is important to recognize symptoms early on. This course is an overview on substance abuse, how to recognize the signs and symptoms, risk factors, warning signs, common used substances, and how to be proactive in offering support.

INTRO TO MENTAL HEALTH: TRAUMATIC EVENTS

Mental health issues are common in society and it is important to recognize symptoms early on. This course is an overview on traumatic events such as disruptive or aggressive behavior, acute psychosis, and panic attacks. Learners will be introduced to how to recognize the signs and symptoms, and how to be proactive in offering support.

INTRO TO MENTAL HEALTH: UNDERSTANDING DEPRESSION AND ANXIETY

Mental health issues are common in society and it is important to recognize symptoms early on. This course is an overview on anxiety and depression, how to recognize the signs and symptoms, and how to be proactive in offering support.

INTRODUCTION TO MICROSOFT OUTLOOK

- Please plan to use a laptop or PC when connecting to any part of this training.
- A basic understanding of using a mouse and keyboard is required.

Have you ever wanted to use Microsoft Outlook but needed help getting started?

These trainings will provide an entry-level introduction to the Microsoft Outlook program. The training is broken up into three parts so you can choose the areas you want or need to learn more about.

1. General Overview, Layout and Customization

- An overview of the program menus and functions
- Navigate Outlook to read and respond to emails
- Format and send new emails
- Attach files and add pictures to messages

2. Using Folders & Rules

- How to create, rename and delete e-mail folders within your account
- Utilizing folders to organize messages
- Creating and managing rules to automate message organization

3. Outlook Calendar & Tasks

- Create appointments and schedule meetings in Calendar
- Share your Calendar with others
- Create and use Tasks to avoid forgetting anything you feel is important

INTRODUCTION TO POSITIVE BEHAVIOR SUPPORTS

This training provides human service professionals with an introduction to Positive Behavioral Supports (PBS). This approach is fundamental to the way DDS approaches services and supports for people with intellectual disabilities. Based on a person-centered approach, prevention rather than reaction, PBS provides an individualized and holistic way to improve services and supports.

ISP – THE INDIVIDUAL SUPPORT PLAN

This 2 day workshop covers Person Centeredness and the ISP. Day One covers Person Centeredness a necessary practice in developing meaningful individual support plans. Person centered planning tools will be reviewed and practiced. Using this approach, the focus is on the individual and that person's vision of what they would like for their future. Day Two of this workshop covers the nuts and bolts of the ISP. This session focuses on the development of a vision for the future utilizing the 4 key questions. Participants will learn how to develop and relate goals back to the Vision, write SMART objectives, develop SMART provider support strategies, and how to collect accurate data.

NEUTRAL WRITING WORKSHOP: WHAT WE WRITE MATTERS

Documentation is an important part of our jobs. What we write and how we write matters. As we write information about the lives of people we support, we need to be able to write neutrally. Neutral or professional writing is the standard for professional/clinical reports, memos, incident reports, clinical notes, etc. This workshop offers an opportunity to practice neutral writing and neutral thinking, learn some additional tips about professional writing and serve as a reminder of good professional/neutral writing practices. This workshop is designed to offer multiple opportunities to practice neutral thinking and writing with a follow-up discussion of best practice.

PARTNERING WITH FAMILIES

This workshop is designed to develop best practices for working in partnership with families involved with DDS services. We will discuss the importance of effective communication and active listening when working with families. This training is intended to assist all levels of staff in their work and explore the issues and experiences influencing families and how staff and family members relate to each other.

PERSON CENTERED PLANNING

Person-centered planning is a way of thinking and doing things that views the people we support as equal partners in planning, developing and monitoring their support to make sure it meets their needs. This means putting people and their families at the center of decisions and seeing them as experts, working alongside professionals to get the best outcome. Person-centered planning is not just about giving people whatever they want or providing information. It is about considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions. Being compassionate, thinking about things from the person's point of view and being respectful are all important practices in achieving meaningful success.

RECHARGING YOUR BATTERY: TOOLS FOR SELF-CARE

As professional caregivers we are responsible for the health and well-being of individuals on a daily basis. In order to preserve our energy and provide compassionate care, it's vital to also focus on our own self-care. Participants will create a personal plan to prioritize healthy lifestyles and choices for a happy work/ life balance.

RELATIONSHIPS AND SEXUALITY

This training will provide information and approaches to discussing relationships and sexuality with individuals with intellectual and developmental disabilities. Participants will gain an understanding of best ways to create dialogue with individuals about healthy and safe relationships. This session is not a Training of Trainers (TOT).

