COURSE Catalog
As of November 2019
ArchCare Workforce Investment Organization

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www.archcare.org/wio
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INTRODUCTION

ARCHCARE BACKGROUND

ArchCare, the Continuing Care Community of the Archdiocese of New York, provides top-quality healthcare and other services to thousands of people each day through an ever-expanding array of home and community-based and residential care programs. We offer:

- Long-term nursing home care and short-term rehabilitation
- Nursing home alternatives that keep seniors healthy, safe and independent
- Healthcare plans that coordinate members’ every healthcare need
- Home health services for infants, children and adults
- Family-centered hospice and end-of-life care
- Specialized programs for people with exceptional care needs, including Huntington’s Disease, HIV/AIDS and developmental disabilities

As one of the largest and most dynamic Catholic health systems in the nation, ArchCare caters not just to the physical health of those we serve, but to their emotional and spiritual well-being, too. Helping families understand their healthcare options and cope with the challenge of making sure their loved one is well cared for is just as important to us.
About the ArchCare Workforce Investment Organization

MANAGED LONG-TERM CARE WORKFORCE INVESTMENT PROGRAM

The Medicaid Redesign Team (MRT) Waiver Amendment was approved in 2014 by the Centers for Medicare and Medicaid Services (CMS) to amend New York State’s 1115 waiver. This amendment, referred to as the Workforce Investment Program (WIP), makes available funding for initiatives with the goal of retraining, recruiting, and retaining healthcare workers in the long-term care sector.

ARCHCARE WORKFORCE INVESTMENT ORGANIZATION (WIO)

Over the last several years, ArchCare has developed a comprehensive training platform for its more than 4,000 employees as it evolved and grew from a provider of residential nursing home care into a diverse healthcare system that cares for people in their homes, in the community and in its five skilled nursing and rehabilitation centers.

In 2017, ArchCare was awarded a grant as a designated Workforce Investment Organization (WIO) by the NY Department of Health’s WIP. The grant allows ArchCare to deliver a wide range of training programs focused on enhancing the skills and employment and advancement opportunities to long-term care workers in New York City, Long Island, and the Hudson Valley.

ARCHCARE WIO GOALS:

1. Invest in initiatives to attract, recruit, and retain long-term care workers in the areas they serve
2. Reduce rates of avoidable hospitalizations
3. Align with DSRIP, Value Based Payment (VBP) Reform, and other state workforce development efforts

ARCHCARE WIO TRAINING

ELIGIBILITY

Training is available to all current or prospective employees of organizations that provide care to individuals in Managed Long-Term Care, such as Managed Long-Term Care plans (MLTCs), Licensed Home Care Services Agencies (LHCSAs), Skilled Nursing Facilities (SNFs), and others. Organizations must provide services within the state-designated regions of our WIO (Long Island, Hudson Valley, and New York City). No affiliation with ArchCare is required. Eligible employees include, but are not limited to: Personal Care Assistants (PCAs), Home Health Aides (HHAs), Certified Nursing Assistants (CNAs), Registered Nurses (RNs), Advanced Practice Nurses (APRNs), case managers, physicians, therapists, and social workers.
CERTIFICATION/LICENSURE

Upon completion of any training course provided by the ArchCare WIO, students will receive a certificate of completion. This will be provided in physical form for in-person courses, and electronic/printable form for eLearning courses. Certificates of completion are not state-recognized professional certifications. Some trainings will provide preparation for professional certification or licensure examination, such as the CCM courses, while others may include the proctoring of exams and/or granting of official certificates/licenses, such as the HHA or CNA programs upon completion.

Some of the available e-learning courses provide continuing education credit following successful completion. To see which courses offer continuing education credit, see the Course Descriptions section of this catalog.

COURSE CONTENT

A wide variety of training is offered through the ArchCare WIO. Initial year courses were determined partially using feedback from LTC providers in the region regarding the greatest needs of their workforce and organizations. Broad topics such as Cultural Competency, Health Literacy, Preventing Avoidable Hospitalizations, and Behavioral Health are training topics which will be expanded upon as the organization progresses.

