

# CCAC Professional Development Programs Spring and First Summer 2017

## Professional and Staff Development Program for the Human Services Sector

TABLE OF CONTENTS	PAGES
<b>Health and Safety Courses</b> . . . . .	<b>2-5</b>
Heartsaver CPR AED	
Basic First Aid	
Fire Safety Training	
Infectious Control	
<b>Crisis Intervention Training</b> . . . . .	<b>6-7</b>
Crisis Intervention: Staff Effectiveness (6 hours)	
Crisis Intervention: Staff Effectiveness Review (3 hours)	
<b>Behavioral Health</b> . . . . .	<b>8-9</b>
Mental Health First Aid (Adult) <i>FREE PROGRAM!</i>	
Mental Health First Aid in Higher Education <i>FREE PROGRAM!</i>	
<b>Registration and Payment Options</b> . . . . .	<b>10-11</b>
<b>Customized Training Solutions</b> . . . . .	<b>12</b>
<b>General Program Details</b> . . . . .	<b>13</b>
<b>Training Sites</b> . . . . .	<b>14</b>
<b>Non-Credit Registration Form</b> . . . . .	<b>15</b>

**Pre-registration is required for all training programs.  
WALK-INS WILL NOT BE ADMITTED**

# HEALTH AND SAFETY

## HEARTSAVER CPR & AED

### Course Content:

This three-hour Heartsaver AED (Automated External Defibrillator) course teaches the basic techniques of adult CPR and use of an AED. Students also learn to use barrier devices in CPR and give first aid for choking in the responsive victim. The course teaches how to recognize the signs of four major emergencies: heart attack, stroke, cardiac arrest and Foreign Body Airway Obstruction (FBAO).

### Course Goal:

After successful completion of this course participants will be able to:

- Describe the four links in the chain of survival
- Describe the critical importance of calling 911, getting an AED, starting CPR and performing defibrillation
- Recognize a heart attack, stroke, cardiac arrest and FBAO
- Discuss the importance of CPR and AED operation
- Describe the proper location for placement of AED pads
- Describe situations where corrective action must be taken first, prior to defibrillation
- List the signs of cardiac and respiratory arrest
- Discuss the value of early CPR
- Demonstrate proper operation of the AED

**Cost: \$35**

**Instructors: James Walsh, Rita Walsh, CCAC**

Course #	Date:	Time (3 hours)	Location
XGO-427-58301	Friday, January 27, 2017	9:30AM-12:30PM	CCAC Boyce, West Wing Room W413-415
XGO-427-58302	Saturday, April 1, 2017	9:30AM-12:30PM	CCAC Allegheny, Student Services Center, Room SSC 315
XGO-427-58303 1 <sup>st</sup> Summer term	Friday, June 16, 2017	9:30AM-12:30PM	CCAC Boyce, West Wing Room W413-415

**PLEASE NOTE:** *No one will be permitted to enter the classroom after the start time. Participants will receive a two-year American Heart Association (AHA) card. AHA courses taken on the same day are combined on one card. Registration is limited.*

# HEALTH AND SAFETY

## BASIC FIRST AID TRAINING

### Course Content:

This program covers the importance of scene safety for the rescuer, initial assessment, infection control, treatment for bleeding, shock, burns, muscle and joint injuries, head and spine injuries, bites and stings, diabetic problems, seizures, environmental emergencies, recovery positions and the Good Samaritan Law.

### Course Goal:

Participants will receive an overview and basic understanding of first aid procedures. After successful completion of the class and the written examination participants will receive a two-year first aid card from the American Heart Association

**Cost: \$35**

**Instructors: James Walsh, Rita Walsh, CCAC**

Course #	Date:	Time (3 hours)	Location
XGO-423-58301	Friday, January 27, 2017	1:00PM-4:00PM	CCAC Boyce, West Wing Room W413-415
XGO-423-58302	Saturday, April 1, 2017	1:00PM-4:00PM	CCAC Allegheny, Student Services Center, Room SSC 315
XGO-423-58303 1 <sup>st</sup> Summer term	Friday, June 16, 2017	1:00PM-4:00PM	CCAC Boyce, West Wing Room W413-415

**PLEASE NOTE:** *No one will be permitted to enter the classroom after the start time. Participants will receive a two-year American Heart Association (AHA) card. AHA courses taken on the same day are combined on one card. Registration is limited.*

# HEALTH AND SAFETY

## FIRE SAFETY TRAINING FOR MH/MR STAFF

**PLEASE NOTE:** *This program is required by Chapter 6400 of the PA State Regulations.*

### Course Content:

During this three-hour course participants gain an understanding of the fire safety objectives that will enable them to provide a safe environment as identified by Chapter 6400 of the PA State Regulations. Information will be given on effective fire drill procedures and safe evacuation procedures.

