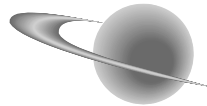


Learning Matters

Master Catalogue

2009



"One's work may be finished someday, but one's education, never."

Office of Learning & Development

Department of Mental Retardation

Central/West Massachusetts Region

171 State Avenue, Palmer, Massachusetts 01069

Main Phone for C/W Regional Office (413) 284-1500

<i>Learning & Development</i>	<i>Numbers</i>
<i>Administration & Registration</i>	(413) 284-5082
<i>Candace Cassin (Director)</i>	(413) 284-5080
<i>Pat Carney</i>	(413) 284-5083
<i>Don LaBrecque</i>	(413) 284-5085
<i>Tom Winans</i>	(413) 284-5084
	FAX (413) 284-1519
	TRAINING LINE (413) 284-5087

You can also view and download *Learning Matters* on line at www.communitygateway.org. Once in the website, click on the "Training" button.

A NEW FORMAT for Learning Matters

In an effort to make *Learning Matters* easier for you to read and to reduce the amount of paper required for each edition, we are experimenting with a different format.

This *Master Catalogue 2009* contains:

- Basic information about registration, cancellations, weather cancellations, fragrance free policy, etc.
- Community Support Skills Standards
- Class descriptions
- Locations and directions
- Registration and cancellation forms
- It **does not** include dates for 2009 classes

Every quarter you will be sent the dates and locations of trainings for that three-month period.

These quarterly editions of *Learning Matters* **will** include abbreviated registration instructions and the “month-at-a-glance” calendars, as well as registration and cancellation forms.

They **will not** include full class descriptions or directions. We ask that you use the *Master Catalogue* for this information.

The quarterly editions of *Learning Matters* are scheduled to be distributed on the following timetable:

January/February/March 2009	Distribution	12/1/08
April/May/June 2009	Distribution	3/1/09
July/August/September 2009	Distribution	6/1/09
October/November/December 2009	Distribution	9/1/09

If you have not received your copy by the 5th of the month it was scheduled to be distributed, please contact 413-284-5082.

**Call the TRAINING LINE
for weekly schedule of trainings
and for weather cancellations
at (413) 284-5087**



CANCELLATIONS OF TRAINING DUE TO INCLEMENT WEATHER

Cancellations will not be announced on local radio or television stations.

- ◆ Training will be cancelled if public schools are cancelled in the community in which the training is scheduled to occur. (If you are scheduled for a First Aid or CPR class at Monson Developmental Center, please contact **(413) 283-3411 Ext. 0** after 6:30 a.m. to find out if the class has been cancelled.)
- ◆ If the public schools are only delayed, then training will occur as scheduled. There will be no delay in start time. If registrants believe that they cannot arrive on time or attend the full session, they should reschedule for another day.
- ◆ Staff scheduled for trainings should use their best judgment in deciding whether or not to attend the session. They should not attend, for example, if they feel that traveling to the training site would be too dangerous.
- ◆ In some cases when there is a winter storm, the distance the instructor must travel, or the closure of the site (e.g. a public library or the Red Cross) by its management may require the training to be cancelled. Therefore, **you are always encouraged to call the DMR training line anytime after 7:15 AM at (413) 284-5087.**

**WOULD YOU PREFER TO RECEIVE
Learning Matters via email?**

If so, please email:

Jeffrey.Monseau@state.ma.us

**Please include your
name, agency and phone number.**

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Supporting the Ongoing Development of Direct Support Staff

For more information about the *DMR-subsidized Direct Support Certificate Program* earning college credits at several Massachusetts Community Colleges (including Holyoke Community College and Quinsigamond Community College), contact the DMR C/W Office of Learning & Development at 413-284-5082, Jackie Griswold at (413) 552-2333 or jgriswold@hcc.mass.edu for the HCC program, or Jean Kennedy at (508) 854-2744 or jkennedy@gcc.mass.edu for the QCC program.