As the purpose of the WIP is to support the LTC infrastructure and prepare it for growth and transformation, the ArchCare WIO greatly values the feedback received from the region’s LTC organizations. Ongoing course development will continue to reflect the needs communicated from those who understand it best. Workforce and organization feedback is continually accepted and always appreciated. To contribute suggestions or to discuss this subject further, please contact ArchCare WIO Customer Service.

COURSE DEVELOPMENT AND PARTNERS

The ArchCare WIO utilizes several resources in developing its training curricula. Many courses are created by internal clinical and non-clinical topic specialists, while others are co-developed with external leaders in their respective fields. Additionally, some courses are acquired from third parties who have created especially valuable programs. Information about training developers and partners is provided in the Course Descriptions section.

INTENDED TRAINING AUDIENCES

Training is developed with consideration to all levels of staff in the LTC workforce. Those courses which may benefit the entire workforce are provided to all levels of staff, while those including knowledge and training specific to a particular profession are limited to only that applicable audience. Please refer to the intended audience for trainings in the Course Descriptions when preparing for registration.
About the ArchCare Workforce Investment Organization

TRAINING DELIVERY

Training is offered through a variety of formats to enable students to receive the necessary education in a setting that is compatible and beneficial to employees and their employer’s schedules. We offer several eLearning courses via our Learning Management System, which enables students to access courses from any location on their own schedules. Students are also able to pause and resume courses where they left off if needed.

Many courses will also be delivered in a classroom setting. Generally longer and/or clinical training will be conducted in a classroom. Clinical classroom training will be provided by a RN educator. Courses are offered at a variety of training locations throughout the three designated New York regions, but may also be available for on-site facilitation by request.

All courses will include pre- and post-course tests to evaluate the degree to which students absorbed the course material. Organizations may receive test score information for their employees by request.

TRAINING LOCATIONS

E-learning courses can be taken from any location with access to a computer and internet once registration and enrollment are complete. Students will also have the ability to utilize the computer lab at the ArchCare WIO Headquarters in Manhattan with the assistance of staff. Please check the ArchCare WIO website for hours of availability.

Classroom training will be conducted at the ArchCare WIO headquarters, as well as several locations throughout all three of our service regions depending on the specific course and the location of participants. For organizations whose students do not have convenient access to a training facility, some on-site training for both eLearning and classroom courses may be available. A minimum of two hours of training and ten trainees is required for on-site training. Please see the Course Descriptions for available courses and contact the ArchCare WIO to discuss scheduling on-site training at your facility.

TRAINING FEES

Training under the ArchCare WIO is fully funded by the NY Department of Health Workforce Investment Program grant. All courses will be provided at no charge to employees or their organizations while supported by grant funding. In addition to providing valuable training at no cost to participants, backfill pay will also be provided for eligible employees when completing eligible trainings while funding is available (see Backfill Policy for full details).
**About the ArchCare Workforce Investment Organization**

**REGISTRATION**

ArchCare employees may self-register for any WIO eLearning courses in the LMS. For classroom courses, please contact the WIO by phone or email to request enrollment.

For all others, please follow the instructions below:

1. Contact the ArchCare WIO by phone at 1-800-378-7845 or email at wio@archcare.org to request a registration form or access the most recent registration form from our website at https://www.archcare.org/caremember/workforce-investment-organization/course-catalog-and-class-schedule.
2. To request enrollment in one of our eLearning or scheduled classroom courses, open the registration form and enter the requested information in the Training Registration Form tab.
3. For on-site facilitation requests, fill in the information contained in the tab labeled “On-Site Training Request Form.”
4. Save and return the completed spreadsheet to the ArchCare WIO at wio@archcare.org.
5. A representative from the ArchCare WIO will be in contact within 2 business days to follow up.

All students will receive an automated email notification informing them of their registration and information about accessing the LMS and courses.