### Course Goal:

After successful completion of this course the participants will be able to:

- Practice effective fire drill procedures
- Review and list safe evacuation procedures as required
- Recognize the importance of smoke detectors, fire extinguishers and alarm systems
- Develop a comprehensive notification procedure.

**Cost: \$29**

**Instructor: Richard Wagner, Fire Safety Consultant**

Course #	Date:	Time (3 hours)	Location
XGM-518-58301	Thursday, April 20, 2017	1:00PM-4:00PM	CCAC Braddock Hills Center Room 117

# HEALTH AND SAFETY

## INFECTIOUS CONTROL

### Course Content:

During this three-hour course participants will be given information about the current OSHA regulations concerning blood borne pathogens and learn effective ways to prevent the transmission of infectious disease. Information will be given on the signs and symptoms of common infection and how to avoid the spread of these infections

### Course Goal:

After successful completion of this course the participants will be able to:

- Identify micro-organisms and infection
- Define blood borne and airborne pathogens in reference to the OSHA regulations
- Describe methods to use to avoid the spread of infection
- Identify the signs and symptoms of common infections.

**Cost: \$29**

**Instructor: Gerr1 O'Toole, RN**

<b>Course #</b>	<b>Date:</b>	<b>Time (3 hours)</b>	<b>Location</b>
XGM-519-58301	Thursday, April 20, 2017	9:30AM-12:30PM	CCAC Braddock Hills Center Room 117

# CRISIS INTERVENTION

## CRISIS INTERVENTION: STAFF EFFECTIVENESS

### Course Content

During this six-hour course participants will learn the theory and techniques that can assist in diffusing a potential crisis situation. They will receive information on the various categories of a crisis situation and learn ways they can utilize therapeutic interaction guidelines.

### Course Goal:

After successful completion of this course the participants will be able to:

- Identify key points of staff effectiveness during a crisis situation
- Define crisis categories
- Develop an analysis of staff behavior during a crisis situation
- Explore de-escalation techniques that could be used in a crisis situation

**Cost: \$42**

**Instructor: Loretta Duffy, CCAC**

Course #	Date:	Time (6 hours)	Location
XGM-520-58301	Wednesday, April 26, 2017	9:00AM-4:00PM*	CCAC Braddock Hills Center

\* Class time includes one hour for lunch to be scheduled at the discretion of the instructor.

# CRISIS INTERVENTION

## CRISIS INTERVENTION: STAFF EFFECTIVENESS REVIEW

### Course Content

During this three-hour course participants will review staff behavior, defining categories of a crisis by identifying, understanding and documenting problem behaviors. Communication skills and basic safety technique procedures will be reviewed through group work.

### Course Goal:

After successful completion of this course the participants will be able to:

- Review key points of staff effectiveness training as taught in previous trainings
- Solve behavior problems through exercises using role-playing situations
- Describe the guidelines for therapeutic interactions
- Demonstrate the de-escalation techniques that can be used in problem behaviors

**Cost: \$29**

**Instructor: Loretta Duffy, CCAC**

Course #	Date:	Time (3 hours)	Location
XGM-551-58301	Friday, March 31, 2017	9:30AM-12:30PM	CCAC Braddock Hills Center

# BEHAVIORAL HEALTH

## MENTAL HEALTH FIRST AID (ADULT)

### Course Content:

This 8-hour course is an interactive certification training program designed to increase mental health literacy. MHFA is the initial help given to a person showing symptoms of mental illness or a mental health crisis (severe depression, psychosis, panic attack, suicidal thought and behaviors, etc.) until appropriate professional or other help, including peer and family support, can be engaged.

*Mental Health First Aid is not a clinical course and is not intended for mental health experts. It is designed to provide interested people in the community with the knowledge, strategies and tactics they can use to understand, identify and respond to an individual undergoing a mental health crisis.*

### Course Goal:

At the completion of this course, participants will be able to:

- Recognize the prevalence of mental illness in the US and the emotional and economic cost
- List the potential warning signs and risk factors for depression, anxiety disorders, trauma, psychotic disorders, and substance use disorders
- Implement a five-step action plan to help an individual in crisis connect to professional care
- Recommend the appropriate professional, peer, social and self-help resources available to help someone with a mental health problem.