For more information about Direct Support professional development organizations, visit the following websites:

- American Network of Community Options and Resources at www.ancor.org
- National Alliance for Direct Support Professionals at www.nadsp.org
- National Organization for Human Services at www.nationalhumanservices.org

THE COMMUNITY SUPPORT SKILLS STANDARDS

The Community Support Skills Standards (CSSS) Project, funded by the U.S. Department of Education, was designed to encourage the adoption of national, voluntary skill standards for direct support workers. The selection of skill standards began with an in-depth job analysis of human service workers in diverse roles across the country. In the second phase of the project, a list of duties, tasks, and relevant knowledge, skills, and attributes were drawn from the information gathered in Phase I. Finally, a team composed of people who participate in services, providers, educators, trainers, and family members developed the Community Support Skill Standards, which were published in 1996.

The CSSS were developed with an appreciation of the breadth of responsibilities that direct support workers are expected to perform competently. The skill standards can educate those outside the field about the scope of direct support work and the range of knowledge and skills that community support workers must have in order to most effectively support people. It can also provide a benchmark for excellence within the field.

The twelve competency areas outlined as skill standards for direct support workers are: 1) Participant Empowerment; 2) Communication; 3) Assessment; 4) Community and Services Networking; 5) Facilitation of Services; 6) Community Living Skills and Supports; 7) Education, Training, and Self Development; 8) Advocacy; 9) Vocational, Educational, and Career Support; 10) Crisis Intervention; 11) Organizational Participation; and 12) Documentation.

The CSSS inform the Direct Support Certificate Program (DSCP), a program developed jointly by the Department of Mental Retardation and the Executive Office of Community Colleges. (In the Central/West Region, the DSCP is available at Holyoke Community College and Quinsigamond Community College.) On the following page we outline how the different classes offered by Learning & Development relate to the competency areas outlined in the Skill Standards.

Several websites can also give you more information, including www.hsri.org, www.cshse.org, and www.nohse.org. To obtain a copy of *The Community Support Skill Standards: Tools for Managing Change and Achieving Outcomes*, send \$20 to the Human Service Research Institute, 2336 Massachusetts Avenue, Cambridge, MA 02140.

COMMUNITY SUPPORT SKILLS STANDARDS*

(*) This summary adds 13th column to the 12 CSSS for Basic Health and Safety classes

TRAINING	1	2	3	4	5	6	7	8	9	10	11	12	H&S
Getting to Know You	√					√	√						
New Employee Orientation	√	√		√		√	√				√		
Self Determination	√	√				√		√					
Communication Enhancement Series		√			√	√					√		
Basic Human Rights	√	√						√				√	
Human Rights Systems	√	√						√				√	
Human Rights and Behavior Modification								√		√		√	
Prevention of Abuse & Mistreatment								√				√	
Rights Parents & Guardians Need to Know								√					
Important Immediate Responses		√						√				√	
Teaching to the ISP	√	√	√	√	√	√		√				√	
Neutral Writing			√									√	
Basic Sign I, II & III	√	√				√							
Sensitivity Training		√				√							
Grow Old Along With Me		√				√			√				
Overview of Alzheimer's & MR		√				√			√				
Applied Nonviolence		√				√				√		√	
Difficult Decision in Health Care			√		√	√							
Saying Goodbye (Loss & Grief)		√				√	√						
Supervisory Series	√	√	√	√	√	√	√	√	√	√	√	√	
See Me As a Whole Person	√	√	√			√							
Teaching Sexuality in Everyday Life	√	√	√			√							
Societal Trends	√					√		√					
Mindfulness Tools for Working with Stress						√	√						
Situational Advocacy				√				√					
Communicative Intent of Human Behavior	√	√	√							√			
Strategies for Community Integration	√			√	√	√			√				
A Closer Look at Community Integration	√			√	√	√			√				
Bridging the Communication Gap	√	√											
Risk Taking	√					√		√					
Swallowing			√			√							√
Medication Administration (MAP)						√							√
First Aid/CPR										√			√
Fire Safety										√			√

1 = Participant Empowerment

2 = Communication

3 = Assessment

4 = Community & Services Networking

5 = Facilitation of Services

6 = Community Living Skills & Supports

7 = Education, Training & Self-Development

8 = Advocacy

9 = Vocational, Educational & Career

10 = Crisis Support Intervention

11 = Organizational Participation

12 = Documentation

REGISTRATION

Classes listed in this catalogue are primarily for staff of DMR and DMR-funded agencies and programs in the Central/West Region. Others are welcome as space permits. If you are not working in one of these contexts and are interested in attending a class, please call 413-284-5082 for more information

➤ HOW TO REGISTER

- ❖ For most trainings, use the registration form on page 31 and fax to (413) 284-1519 , or
- ❖ Use an electronic version to email your registration form to Jeffrey.Monseau@state.ma.us.