*Course additions and revised registration forms will be emailed periodically. If you would like to be added to the ArchCare WIO mailing list to receive this information, please send a request to wio@archcare.org.*

**WAGE REPLACEMENT POLICY**

Reimbursement will be provided to organizations for eligible trainees. Eligible trainees include employees whose shifts required coverage or those employees who worked additional hours in order to receive training. Employees must complete the full course length to qualify for backfill reimbursement. On a quarterly basis, our WIO will send a summary of the employees who completed training(s) and the total number of hours in attendance to the organization’s WIO contact. The organization will then be responsible for completing the form and submitting it to the WIO for payment.
E-LEARNING COURSES

ADVANCE DIRECTIVES
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: RNs and Interprofessionals
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: Yes - CNE (1 hour)
Course Description: Training reviews the differences between living wills and health care proxy documents, describes the roles and responsibilities related to advance directives, and identifies patient characteristics consistent with a determination of lack of decision-making capability.

ALIVIADO VIDEO SERIES
Format: eLearning, mobile friendly
*Spanish language available*
Location: Online (or facilitated on-site upon request)
Intended Audience: HHAs and CNAs
Length: 135 total minutes
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Coming Soon
Course Description: Health Dementia Care Expert Program for aides is comprised of evidence-based content on how aides across settings can provide effective person-centric care and address daily care tasks provided most by aides, whether in homes, long-term care, sub-acute care, or other environments. These videos address training requirements for maintaining certification as an HHA or CNA.

Video Aides Available:
1. Introduction to Dementia: Types of Dementia
2. Introduction to Dementia: Symptoms of Dementia
3. Introduction to Dementia: Progression of Dementia
4. Delirium vs. Dementia
5. Communication with Patients
6. Non-Pharmacologic Interventions
7. Physical Function and Mobility
8. Person Care Scenarios
9. Nutrition and Hydration
10. Sleep/Wake Cycle
11. Anxiety and Depression
12. Physical Environment
13. Bathing Techniques Scenarios

CARE COORDINATION SERIES: HHA & CNA MODULE AND CASE STUDY
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: HHA/CNAs
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: This Series Describes how to anticipate and prevent gaps in care through communication of important information among patients, families, providers and payers to achieve the right care at the right time in the right place.
ArchCare WIO Courses

CARE MANAGEMENT FUNDAMENTALS
Format: eLearning
Location: Online
Intended Audience: Students with two years direct Case Management experience or one year supervised Case Management experience
Length: 1 hour
Developer/Partner: ArchCare
Date of Availability: Currently available
Continuing Education Available: No
Course Description: eLearning course focusing on the core principals of case management to help prepare students for the Commission for Case Manager Certification Exam.

CARE TRANSITION SERIES: DISCHARGE PLANNER MODULE & CASE STUDY
Format: eLearning
Location: Online
Intended Audience: Discharge Planner
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This series describes how to identify patients at high risk for poor outcomes at the time of a transition, define challenges and complex issues of transition care, and assume accountability for controllable and anticipated issues surrounding transitions.

CARE TRANSITION SERIES: NURSE PRACTITIONER MODULE & CASE STUDY
Format: eLearning
Location: Online
Intended Audience: Nurse Practitioner/Physician
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Available 12/20/2019
Continuing Education Available: No
Course Description: This series describes how to identify patients at high risk for poor outcomes at the time of a transition, define challenges and complex issues of transition care, and assume accountability for controllable and anticipated issues surrounding transitions.

CARE TRANSITION SERIES: RN/LPN MODULE & CASE STUDY
Format: eLearning
Location: Online
Intended Audience: RN/LPN and interprofessionals
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This series describes how to identify patients at high risk for poor outcomes at the time of a transition, define challenges and complex issues of transition care, and assume accountability for controllable and anticipated issues surrounding transitions.
CARE TRANSITION SERIES: HHA/CNA MODULE & CASE STUDY
Format: eLearning
Location: Online
Intended Audience: HHA/CNA
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Available 11/22/2019
Continuing Education Available: No
Course Description: This series describes how to identify patients at high risk for poor outcomes at the time of a transition, define challenges and complex issues of transition care, and assume accountability for controllable and anticipated issues surrounding transitions.

CULTURAL COMPETENCY: INTRODUCTION TO SERVING A DIVERSE POPULATION
Format: eLearning (or instructor-led by request).
*Spanish language online course available*
Location: Online (or facilitated on-site upon request)
Intended Audience: HHAs/CNAs
Length: 1 hour
Developer/Partner: Callen-Lorde Community Health Center and ArchCare
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This short training provides students an introduction to the appropriate terminology and sociological issues that commonly affect the LGBTQ community.