SELF- CARE AND STRESS MANAGEMENT

As caregivers, we are often faced with challenging and stressful situations. In order to manage stress we must prioritize self-care. This workshop will focus on identifying and managing work related stress. We will also develop ways to stay resilient and to create work/ life balance while caring for others.

SUPPORT AND HEALING THROUGH GRIEF AND LOSS

Loss is a frequent occurrence in the lives of people with IDD and an inevitable event for all of us. In this class we will define the different types of losses, different types of grief, and the role that culture plays in the grieving process. This class will teach staff effective strategies to better support individuals through the grieving process.

TEACHING AND LEARNING

Understanding the principles of adult learning is crucial to the delivery of many DDS services. This training will review the principles of adult learning, identify characteristics of different learning styles, discuss strategies for teaching to different learning styles and developing a learning plan for someone with an intellectual disability.

UNDERSTANDING DEMENTIA IN ADULTS WITH IDD

This training provides human service professionals with information on dementia and adults with intellectual disabilities. We will discuss communication tips and strategies for staff when working with individuals with dementia along with understanding related behaviors. Participants will learn about practical ways to support individuals in a person-centered way, including “dementia-friendly” recreational activities and community programs.

UNDERSTANDING THE PEOPLE WE SUPPORT

This segment is designed to provide a general overview of Developmental Disabilities, including the definition of Developmental Disabilities currently used by DDS, prevalence and brief overview of causes, and the learning potential of people with Developmental Disabilities. The focus of this class is to emphasize the importance of valuing the people we support while promoting the Department's Mission. The emphasis throughout will be on creating positive, constructive learning environments that encourage the best potential and outcomes for people supported by the Department.

WORKPLACE COMMUNICATION

In every part of the organization, people's ability to perform their job responsibilities depends in part on their ability to communicate effectively as a member of a team, or perhaps several teams. Teams may be formal or informal, standing or temporary but in all cases, relationships, collaboration, communication, and effectively dealing with differences and conflict are essential. This session will focus on the importance of communication between teams in the DDS system with regard to fostering a learning environment.

WRITING SMART OBJECTIVES

All members of the Individual Support Plan (ISP) team play a crucial role in supporting our individuals along a path to their vision. That path to success begins with writing SMART goals and objectives. In order for success to occur, a goal must be specific, measurable, achievable, relevant and timely. This training will review best practices for developing SMART goals and objectives.

METRO REGION DIVERSITY COMMITTEE

The Metro Region Diversity Committee welcomes participation from local providers, DDS employees and most importantly self-advocates. As part of our mission, we work towards meeting the agency goals as outlined in the statewide diversity plan. While doing so we learn from one another and share common and new experiences such as:

- Annual Goodwill Diversity Event
- Annual Diversity Summer Game Day at the Gore Estate
- Annual Statewide Diversity Conference in Wrentham
- Training Events for the Individuals We Support



We are happy to answer any questions you may have. Please reach out to

LisaMarie.Spriggs@mass.gov

DDS LEARNING

WELCOME TO DDS
LEARNING

A LEARNING WEBSITE FOR
THE COMMONWEALTH
OF MA



Goal and Vision of the Website:

To build a central, accessible, and useful tool that can assist people to locate and participate in learning opportunities throughout the Commonwealth

This website is for staff, provider employees, families, and people receiving services from the Massachusetts Department of Developmental Services (DDS).

There are many learning opportunities right at your fingertips!

[Click here](#) to find available resources to support your learning and that of your team.

Website Link:
ddslearning.com

Contact Info

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The information on this site remains the property of The Massachusetts Department of Developmental Services (DDS) or the person who created it. You may use this information in a classroom for training purposes only.



Explore-Prepare-Act was developed because self-advocates were not getting the help they needed to find a job that they wanted.

- Individuals wanted to better understand the process of finding a job so that they could take action themselves and better access supports that would help them achieve their goals.
- This 3 hour training, presented by self-advocates for self-advocates, provides an overview of the basic steps involved in finding a job.
- It is designed for individuals interested in learning more about work.
- Sessions **are limited** to 10-12 self-advocates. Support staff is welcome to attend the training for each trainee. Two staff is required per 10 participants.
- Funded by the Department of Developmental Services, this training is currently offered free of charge throughout MA.

For more information about this training or to schedule a training session contact:

Massachusetts Advocates Standing Strong
mass.office.info@gmail.com or 1-617-624-7549



SIGN UP NOW



AWARENESS & ACTION TRAINING

This interactive training, taught by persons with disabilities and others, is designed to educate persons with disabilities and others about recognizing, reporting and responding to abuse.