IF YOU HAVE NOT RECEIVED A RETURN CONFIRMATION WITHIN 72 HOURS,
please call (413) 284-5082.

- ❖ To register for Medication Administration classes in Central or West, or for First Aid/CPR classes held at the Monson Developmental Center, please follow the instructions that appear with the class description.

➤ CANCELLATIONS/NO SHOWS

- ❖ Use the cancellation form on page 35 and fax to (413) 284-1519 , or
- ❖ Use an electronic version to email your cancellation form to Jeffrey.Monseau@state.ma.us.

PLEASE NOTE: Due to the high number of last minute cancellations for CPR/First Aid classes in Westfield, if we have not received your cancellation by noon of the Wednesday preceding the class, you will be charged the regular class fee.

Trainings will be cancelled if there are not enough people registered. The decision is typically made one week prior to the scheduled training date. Agencies are responsible for ensuring the attendance or cancellation of staff registered from their agency. **Please Note: If an inadequate number of participants show up on the day of the training, the training may be cancelled.**

As a courtesy to others, **please notify us immediately** if someone will not be attending a session for which they have been registered. Agencies are encouraged to substitute another person for the one being cancelled.

➤ PARKING

Directions to the training site include parking directions when specified by the location. Please park **ONLY** in designated areas, even if spaces are available in closer lots.

➤ **TRAINING START AND END TIMES**

Please be sure that participants are aware of the start time of the training they are attending. **In some cases, latecomers will not be admitted.** Participants should plan to attend the entire session; if a person must leave before the end of the session, awarding a certificate is at the trainer's discretion.

➤ **MAPS/DIRECTIONS**

Directions are included in this packet, beginning on page 37, or may be obtained by calling (413) 284-5082. **Please be sure that you know how to get to the training site.**

➤ **FRAGRANCE FREE**

Increasing numbers of people are experiencing environmental sensitivities. Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing. In consideration of those with chemical sensitivities, ALL participants are asked to avoid wearing perfumed products to trainings. This includes perfumes, colognes, aftershave, and scented hair care and body care products. Your colleagues with environmental sensitivities thank you.

➤ **ACCOMMODATIONS**

Some training sites may not be wheelchair accessible. Please indicate when registering if you need accommodations or information in an alternative format. All attempts will be made to accommodate your needs.

BASIC SKILLS & UNDERSTANDING

➤ BASIC HUMAN RIGHTS

In this workshop, participants will be introduced to the several levels of guaranteed rights to which all people in the U.S. are entitled, as well as the additional protections guaranteed to individuals who use the services and supports offered through DMR and DMR-funded providers. The role of all DMR and vendor agency employees in safeguarding these rights will be discussed, as well as the systems in place to support staff's efforts. The process for reporting violations of people's rights will also be discussed, as well as the meaning and responsibilities of "mandated reporters." Case studies will be used to illustrate key points. ***This training is the pre-requisite for Human Rights System Training.***

➤ RESPECTING DIVERSITY

"We have become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams" - Jimmy Carter

How does a team remain effective if the team members do not understand each other? By definition, teams must have a shared purpose. However, today's teams are often a "mosaic," and although the common goal is to provide competent and effective support to individuals, the backgrounds, beliefs and values of the team's members may not automatically be shared. This training begins an exploration of difference and how difference can both challenge and enhance a team. Participants will also practice techniques of respectful inquiry and dialog designed to increase learning and effectiveness as a team.

This training is intended for staff of provider agencies ONLY. It does not fulfill the basic Diversity training requirement for DMR employees. DMR employees should NOT register for this class.

DMR Employees: For the schedule of Diversity trainings for DMR staff, please see the "New Employee Orientation and Diversity Training" flyer or call (413) 284-5082 for more information.

➤ COMMUNICATION ENHANCEMENT SERIES

The goal of this series is to provide employees with a conceptual framework of effective communication, as well as specific techniques and practices for communicating effectively in the workplace. It addresses one-to-one and team communication, in addition to skills for dealing with conflict and ways to achieve "win-win" conclusions. **The Communication Enhancement Series is a pre-requisite for the Introduction to Supervision course.**

➤ COMMUNICATIVE INTENT OF HUMAN BEHAVIOR

Behavior that is hurtful or gets in the way of people building relationships and leading meaningful lives does not occur in isolation. This training will look at how to accurately assess behavior, and ways to assist individuals in learning new behaviors.