**Instructors at South: Carissa Monaco and Michelle Thomas**

**Cost: \*\*FREE**

**Instructors at Boyce: Jennifer Macioce and Lynn King**

Course #	Date:	Time (8 hours)	Location
XGO-418-58301	Monday and Tuesday April 10 and 11, 2017	9:00AM-2:00PM	CCAC South, Building G Room G312
XGO-418-58302	Wednesday and Thursday May 17 and 18, 2017	9:30AM-2:30PM	CCAC Boyce, North Wing Room N524

**PLEASE NOTE:** *Class size is limited to 25 students. No one will be permitted to enter the classroom after the start time.*

**\*\* There is no tuition fee for this program.**

**SEATING IS LIMITED. REGISTRATIONS WILL BE ACCEPTED ON A FIRST COME, FIRST SERVED BASIS. WALK-INS WILL NOT BE ADMITTED.**



# BEHAVIORAL HEALTH

## MENTAL HEALTH FIRST AID IN HIGHER EDUCATION

### Course Content:

College and university students have unique stress and risk factors related to the demands of balancing academic, social, and employment responsibilities while being independent and away from family, friends, and other supports – often for the first time. This 8-hour interactive certification program is designed to increase mental health literacy and give participants the skills to help someone who is developing a mental health problem or experiencing a mental health crisis. MHFA is the initial help given to a person showing symptoms of mental illness or a mental health crisis (severe depression, psychosis, panic attack, suicidal thoughts and behaviors, etc.) until appropriate professional or other help, including peer and family support, can be engaged.

*Mental Health First Aid in Higher Education is not a clinical course and is not intended for mental health experts. It is designed to provide educators, administrators, counselors and others in higher education with the knowledge, strategies and tactics they can use to understand, identify and respond to an individual undergoing a mental health crisis.*

### Course Goal:

At the completion of this course, participants will be able to:

- List the potential warning signs and risk factors of mental health challenges common among young adults in higher education.
- Explain how to assess a mental health crisis, select interventions and provide initial help.
- Implement a five-step action plan to support a young adult who is exhibiting signs and symptoms of mental illness or is in an emotional crisis.
- Recommend the appropriate professional, peer, social and self-help resources available to help someone with a mental health problem.

**Cost: \*\*FREE**

**Instructors: Jennifer Macioce and Lynn King**

Course #	Dates:	Time (8 hours)	Location
XGO-416-58301	Wednesday and Thursday May 31 and June 1, 2017	9:30AM-2:30PM	CCAC Boyce, North Wing Room N524

**PLEASE NOTE:** *Class size is limited to 25 students. No one will be permitted to enter the classroom after the start time.*

**\*\* There is no tuition fee for this program. Students will also get a free course manual to use during class and take with them for future reference. The costs associated with this program are being subsidized by Allegheny Health Choices, Inc. (AHC).**

**SEATING IS LIMITED. REGISTRATIONS WILL BE ACCEPTED ON A FIRST COME, FIRST SERVED BASIS. WALK-INS WILL NOT BE ADMITTED.**

# REGISTRATION AND PAYMENT

## Professional and Staff Development Program for the Human Services Sector

### **COST**

At CCAC, we are very aware of the budget constraints that many organizations are experiencing. With this in mind, we remain committed to keeping cost of classes, workshops and customized trainings affordable. We look forward to working with you to offer programs to meet your needs for a nominal cost.

The cost of our classes varies. All prices are listed with the course descriptions.

**Pre-registration is required for all training programs. No walk-ins, please.**

### **PAYMENT OPTIONS**

**Check or money order** – Participants may register for any class offered by submitting CCAC's Non-Credit Registration Form with payment. A copy of the form may also be used. Registration forms **MUST** be signed and dated. Please remember to include your birth date on the form (or your CCAC student ID, if known).

If you mail in your registration, please include a check or money order to cover the cost of the classes you plan to attend. Make your check or money order payable to CCAC. **DO NOT** send cash through the mail.

Completed forms and payment may be submitted by mail to:

**Human Services Training Coordinator  
CCAC–Allegheny Campus  
808 Ridge Avenue Byers 202  
Pittsburgh, PA 15212-6097**

Payment by check, cash or money order can also be made in person by visiting any CCAC campus between 9:00AM and 4:00PM, Monday through Friday.

**Credit card** – Because CCAC cares about your privacy, we cannot process credit card information by mail. You may pay by credit card using one of the following registration methods:

- By phone -- *Call CCAC's non-credit registration line at 412-369-3701.*
- Online -- *Go to CCAC's online store at <http://shopcommunityed.ccac.edu/>. Choose "Human Services" from the topic list on the left. Then choose the courses you are registering for and add them to your shopping cart. Follow the prompts to complete the registration process.*

# REGISTRATION AND PAYMENT

**Third party billing**– Your agency or organization can make arrangements to be invoiced for classes taken through CCAC’s Human Services training program. Your employer may initiate this registration and invoicing process by completing and submitting CCAC form “Employer/Agency Payment of Tuition/Expense Agreement.” This form is available on CCAC’s website at [www.ccac.edu](http://www.ccac.edu). Keyword search “expense agreement” and click on the search result “download the Third Party Contract Form.”