If you are interested in having an Awareness & Action Training at your organization, please contact Jennifer Edwards-Hawkins at:

jennifer.edwards-hawkins@state.ma.us

Phone: 1-617-727-6465 x211

The training is three hours long, intended for everyone and limited for up to 20 people.

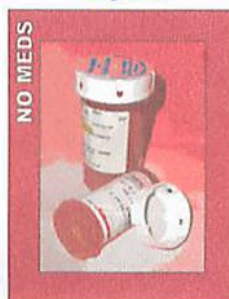
Physical Abuse



Sexual Abuse



Neglect



Verbal Abuse



Financial Abuse





Do you sometimes think that no one understands what you are feeling?

Do you wonder if you're the only one who has these feelings?

Do you wish you had some friends who felt the same way that you do?

Think about joining the Rainbow Support Group of Massachusetts!

The Rainbow Support Group provides support and information to individuals with intellectual challenges who are gay, lesbian, bisexual, transgendered, or are questioning their sexuality. Meetings give you the chance to talk about your sexual interests with other people who are trying to be comfortable and happy about their sexuality.

We are now in the process of starting groups in all five regions of the self-advocacy organization, Massachusetts Advocates Standing Strong.

Contact us to learn more and find out if there is a Rainbow Support Group in your area. Agencies can contact us if you are interested in sponsoring a Rainbow Support Group.

For additional information –

Please call Pauline Bosma – Program Coordinator at 508-944-5797 or e-mail her at (rainbowbos@charter.net) or e-mail MASS Advocates Standing Strong at mass.office.info@gmail.com.



The Massachusetts Department of Developmental Services (DDS) and the Massachusetts Community Colleges Executive Office (MCCEO) are proud to offer the Direct Support Certificate Program (DSCP) through **eight community colleges** in the Commonwealth (**Bristol, Holyoke, Mass Bay, Massasoit, Middlesex, Northern Essex, North Shore and Quinsigamond**). The DDS DSCP in Human Services is a seven-course educational program designed to enhance the knowledge and skills of direct support workers in DDS settings (both private and public). The program is made possible with funding from the Department and provides a grant for students to attend. **This covers the cost incurred by taking classes at the above mentioned locations with the exception of a \$50 fee paid by each student attending.** All credits are eligible for transfer to associate or bachelor degree Commonwealth-wide.



**For more information, please call/email
Elizabeth Watson, Program Coordinator Mass Bay Community College
(508) 270-4259
Email: EWatson@massbay.edu or
email Denise.Kellett@mass.gov**

**Bachelor's Degree Program
University of Massachusetts, Lowell**

Specialization
In
Developmental Disabilities

The Developmental Disabilities Specialization is available as part of the Psychology Major, the Psychology Concentration for a BLA, and the Psychology Minor. Students who have completed two-year programs in developmental disabilities, intellectual disabilities, human services, and/or mental health are welcome and can expect to transfer most of those credits to UMass Lowell if they are interested in continuing on to a four year undergraduate degree program. They could then enroll in the Specialization as an addition to their Psychology course work.

The Specialization in Developmental Disabilities is designed to accommodate those already employed in the field. The core courses in this Program are typically offered late afternoons and evenings, and people working in appropriate settings may be able to use their worksite for some of the required field placements.

Faculty in the Psychology Department have been working with the [Massachusetts Department of Developmental Services](#) (DDS), several of the state's community colleges, sister UMass campuses, other schools and agencies that provide direct service. Our goal has been to develop a curriculum designed to meet the challenge of providing quality services to people with developmental disabilities. With financial support from DDS we are able to offer this bachelor's level specialization in Developmental Disabilities.

Students who seek further information about this specialization are urged to consult with the Coordinator - Dr. Ashleigh Hillier
E-mail: Ashleigh_Hillier@uml.edu
Room: Health and Social Sciences Building 301

**Bachelor's Degree Program
University of Massachusetts, Amherst**

University Without Walls (UWW)

**A Bachelor's Degree Program in HUMAN SERVICES
Developmental Disabilities**

This is primarily an online degree program

Collaboration between the:

**Massachusetts Department of Mental Health,
Massachusetts Department of Developmental Services
The University of Massachusetts, Amherst**

For further information, contact

Karen Stevens at (413) 577-0172
Academic Program Manager
kstevens@uww.umass.edu

or

http://www.umass.edu/uww/programs_courses/programs/human_services.html