➤ **GETTING TO KNOW YOU: Understanding Developmental Disabilities and the Life Experiences of the People We Serve**

What do the terms “developmental disabilities” and “mental retardation” mean? What impact do these labels have on the life experiences of the people supported throughout the DMR service system? What is our role in promoting and ensuring that the people we serve have opportunities to live full, healthy, and happy lives – lives like any one of us might live?

This class is adapted from the DMR New Employee Orientation, and is open to staff of DMR and provider agencies. It includes information about these labels based on our current understanding of them, a brief historical look at the ways people have been treated by society when they were given a disability label, and the resulting impact of society's perceptions and beliefs. Through video, discussion and group work, we explore our own perceptions and biases, and reflect on our commitment to seeing and working with the WHOLE person, not just the label.

A basic assumption of this class is that our understanding of people, and therefore our ways of working together, continues to develop. As a result, this training is an excellent opportunity to provide new staff with a basis for understanding WHAT our work is and WHY we do it in a particular way. It is also relevant to long-term staff who may appreciate a refresher, and a chance to share with others the experiences they have had during their years of working with people.

➤ **SEE ME AS A WHOLE PERSON**

If we told you that this workshop is about supporting people to have a positive sense of their own sexuality, would you be tempted to say, “Oh that’s not for me...the people I support don’t express an interest?” What comes to mind when you hear the word “sexuality?” If it’s “sex” or “being sexually active,” that is only one aspect. Since birth, sexuality is a part of our personality, influencing our self esteem, how others see us, and how we interact with the world. Sexually interested or not, sexually active or not, our sexuality is a part of who we are. This session will provide a working definition of “sexuality,” explore how it is an integral part of personality, and focus on how we can support people to develop a positive sense of their whole selves.

➤ **SENSITIVITY TRAINING**

➤ **WALK IN MY SHOES**

Experience a day in the life of someone who has a physical, visual, or communication disability. By the end of the training, you will (1) experience a variety of disabilities, (2) know how to recognize and better meet people’s needs, and (3) meet the clinicians who can provide staff supports. Participants will have the opportunity to reflect on the experience of disability and how to apply what they have learned. Since participants are given lunch as part of the training, a lunch break is not provided. Please indicate any dietary restrictions at the time of registration.

Please Note: Due to the nature of this training, at least **eight (8)** participants are needed and class size is limited to **fourteen (14)** people.

➤ STRATEGIES FOR COMMUNITY INTEGRATION

This training focuses on strategies for providing successful community experiences for people, which can enhance the opportunity for community integration. Staff are also trained in how to assist individuals to select activities based on their interests, preferences, and strengths.

➤ TEACHING TO THE ISP: USING THE INDIVIDUAL SUPPORT PLAN AS A FRAMEWORK FOR BUILDING LEARNING EXPERIENCES

Everyone who uses the services of the DMR has an Individual Support Plan (ISP). One of the purposes of the ISP is to identify and describe areas in a person's life that can be enriched with additional learning, based on the six Quality of Life Areas. This three day training introduces participants to the ISP format and the ISP meeting. Through lecture, discussion, individual and small group work, participants will gain skills in determining goals, writing assessments and developing learning objectives, service agreements and effective support strategies/teaching plans. Essential considerations include: required components of the ISP, what to expect in the ISP meeting, how to identify what is important for the person to learn as well as what is important to the person in his/her current life and future goals, the purpose of task analysis, adapting teaching styles and evaluating progress.

➤ NEUTRAL WRITING

Clear, factual writing is critical in providing quality services to the people we support. Reports, progress summaries, logbook entries, and other documents that are accurate, understandable, and objective are essential for effective communication. They are also legal documents for which the writer is accountable. Neutral writing aims to eliminate possible bias or prejudice by avoiding vague or confusing language and faulty conclusions. In this class, participants will practice using oral and written communication that is pertinent, complete, respectful and easily understood.

PLEASE NOTE: Increasing numbers of people are experiencing environmental sensitivities. Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing. In consideration of those with chemical sensitivities, ALL participants are asked to avoid wearing perfumed products to trainings. This includes perfumes, colognes, aftershave, and scented hair care and body care products.