Instructions for completing the “Expense Agreement” form for third party billing:

- In the top section of the form, fill in organization name, address and contact information.
- In the second section, you are agreeing to pay 100% of:
  - √ Tuition
  - √ Spring term (or 1<sup>st</sup> Summer term)
  - √ Non-Credit Courses Only (Provide specific course titles and course numbers.)
- In the bottom section, provide a list of employee names and dates of birth (or CCAC ID#, if known).
- Sign and date the bottom of the form.
- Fax the “Expense Agreement” form and completed registration forms for each student to:
  - Human Services Training Coordinator -- Fax: 412-237-4512
- Please note: New “Expense Agreement” forms must be completed and submitted every semester.

**IMPORTANT:** If you are registered for a class but are unable to attend, you must notify CCAC to cancel/withdraw from the class by the end of the last business day before the class starts. To withdraw from a class, call CCAC at 412-237-6587 and provide your name, the course title, date and time. **Your organization will be billed for “no show” students who do not cancel with CCAC in advance.**

## REFUND POLICY

In order to receive a refund for any fees paid in advance, students who wish to withdraw from a class must do so by the end of the last business day before the class starts. To withdraw from a class, call CCAC at 412-237-6587 and provide your name, the course title, date and time. Please allow three to four weeks for processing of your refund. Refunds will be in the form that the original payment was made.

## CANCELLATION POLICY

If CCAC cancels a class for any reason, a 100% refund of tuition will be given. Please allow three to four weeks for processing of your refund. Refunds will be in the form that the original payment was made.

**QUESTIONS** For questions and information regarding training, please call 412.237.6587.

# CUSTOMIZED TRAINING SOLUTIONS

CCAC will work with you to develop customized training solutions to meet your needs. If you've identified a specific area for training that would benefit your staff but don't know how to make it happen, call CCAC. We'll work with you to:

- Develop curriculum and program content,
- Identify qualified, experienced instructors, and
- Provide all of the support you need for program implementation.

Our customized training programs are affordable and can be conducted on-site at your location at a date and time that's convenient for your staff. We can design programs to meet your staff development needs on a variety of topics. Here's just a sample of the kinds of programs we can help you with:

- Leadership and supervisory skills
- Team building
- Staff management and coaching
- Intellectual disabilities
- Behavioral health
- Autism
- Grant writing
- Fundraising basics
- Volunteer management
- Children, youth and families
- Substance abuse
- Aging

Any of the courses in this catalog can also be conducted on-site. Just let us know what, where and when and we'll handle all of the details.

To discuss training solutions for your organization or to schedule an on-site program, please call CCAC's Human Services Training Coordinator at 412-237-6587 or email [skennedy@ccac.edu](mailto:skennedy@ccac.edu).

# GENERAL PROGRAM DETAILS

## CERTIFICATES

Upon completion of every course, participants will receive a Certificate of Completion indicating the title of the training program, the date(s) and number of training hours. It will be the participant's responsibility to provide the certificates to their respective employers.

## CLASS ATTENDANCE

- All participants should plan to arrive on time and stay for the duration of the class in order to receive full credit for their participation in the class.
- Instructors should use their discretion on not accepting students who are more than fifteen (15) minutes late for attendance.
- A participant's signature must be on the attendance sheet for each class - or no credit will be given for attendance without a signature.

## NONDISCRIMINATION POLICY

The college does not discriminate based upon race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, veteran status, age or use of a guide or support animal because of blindness, deafness or physical disability of any individual. Questions may be addressed to [diversity@ccac.edu](mailto:diversity@ccac.edu).



Individuals with disabilities who are requesting accommodations should contact the Supportive Services for Students with Disabilities office at 412.469.6215. This publication is available in alternate formats; contact 412.469.6215.

# TRAINING SITES

## **Community College of Allegheny County----Allegheny Campus (North Side)**

808 Ridge Avenue, Pittsburgh (North Shore), PA 15212

- Classes scheduled at Allegheny Campus this Spring will be held in the Student Services Center (SSC) which is located on Ridge Avenue between Brighton Road and Galveston Road.

