

MICHIGAN APCO TRAINING

TWO GREAT TRAININGS FOR THE PRICE OF ONE

Communication When Dementia is a Factor

Critical Incident Stress Management (CISM)

WHEN: MARCH 25 & 26, 2010
SUBMITTED FOR STATE TRAINING FUND APPROVAL

WHERE: BAY POINTE INN LAKEFRONT RESORT
11456 MARSH ROAD
SHELBYVILLE, MICHIGAN
(www.baypointeinn.com) Directions on their site

TIME: TRAINING WILL START AT 1 PM
FOLLOWING THE GENERAL APCO CHAPTER MEETING MARCH 25TH

PRICE: FOR BOTH TRAININGS AND LUNCH ON FRIDAY \$225.00

The training is limited to the first **50** people; so don't delay making your reservation.

A block of rooms has been reserved. When you call to make your room reservation be sure and give the code **APCO10**. This is the only way you will receive the discounted rate that has been offered to us. Room rates range from \$79.00 to \$99.00, depending on availability and type of room.

The following contains a short outline of what these trainings will consist of:

Communication When Dementia is a Factor

Maggie Champagne-Kramer comes to us from “A Place for Mom”. She works with families to find the best senior care options for their loved ones. Maggie has gone through this process in her own family and is able to bring her experience and knowledge to us. Dealing with the elderly caller can be frustrating to the call taker. She will offer suggestions and provide factual information to assist you when you receive a call for assistance from one of our senior callers.

Critical Incident Stress Management (CISM)

Dennis Potter is presenting this training from Kantu Consultants, which is a private consulting firm. This course is designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention response. The training is designed to prepare staff for organizing the ‘psychological response’ to traumatic events. The course will serve as both a refresher of the common reactions that people have to a critical incident, and an opportunity to practice skill building in understanding how to determine the appropriate response to an event. In addition, you will practice conducting Crisis Management Briefings, Defusing and Critical Incident Stress Debriefings.

Another feature of the course is the coming together for a common learning event. This will allow participants to network and better understand when and whom they might call upon if a serious event hits their shop. Through the experiential exercises participants will also begin to review how to develop or improve their at home team to better serve their personnel.

Topics Include:

- General, cumulative, critical incident stress and PTSD
- Understanding and identifying Critical Incidents
- Critical Incident Stress Management (CISM) fundamentals
- Core intervention tactics
- Defusing of small groups
- Essentials of Critical Incident Stress Debriefings

******This is a required course for TERT******

TRAINING REGISTRATION FORM

Communication When Dementia is a Factor

Critical Incident Stress Management (CISM)

Presented by Michigan APCO

Thursday March 25, 2010 1:00 p – 4p

Friday March 26, 2010 8:30 a – 4p

BAY POINTE INN - SHELBYVILLE, MICHIGAN

NAME _____

AGENCY _____

ADDRESS _____

TRAINING COST: \$225.00 for both days, Includes lunch on Friday.

Contact the hotel to make your accommodation arrangements

Submitted for State 9-1-1 Committee Approval

To register:

Call Phyllis Fuller 269-948-4825 ext 1
fullerp@barry911.org