Your colleagues with environmental sensitivities thank you.

HUMAN RIGHTS TRAINING

➤ BASIC HUMAN RIGHTS

See description on page 11.

➤ HUMAN RIGHTS SYSTEM

This training is appropriate for Human Rights Officers, committee members and coordinators, and anyone who is interested in doing human rights advocacy. People who take this training will be eligible to be certified as Human Rights Officers (HRO). Supervisor approval is also necessary for HRO certification.

ATTENDANCE AT DMR BASIC HUMAN RIGHTS TRAINING within the last 12 months is a pre-requisite for this training.

Human Rights System Training is required for HROs and recommended for Human Rights Committee (HRC) members, direct support workers, Human Rights Coordinators, and administrators who play a role in supervising direct care staff or HROs. It is also useful for new Executive Directors to learn these roles.

Please remember; only those trainings provided by certified provider agency trainers, or those trainings identified above will be recognized as meeting the regulatory requirements for training of HROs.

➤ ADVANCED HUMAN RIGHTS SYSTEM

This training is a follow-up to the initial Human Rights System training. It is designed to further enhance the level of knowledge and skills for Human Rights staff through discussion of case examples, DMR regulations, and questions brought by participants. It is an opportunity to clarify and think critically about applying the principles taught in other Human Rights trainings the person may have attended.

➤ HUMAN RIGHTS OFFICERS'/COORDINATORS' NETWORKING MEETINGS

These meetings provide Human Rights Officers and Human Rights Coordinators the opportunity to network with their peers and to discuss issues. **THERE IS NO NEED TO REGISTER FOR THESE MEETINGS.**

ADVANCED HUMAN RIGHTS TRAINING

In addition to Human Rights System training, there will be other trainings offered each quarter that will serve to deepen staff's understanding of the complexities of human rights advocacy. Any of these offerings will qualify as advanced human rights training for HROs. However, any staff person, HR Committee member, or other individuals involved in the system for safeguarding rights are welcome to attend.

These additional trainings include (but are not limited to): ***Behavior Modification Safeguarding, Liberty & Limitations of Movement*** (Restraints and other Limitations of Movement), ***Recognizing and Preventing Abuse and Mistreatment, Parties to a Complaint*** (the role of HRCs and others in Investigations and Incident Report Review), ***Processing Personal Restrictions*** (Visitation Rights, Possessions and Access Restrictions), and ***Safeguarding Medication Treatment Plans***, among others.

➤ HUMAN RIGHTS AND BEHAVIOR MODIFICATION

This workshop will present an overview of DMR regulations concerning behavior modification. Quite often questions arise regarding behavior plans and the human rights of an individual for whom a plan has been written. Frequently asked questions concerning behavior modification will be discussed from a human rights perspective.

Pre-requisite: Participation in a DMR-approved *Basic Human Rights Training*.

➤ LIBERTY & LIMITATIONS OF MOVEMENT

One of our most basic rights is liberty. This training will explore the concept of liberty as seen through the DMR regulations. There are occasions where, depending on circumstances, an individual's Liberty may need to be restricted or limited. This training will explore different limitations of movement, as well as the necessary due processes outlined in DMR regulations to safeguard the rights of the individual.

Pre-Requisite: Participation in a DMR-approved *Basic Human Rights Training*.

➤ PREVENTION OF ABUSE AND MISTREATMENT

Do you know what constitutes abuse and mistreatment? Are you sensitive to the signs and symptoms of abuse and mistreatment? Through lecture, discussion, and case studies, participants will learn to identify the indicators of abuse, factors that contribute to its occurrence, ways to control or avoid these factors, and staff responsibility to report suspected mistreatment or abuse.

Pre-Requisite: Participation in DMR-approved *Basic Human Rights*.

➤ RIGHTS PARENTS & GUARDIANS NEED TO KNOW

This training will provide information and discussion for families and guardians about the human and legal rights of individuals who receive supports as outlined in DMR Regulations, Massachusetts General Laws, and other sources. **This training is provided by request. Contact Martin Rachels, at (413) 284-5006.**

➤ **BASIC HUMAN RIGHTS – TRAINING OF TRAINERS**

All staff of DMR-funded programs are required to have an orientation to human rights and the DMR regulations that delineate our role in supporting the rights of the people we serve. Agencies have noted that it is sometimes difficult to access the DMR Basic Human Rights Training and are actively seeking alternatives. The Human Rights Training of Trainers was created to provide agencies the opportunity to develop the skills and expertise of a staff member(s) who will be able to present this topic in a well organized, comprehensive manner that meets all of the regulatory requirements of DMR.