For directions, please call: 412.237.2525 or 412.237.6587

*Parking is available in the student lot behind the Student Services Center.*

## **Community College of Allegheny County----Boyce Campus**

595 Beatty Road, Monroeville, PA 15146

For directions, please call: 724.327.1327 or 412.371.8651

*Parking is available on campus. For your convenience, please consider the following parking suggestions:*

- *For rooms W405, W407, W413-415 and other rooms in the west wing, drive around to the left side of the building to park in the west lot and enter the building through the west entrance.*
- *For room N524 in the north wing, drive around to the back of the building to park in the north lot and enter the building through the north entrance.*
- *For room S466 in the south wing, park in the lot in front of the building and enter through the main doors. Once inside, take the elevator down to the 4<sup>th</sup> floor and follow the posted signs to room S466.*

## **Community College of Allegheny County----Braddock Hills Center**

250 Yost Boulevard, Pittsburgh, PA 15221

For directions, please call: 412.271.0201

*Parking is available in the parking lot in front of the building.*

## **Community College of Allegheny County----South Campus**

1750 Clairton Road (Route 885), West Mifflin, PA 15122-3029

For directions, please call: 412.469.1100

*Parking is available in the student lots throughout the campus.*

**Please print.** Complete and return this form with payment (if applicable). No further notice will be provided.

Date of Birth (required for enrollment) MM/DD/YYYY:							
Last Name:		First Name:			Middle Initial:		
Street Address:						Apt:	
City:		State:		Zip:		County:	
Home Phone:				Alternate Phone:			
Email Address:						New Address (X):	

Have you ever served in the Military (circle one)? No – Yes (see below)

Are you a dependent of a Veteran (circle one)? No – Yes (see below)

**NOTE:** If YES to either question, please contact the CCAC Veterans Services Office at 412.237.6503.

**Veteran Benefits:**

- |  |                                       |   |   |
|--|---------------------------------------|---|---|
| <input type="checkbox"/> 30 Montgomery | <input type="checkbox"/> 35 Dependent | <input type="checkbox"/> Chapter 33 Post-9/11 GI Bill | <input type="checkbox"/> Veteran not using benefits |
| <input type="checkbox"/> 1606 Reserve  | <input type="checkbox"/> Chapter 1607 | <input type="checkbox"/> Chapter 31                   |   |

- Place of Permanent Address (check one)
- Allegheny County (1)
  - Out-of-State (5)
  - Out-of County

**Payment Must Be Enclosed (if applicable)**

Print Phone Number on Check or Money Order (Checks Payable to CCAC)

**Mail To:** CCAC – Susan Kennedy  
808 Ridge Avenue – Byer 202  
Pittsburgh, PA 15212-6097

This voluntary information is compiled by the college for statistical purposes only and no personally identifiable information will be released.

- |                                    |   |
|------------------------------------|---|
| <b>Marital Status:</b>             | <b>Do you consider yourself to be Hispanic/Latino/Spanish Origin?</b>     |
| <input type="checkbox"/> Single    | <input type="checkbox"/> Yes  |
| <input type="checkbox"/> Married   | <input type="checkbox"/> No   |
| <input type="checkbox"/> Divorced  | <b>In addition, select one or more of the following racial categories</b> |
| <input type="checkbox"/> Separated | <input type="checkbox"/> American Indian/Alaskan                          |
| <input type="checkbox"/> Widowed   | <input type="checkbox"/> Asian  |
| <b>Sex:</b>                        |   |

Because CCAC cares about your privacy, we cannot process credit card information by mail. Please visit [ccac.edu](http://ccac.edu), any CCAC facility, or call 412.369.3701 to register if you prefer to pay by credit card.

**Refund Policy**

Students not attending the program (course) must notify CCAC in person, by mail or at 412.369.3701 BEFORE the first class day in order to receive a refund. CCAC will notify registered students in the event that the program (course) is cancelled.

Course Number	Semester	Course Title	Course Location	Cost (if applicable)
	N17SP			\$
	N17SP			\$
	N17SP			\$

<b>Student Signature (Required for enrollment)</b>		<b>Date</b>	
<b>If sponsored, Authorizing Agency &amp; Signature</b>		<b>Date</b>	



If you require special arrangements, contact the nearest CCAC Supportive Services office prior to class:  
Allegheny – 412.237.4612 • Boyce – 724.325.6604 • North – 412.369.3686 • South – 412.469.6207 • TTY – 412.369.4110 & 412.469.6005

The college is subject to provisions and complies with the Family Educational Rights and Privacy Act of 1974. A statement of the college policy can be found in the student handbook and college catalog. Voluntary information used to comply with Federal reporting and has no effect on admission to the college. The college is subject to provisions of and complies with the Family Educational Rights & Privacy Act of 1974. A statement of the college policy can be found in the student handbook and college catalog.