CULTURAL COMPETENCY: SERVING A DIVERSE POPULATION
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: RNs, Physicians, and Interprofessionals
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: Yes - CNE (1 hour)
Course Description: This module is designed to assist students in becoming more familiar with the issues that the LGBTQ community faces when accessing health care. Students will learn about appropriate terminology, barriers to care, common LGBTQ health issues, and competency in caring for LGBTQ patients.

CUSTOMER SERVICE IN LONG-TERM CARE
Format: eLearning (or instructor-led by request)
*Spanish language online course available*
Location: Online (or facilitated on-site upon request)
Intended Audience: All levels of staff
Length: 30 minutes
Developer/Partner: ArchCare WIO
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This training explains the importance of customer service in healthcare and teaches students the skills and strategies for providing excellent customer service, both in-person and telephonically.

DISTINGUISHING DEMENTIA, DELIRIUM, AND DEPRESSION
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon organization request)
Intended Audience: RNs and Interprofessionals
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/ NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: Yes - CNE (1.5 hours)

Course Description: Training reviews DSM IV and DSM V criteria for Dementia; describes the presentation of Alzheimer’s Disease; identifies assessment and screening tools available for dementia, delirium, and depression; and compares and contrasts Alzheimer’s disease and depression.

FALLS AND FALL PREVENTION IN LONG-TERM CARE: RN AND INTERPROFESSIONAL MODULE AND CASE STUDY
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: RNs and Interprofessionals
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available (Case Study coming soon)
Continuing Education Available: Yes - CNE (1 hour)

Course Description: This series describes causes and risk factors for falls in older adults. Assessment for fall risk, strategies to prevent falls and serious injury, and actions to take after a fall occurs are highlighted.

HEALTH LITERACY, HEALTH PROMOTION, AND POPULATION HEALTH
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: RNs, Physicians, and Interprofessionals
Length: 2 hours
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing and ArchCare
Date of Availability: Currently available
Continuing Education Available: Yes - CNE (1.5 hours)

Course Description: Understanding the importance of patient health literacy is an important piece of health promotion. This module will guide direct care givers on how to integrate components of health literacy and health promotion in their care of older adults.

FALLS AND FALL PREVENTION IN LONG-TERM CARE: HHA & CNA MODULE AND CASE STUDY
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: HHA/CNA
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: 11/27/2019
Continuing Education Available: Yes - CNE (1 hour)
health literacy and health promotion in their care of older adults.

MEDICARE ANNUAL WELLNESS VISITS, HEALTH PROMOTION, AND DISEASE PREVENTION IN OLDER ADULTS
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: RNs and Interprofessionals
Length: 2 hours
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: Yes - CNE (1 hour)
Course Description: This module reviews the purpose of the “Welcome to Medicare Preventive” visit, Annual Wellness Visits, and annual physical exams; identifies the components of the “Welcome to Medicare Preventive” Visit and Annual Wellness Visits; describes the immunizations recommended for older adults; and describes health promotion strategies to keep older adults healthy and disease-free.

MEDICATION MANAGEMENT SERIES: INTERPROFESSIONALS, RN & LPN MODULE AND CASE STUDY
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: Interprofessionals, RN and LPN
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: 12/05/2019
Continuing Education Available: This Series describes how physiological changes associated with aging influence drug pharmacodynamics and medication use in older adults. Polypharmacy, reconciliation of drug regimens and the role of Beers criteria are discussed.

PALLIATIVE AND HOSPICE CARE FOR HHAS & CNAS
Format: eLearning (or instructor-led by request)
*Spanish language online course available*
Location: Online (or facilitated on-site upon request)
Intended Audience: HHAs/CNAs
Length: 1 hour
Developer/Partner: ArchCare
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This 1 hour course is designed to provide HHAs and CNAs with an overview of palliative and hospice care services. The purpose and focus of palliative and hospice programs, as well as the role of the HHA and CNA caring for the dying patient are reviewed. In addition, cultural influences on death and dying and the importance of self-care when assigned to care for palliative and hospice patients are discussed.
**PERSISTENT PAIN IN OLDER ADULTS**

**Format:** eLearning (or instructor-led by request)

**Location:** Online (or facilitated on-site upon request)

**Intended Audience:** RNs and Interprofessionals

**Length:** 1 hour

**Developer/Partner:** The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing

**Date of Availability:** Currently available

**Continuing Education Available:** Yes - CNE (1 hour)

**Course Description:** Training describes persistent pain presentation in older adults; compares nociceptive and neuropathic pain; identifies when to refer older adults for further pain assessment; describes racial and ethnic differences in reporting pain; evaluates the effectiveness of traditional and non-traditional therapies; provides methods of managing pain at the end of life.