Additionally, agencies who support a staff member to complete the Basic Human Rights, Human Rights System and Training of Trainers in Human Rights (with Pat Carney and Martin Rachels), have the option of applying to the Office for Human Rights (OHR) for certification of their agency's basic training so that it meets the regulatory requirements for the initial training of Human Rights Officers.

The Human Rights Training of Trainers includes presentation of the required topic areas, as well as information about adult education and training development. The session is interactive, including the opportunity to practice answering the kinds of questions that typically arise in the course of a Human Rights training. Every participant receives a training outline, background materials and a Human Rights training video, all of which can be used as is or adapted to meet the unique needs of the organization. Additionally, all participants who have email access are included in regular electronic updates of additional training materials for use within their agency.

PLEASE NOTE: Increasing numbers of people are experiencing environmental sensitivities. Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing. In consideration of those with chemical sensitivities, **ALL** participants are asked to avoid wearing perfumed products to trainings. This includes perfumes, colognes, aftershave, and scented hair care and body care products.

Your colleagues with environmental sensitivities thank you.

CLINICAL TRAINING

➤ BASIC SIGN LANGUAGE

WESTERN AREA



Instructors for Western Area Basic Sign classes are:

***Sandra Candelaria**, a Deaf woman fluent in American Sign Language, and
Cheryl Stupski, a Speech Therapist.*

The following services can be provided upon request:

- ★ Sign Language instruction for individuals or groups
- ★ Individual tutoring sessions for individuals

Please call Cheryl Stupski at (413) 323-9250 for assistance in arranging these services.

➤ BASIC SIGN LANGUAGE – LEVEL I

This class is designed to teach the manual alphabet and common vocabulary related to people, food, activities, clothing, and health. Participants will be given opportunities to practice and use these signs during a variety of group activities. **Class size is limited to 10 participants.**

➤ BASIC SIGN LANGUAGE – LEVEL II

Next in the sign language series, Basic Sign Language - Level II, teaches vocabulary related to the living environment, community, emotions, questions, and time. Participants will engage in a variety of activities designed to practice receiving and expressing signed messages. **Class size is limited to 10 participants.**

➤ BASIC SIGN LANGUAGE – LEVEL III

The last in the sign language series, Basic Sign Language – Level III, teaches additional vocabulary related to all the previous learned categories, in addition to “academic” signs including colors and numbers. Continued opportunities for practice in receiving and expressing signs will be provided. **Class size is limited to 10 participants.**

➤ BASIC SIGN LANGUAGE

CENTRAL AREA

➤ BASIC SIGN LANGUAGE – LEVEL I

➤ BASIC SIGN LANGUAGE – LEVEL II

➤ **GROW OLD ALONG WITH ME: ISSUES OF AGING**

This class provides an overview of the physical and psychosocial aspects of aging and how they affect people with developmental disabilities. The differentiation of the normal process of aging and disease along with secondary conditions will be discussed. Practical aspects for planning purposes will be explored. **This training is provided by request. Contact the Office of Learning & Development at 413-284-5082.**

➤ **OVERVIEW OF ALZHEIMER'S DISEASE & MR**

The first half of this course focuses on physiological issues of Alzheimer's disease, with special attention given to people with Downs Syndrome. It includes definition of the disease, diagnosis, causes, changes within the brain, and treatment possibilities. The second half deals with the emotional and management issues, including acceptance, philosophical considerations, behavior management, emotional issues for staff and family, and staff needs. Discussion of specific cases will be included.

➤ **SPECIAL TOPICS IN SUPPORTING PEOPLE WITH VISION IMPAIRMENTS OR LEGAL BLINDNESS**

Different topics are offered throughout the year. Examples of topics offered to date include: "Living Comfortably with Vision Loss," "It's a Deafblind World," "Disaster Planning for Individuals with Vision Impairments or Legal Blindness," and "The American Printing House for the Blind Federal Quota Account."

➤ **APPLIED NONVIOLENCE (ANV) TRAINING**

Please Note: ANV can be a demanding course. However, if an employee is required to limit the movement of someone they support, then there is a reasonable expectation that the employee has the physical conditioning necessary to perform those duties. The instructor will do everything possible to keep the session a safe environment in which people can practice the skills they need on their job to keep themselves, the people they support, and anyone else involved free from injury. The intention of the instructor is to improve the student's understanding and physical skills, but there is no claim to assessing their conditioning or physical fitness. That is better addressed at the point of hire or through supervision.

➤ **ANV OVERVIEW (4 Hours)**

This is an introduction to the principles and techniques of the ANV program. Through discussion and demonstration, the instructor helps to familiarize participants with the basic dynamics of violence and the importance of observation and communication (both verbal and nonverbal) in avoiding and de-escalating confrontation. Participants are also guided through some primary skills of evasion and safety. This overview serves as the first part of ANV Level I: Self-Defense.

➤ **ANV – LEVEL I: SELF-DEFENSE (16 Hours)**

Training provides participants with the ability to deal with potentially harmful, emergency situations. The primary focus of this level is the physical skills of evasion and disengagement.

➤ ANV – LEVEL II: RESTRAINT (20 Hours)

This level progresses through a hierarchy of least restrictive interventions in dealing with potentially harmful, emergency situations. Starting with the escort, participants advance through standing and seated restraint before working on floor immobilization. **Applicants are required to be currently certified in ANV Level I: Self-Defense, and to have been identified by the instructor as an appropriate candidate for this training.**

➤ ANV RE-CERTIFICATION

Certification in Applied Nonviolence (ANV), whether Level I or Level II, is valid for one year. The re-certification class is a 4-hour review of the ANV Overview, Level I, and Level II, with an opportunity to practice specific skills. Staff who are already certified and would like more in depth-review and practice, are welcome to attend the full series again.

➤ TEACHING SEXUALITY IN EVERYDAY LIFE

These days, images of sexuality and sexual behavior seem to be everywhere. Whether you are watching television, listening to music, walking in the mall, or looking at billboards along the highway, your eyes and ears are taking in an almost constant barrage of sometimes vague, sometimes explicit, but always alluring (because most of them are meant to sell something!) images of sexuality. The people you support in their homes, communities and at work are seeing and hearing these images as well. The difference is that they are sometimes less able to really “see” them for what they are: ideas of fantasies that are intended to jar people’s imaginations and connect them with a product.

This class is designed to teach staff ways to use the images, words and behaviors people might witness in everyday life, as opportunities to teach three basic concepts that are important in sexuality: knowing about your body, understanding relationships, and keeping yourself safe. This session will use popular images from television and movies, magazines and “the mall” to present ideas for assisting people to tell real from fantasy, and to create positive, healthy and safe ways of understanding and expressing their own sexuality.

Pre-requisite: Participants must have attended [“See Me as a Whole Person.”](#)

➤ SITUATIONAL ADVOCACY

Have you ever been in a restaurant and had the waitperson ask you what your companion with a disability would like to eat? Have you ever been at a family gathering where a relative suggested that “those people” would be better off “put away?” Have you ever been in a conversation where someone referred to an adult with a cognitive disability as “having the mind of a six-year-old?” Have you ever been out in public and encountered stares or loud remarks intended for your hearing? These situations can be painful, embarrassing and sometimes quite infuriating. You know that “blowing your stack” won’t help, but what can you do? Certainly you want to advocate for the people you support but you don’t want to alienate others who may already be resistant. This class will explore the role of direct support staff as mediators and examine five possible approaches to a conflict situation: collision, compromise, compliance, caution, and common ground. Participants will practice using neutralizing language, negotiation skills, and critical thinking to weigh the effectiveness of different strategies.

➤ SAYING GOODBYE: SUPPORTING OURSELVES AND OTHERS THROUGH LOSS AND GRIEF

What constitutes a loss? What happens when we experience a significant loss? How does the grieving process unfold? How can we help someone we support prepare for the death of a family member, friend, or house mate? What can we do when the loss is sudden and there is no time to prepare? How can staff manage both their personal feelings and professional responsibilities during a time of loss? These and other aspects of loss and grieving will be explored in this session.