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**PERSON- AND FAMILY-CENTERED CARE**

**Format:** eLearning (or instructor-led by request)

**Location:** Online (or facilitated on-site upon request)

**Intended Audience:** All levels of staff

**Length:** 1 hour

**Developer/Partner:** The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing and ArchCare

**Date of Availability:** Currently available

**Continuing Education Available:** Yes - CNE (1 hour)

**Course Description:** This module will guide health professionals and direct care givers on how to provide care that is respectful of and responsive to individuals, as well as how to put patients/residents and their families at the center of decision-making.

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**PRESSURE ULCER PREVENTION IN LONG-TERM CARE**

**Format:** eLearning (or instructor-led by request)

*Spanish language online course available*

**Location:** Online (or facilitated on-site upon request)

**Intended Audience:** HHA/CNA

**Length:** 1 hour

**Developer/Partner:** ArchCare WIO

**Date of Availability:** Currently available

**Continuing Education Available:** No

**Course Description:** This module reviews common terms used to describe pressure related skin injury. Measures to prevent pressure injury including preventive skin care measures, turning and repositioning and adequate nutrition and hydration is discussed. Skin disorders commonly mistaken as pressure ulcers are also reviewed.

---

**REDUCING AVOIDABLE HOSPITALIZATIONS SERIES: IMPROVING PATIENT SAFETY IN LONG-TERM CARE FACILITIES**

**Format:** eLearning (or instructor-led by request)

*Spanish language online course available*

**Location:** Online (or facilitated on-site available)

**Intended Audience:** CNA

**Length:** 1 hour

**Developer/Partner:** ArchCare

**Date of Availability:** Currently Available

**Continuing Education Available:** No

**Course Description:** This course is designed to provide students with an overview of patients' physical and non-physical signs to report. Identifying key factors to consider when communicating and documenting changes to other members of the healthcare team is also reviewed.

---

**REDUCING AVOIDABLE HOSPITALIZATIONS SERIES: IMPROVING PATIENT SAFETY AT HOME AND IN COMMUNITY SETTINGS**

**Format:** eLearning (or instructor-led by request)

*Spanish language online course available*

**Location:** Online (or facilitated on-site upon request)

**Intended Audience:** HHA
Length: 1 hour
Developer/Partner: ArchCare
Date of Availability: Available May 2019
Continuing Education Available: No
Course Description: This course is designed to provide students with an overview of patients' physical and non-physical signs to report. Identifying key factors to consider when communicating and documenting changes to other members of the healthcare team is also reviewed.

REDCUTblick AVAILABLE
HOSPITALIZATIONS SERIES: PREVENTING AND RECOGNIZING SEPSIS IN OLDER ADULTS IN LONG-TERM CARE FOR HHAS & CNAS
Format: eLearning (or instructor-led by request)
Location: Online (or facilitated on-site upon request)
Intended Audience: HHA/CNA
Length: 1 hour
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: No
Course Description: This module reviews the differences between bacteremia, sepsis, and septic shock; explains how to recognize the signs and symptoms of sepsis in the older adult; discusses how to prevent sepsis in a long-term care setting and at home; describes the presentation of sepsis in the older adult; defines post-sepsis syndrome; and describes how to report signs, symptoms, and presentation of sepsis to the charge nurse or home health nurse.

REDCUTblick AVAILABLE
HOSPITALIZATIONS SERIES: PREVENTING AND RECOGNIZING SEPSIS IN OLDER ADULTS IN LONG-TERM CARE FOR THE PHYSICIAN
Format: eLearning
Location: Online
Intended Audience: Physicians
Length: 2 hours
Developer/Partner: The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
Date of Availability: Currently available
Continuing Education Available: Yes
Course Description: This module defines sepsis and its risk factors; describes the importance of early identification; identifies and explains how to apply diagnostic criteria; explains how to manage sepsis; and describes how to prevent sepsis and reduce readmissions.
REDUCING AVOIDABLE HOSPITALIZATIONS SERIES: URINARY TRACT INFECTIONS AND THE OLDER ADULT FOR HHAS & CNAS

**Format:** eLearning (or instructor-led by request)
**Location:** Online (or facilitated on-site upon request)
**Intended Audience:** HHAs/CNAs
**Length:** 1 hour
**Developer/Partner:** The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
**Date of Availability:** Currently available
**Continuing Education Available:** No

**Course Description:** This module defines and identifies risk factors for UTIs, and discusses signs, symptoms, and prevention of UTIs in long-term care settings.

REDUCING AVOIDABLE HOSPITALIZATIONS SERIES: URINARY TRACT INFECTIONS AND THE OLDER ADULT FOR RNS & LPNS

**Format:** eLearning
**Location:** Online
**Intended Audience:** RNs/LPNs
**Length:** 1 hour
**Developer/Partner:** The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
**Date of Availability:** Currently available
**Continuing Education Available:** Yes (CNE – 1 hour)

**Course Description:** This module reviews the characteristics of aging that contribute to the incidence of UTIs, identifies risk factors for UTIs, and discusses signs, symptoms, prevention, and treatment of UTIs in long-term care settings.

SUBSTANCE MISUSE IN OLDER ADULTS

**Format:** eLearning (or instructor-led by request)
**Location:** Online (or facilitated on-site upon request)
**Intended Audience:** RNs and Interprofessionals
**Length:** 1 hour
**Developer/Partner:** The Hartford Institute for Geriatric Nursing/NYU Rory Meyers College of Nursing
**Date of Availability:** Currently available
**Continuing Education Available:** Yes (CNE – 1 hour)

**Course Description:** Course identifies essential steps in the assessment of an older adult for substance use; describes the steps of a brief motivational intervention incorporated into nursing care; analyzes treatment interventions; provides resources to assist patients, family members, and caregivers in addressing issues related to substance abuse in older adults.
IN-PERSON COURSES

BEHAVIORAL HEALTH: CPI - NONVIOLENT CRISIS INTERVENTION FOUNDATIONS

Format: Classroom
Location: Various training sites throughout New York City and the Hudson Valley. See Schedule for details. On-site training is available.
Intended Audience: All levels of staff
Length: 8 hours (one full day)
Developer/Partner: Crisis Prevention Institute (CPI)
Date of Availability: Currently available. See schedule for details.
Course Description: This one-day training program provides the knowledge, practical skills and strategies needed to safely manage anxious, disruptive, and assaultive behavior in the workplace. The focus is on verbal de-escalation, prevention, and early prevention. Safe physical intervention options are also taught, to be used only as a last resort.

COMPUTER LITERACY SERIES:
MICROSOFT EXCEL LEVEL 1

Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Beginner users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop teaches students who have little-to-no experience using Microsoft Excel to understand and utilize primary functions of the program, and to create useful spreadsheets. Topics covered in this workshop include: identifying Excel elements; creating a basic worksheet; modifying and formatting a worksheet; managing large workbooks; performing basic calculations; and more.

COMPUTER LITERACY SERIES:
MICROSOFT EXCEL LEVEL 2

Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Intermediate users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: Go further with Excel by learning to create charts and tables as well as learning time saving formatting and validation features. In this course, you will create charts and tables. This course is designed for those interested in going beyond basic skills and need using Excel.

COMPUTER LITERACY SERIES:
MICROSOFT EXCEL LEVEL 3

Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Advanced users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop covers topics such as: creating advanced formulas; analyzing data with logical and lookup functions; organizing data with tables; visualizing data with charts and graphs; analyzing data with pivot tables, slicers, and pivot charts; and more.
ArchCare WIO Courses

COMPUTER LITERACY SERIES:
MICROSOFT POWERPOINT LEVEL 1
Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Beginner - Intermediate users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop teaches students who have little-to-no experience using Microsoft PowerPoint to understand and utilize primary functions of the program, and to create slides of their own. Topics covered in this course include: creating a presentation; performing advanced text editing; adding and modifying graphics, tables, and charts to your presentation; preparing for presentation delivery; and more.

COMPUTER LITERACY SERIES:
MICROSOFT POWERPOINT LEVEL 2
Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Intermediate - Advanced users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop covers topics such as: modifying the PowerPoint environment; customizing design templates; adding SmartArt to a presentation; working with media and animations; presentation collaboration; customizing a slide show; securing and distributing presentations; and more.

COMPUTER LITERACY SERIES:
MICROSOFT WORD LEVEL 1
Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Beginner - Intermediate users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop teaches students who have little-to-no experience using Microsoft Word to understand and utilize primary functions of the program, and to create documents of their own. Subjects covered during this training include: editing a document, formatting text and paragraphs, adding tables and graphic objects, managing lists, controlling the page appearance and more.

COMPUTER LITERACY SERIES:
MICROSOFT WORD LEVEL 2
Format: In-Person
Location: ArchCare WIO Headquarters – Midtown Manhattan
Intended Audience: Intermediate - Advanced users
Length: 8 hours (one full day)
Developer/Partner: NYC Career Centers
Date of Availability: Currently available. See schedule for details.
Course Description: This interactive workshop is covers topics such as: working with tables and charts, using templates, customizing formats using styles and themes, controlling text flow, using macros, and more.
CUSTOMER SERVICE WORKSHOP
Format: In-Person
Location: Various training sites throughout New York City and the Hudson Valley. See Schedule for details. On-site training is available.
Intended Audience: All levels of staff
Length: 8 hours (one full day)
Developer/Partner: New Horizons
Date of Availability: Available July 2019. See schedule for details.
Course Description: This interactive workshop will look at all types of customers and provide the information and how we can best serve them. Through lecture, group discussion, and practice exercises, students will be provided with a strong skillset in areas including: in-person, telephonic, and electronic communication techniques; dealing with difficult customers; generating return business; and more.

DEMENTIA CARE WORKSHOP
Format: In-Person
Location: Various training sites throughout New York City and the Hudson Valley. See Schedule for details. On-site training is available.
Intended Audience: All levels of staff
Length: 8 hours (one full day)
Developer/Partner: Avila Institute of Gerontology
Date of Availability: Currently available, provided several times monthly. See schedule for details.
Course Description: Developed for those who care for residents with cognitive impairment, including different forms of dementia and Alzheimer’s, this training program educates participants about the diseases that cause memory impairment and how to best care for those affected by them.

LEADERSHIP DEVELOPMENT SERIES: DRIVING ORGANIZATIONAL CHANGE
Format: Classroom
Location: ArchCare WIO Headquarters – Midtown Manhattan, and Rhinebeck, NY.
Intended Audience: Leadership/prospective leadership
Length: 6 hours
Developer/Partner: Leading Excellence Accelerating People, Inc. (LEAP)
Date of Availability: Available beginning April, 2019. See schedule for details.
Course Description: This course is focused on how organizations change and how to be a change agent in an organization. It emphasizes the forces for change, the change implementation process, the qualities and skills of successful change agents, and the behavioral theory of how individuals and organizations change. Leaders will walk away with a “big picture” on how to plan and implement change.

LEADERSHIP DEVELOPMENT SERIES: COACHING FOR ENGAGEMENT AND PERFORMANCE
Format: Classroom
Location: ArchCare WIO Headquarters – Midtown Manhattan, and Rhinebeck, NY.
Intended Audience: Leadership/prospective leadership
Length: 6 hours
Developer/Partner: Leading Excellence Accelerating People, Inc. (LEAP)
Date of Availability: Available beginning March 2019. See schedule for details.
Course Description: This course engages leaders to coach on real organizational issues for greater organizational health and impact. The workshop gives leaders a powerful process and support tools to have effective coaching conversations and unleash the full capacity of their team.
### LEADERSHIP DEVELOPMENT SERIES: UNDERSTANDING YOUR LEADERSHIP STYLE

**Format:** Classroom  
**Location:** ArchCare WIO Headquarters – Midtown Manhattan  
**Intended Audience:** Leadership/prospective leadership  
**Length:** 6 hours  
**Developer/Partner:** ArchCare WIO  
**Date of Availability:** Available beginning January 2019, offered periodically. See schedule for details.  
**Course Description:** This workshop will help participants uncover the connection between their personality and leadership style through the DiSC, a personal leadership assessment. Participants will learn how they respond to conflict and stress, what motivates them, and how to adjust their style to better communicate with others.

### LEADERSHIP DEVELOPMENT SERIES: SITUATIONAL LEADERSHIP

**Format:** Classroom  
**Location:** ArchCare WIO Headquarters – Midtown Manhattan  
**Intended Audience:** Leadership/prospective  
**Length:** 6 hours  
**Developer/Partner:** Leading Excellence Accelerating People, Inc. (LEAP)  
**Date of Availability:** Available beginning in December 2019  
**Course Description:** This workshop teaches managers how to become “situational leaders.” In situational leadership, participants learn how to change their management style to meet the needs of others within the organization based on the situation.

### LEADERSHIP DEVELOPMENT SERIES: MANAGING MULTIPLE PRIORITIES, PROJECTS AND DEADLINES

**Format:** Classroom  
**Location:** ArchCare WIO Headquarters – Midtown Manhattan  
**Intended Audience:** Leadership/prospective  
**Length:** 6 hours  
**Developer/Partner:** Leading Excellence Accelerating People, Inc. (LEAP)  
**Date of Availability:** Available beginning in December 2019  
**Course Description:** Our Managing Multiple Priorities, Projects and Deadlines course focuses on exercises and content tailored for project management and priority setting. The classroom based training ensures improved performance and productivity by teaching the participant how to meet deadlines by identifying causes of procrastination and indecision, pinpoint personal time-wasters and increase concentration and focus. The class teaches how to schedule time more effectively, stay on track and keep important projects, deadlines and goals top of mind.
BLUEPRINT FOR OASIS ACURACY TRAINING
Format: Classroom  
Location: Various training sites throughout New York City and the Hudson Valley. See Schedule for details. On-site training is available.  
Intended Audience: All levels of staff  
Length: 2-day, 13-hour workshop  
Developer/Partner: Oasis Answers  
Date of Availability: Available beginning October 2019, offered periodically. See schedule for details.  
Course Description: This workshop is highly focused on the current OASIS data collection rules and instructions. As these rules continue to evolve, Blueprint keeps you up to date, always sourcing instructions and providing the latest key source documents in handout form to rely upon after the workshop. Empowering staff with defendable OASIS scoring practices provides your agency with the accurate outcomes and proper reimbursement you deserve to provide quality care.

TRAUMA INFORMED CARE
Format: Classroom  
Location: Various training sites throughout New York City and the Hudson Valley. See Schedule for details. On-site training is available.  
Intended Audience: Leadership/prospective leadership  
Length: 2 full days  
Developer/Partner: Innovations for Quality Living  
Date of Availability: Available beginning January 2019, offered periodically. See schedule for details.  
Course Description: A two-day workshop that offers an overview of the regulatory expectations and insight into staff education and training, assessment and care planning, service development, and therapeutic activity interventions to address a broad range of behavioral health needs.

PUBLIC SPEAKING WORKSHOP
Format: Classroom  
Location: ArchCare WIO Headquarters – Midtown Manhattan. On-site training is available.  
Intended Audience: All levels of staff  
Length: 4-6 hours  
Developer/Partner: Rachel Rosenthal  
Date of Availability: Available beginning March, 2019. See schedule for details.  
Course Description: This public speaking workshop is part interactive workshop exercises, part lecture, and part participant presentations with feedback. Topics covered in course include: engagement and connection; confidence, authenticity, and likeability; posture, breathing, and moving with purpose; preparation; and verbal and non-verbal habits and tics.
Have a special request? The ArchCare WIO strives to meet the needs of all long-term care employees and employers within our designated regions. If you don’t see a topic listed in our catalog, but would like to see it offered, please contact us to discuss.

Together we can.
Creating quality care, together.