➤ DIFFICULT DECISIONS IN HEALTH CARE

Dealing with a serious medical illness is often stressful and emotionally charged. These types of situations are further complicated when you are a staff person trying to advocate and provide support for the person who is ill or is facing difficult treatment options. The main purpose of this presentation is to help staff think about these issues in advance so that they are prepared when actually facing them. This presentation allows time for questions and will also use case studies to help participants think through the relevant issues. **This training is provided by request. Contact Betsy Johnson at (413) 284-1593.**

PLEASE NOTE: Increasing numbers of people are experiencing environmental sensitivities. Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing. In consideration of those with chemical sensitivities, **ALL** participants are asked to avoid wearing perfumed products to trainings. This includes perfumes, colognes, aftershave, and scented hair care and body care products.

Your colleagues with environmental sensitivities thank you.

PROFESSIONAL DEVELOPMENT

➤ COMMUNICATION ENHANCEMENT SERIES

See page 11 under Basic Skills and Understanding

➤ SUPERVISORY SERIES

In today's workforce, supervisors are often expected to have a broader range of competencies than was necessary in the past. Supervisors must juggle administrative, educational, coaching, facilitation, and direct support responsibilities, and the staff they supervise are more dispersed in the field than ever before. This series is designed for new supervisors or for those wishing to become supervisors. Each session addresses different skill areas needed for effective supervision. Topics include: Teams and Leaders; Managing for Peak Performance; Working with Diverse Teams; Reflective Supervision, and Creating a Learning Environment. **Participants must plan to attend the entire series.**

Pre-requisite: All participants must have completed the three-day Communication Enhancement Series, which includes Fundamentals of Communication, Team Communication, and Conflict Management Strategies.

➤ TELLING IT LIKE IT IS: USING NEUTRAL LANGUAGE IN YOUR PROFESSIONAL DOCUMENTATION – A TRAINING OF TRAINERS

As direct support workers and managers, we are called upon to describe events in the lives of the people we support. In staff meetings, with clinicians, and at ISP meetings, we share information about people's daily activities and their progress toward achieving their goals. In daily logs, progress notes, incident reports, behavioral data sheets, and ISPs, we provide written documentation of this information, which becomes a permanent part of someone's record as well as a legal document.

This is an awesome responsibility as well as an opportunity to support people's ongoing development as full and true participants in their communities. What is written about a person frequently precedes them into new situations, so HOW we say things becomes extremely important.

"Telling It Like It Is" is intended to introduce participants to the concept of "neutral thinking" and the skills related to producing clear, concise and unbiased verbal and written communication about the people we serve and the events in their lives. **This training of trainers session** will prepare agency staff to present this information and help others develop these skills, utilizing a curriculum that has been developed by the Office of Learning and Development. All participants will receive a trainer's guide and teaching materials for "Telling It Like It Is."

➤ **BASICS FOR EFFECTIVE WRITING**

This class will review principles of writing effective memos, letters, emails, and other communications in the workplace. The class will cover such topics as how to organize your information, writing for clarity, components of a letter and memo, and helpful strategies and tips for getting your point across and conveying information in a neutral manner. Participants will have the opportunity to practice applying these principles to written communication during the session.

➤ **FACILITATING EFFECTIVE MEETINGS**

Our work often requires us to meet with one or more persons to accomplish our goals. This class will help you enhance the planning, organizing, and facilitation skills that contribute to efficient and effective meetings. You will learn a framework and strategies to ensure that the purpose of the meeting is clear, that all participants have an opportunity to contribute, and that the conclusions of the meeting are understood.

➤ **SELF-DETERMINATION**

What is self-determination? What is informed choice? How do those words apply to the men and women you work with every day? How do we teach people to make “good” choices, and how should we respond when they make choices that might entail an element of risk?

“Self Determination” is a commonly used term in our work. It has meanings on multiple levels, including the experimental initiative to give individuals control over their funding, a systemic approach to providing services, and the expectation that individuals who use the services of DMR and our vendor agencies have opportunities to make decisions about their lives to their fullest capability.

This training will explore the fundamentals of self determination and offer opportunity for discussion about our role as teachers who help people learn what it means to them and what is involved in making a truly informed choice.

➤ **MINDFULNESS TOOLS FOR WORKING WITH STRESS**

Do you ever feel like you are being pulled in many different directions between your responsibilities at work, and in your life outside of work? Does it seem like you are always on the go and that there never is enough time? Do you ever feel like you are waiting for the time when your life will have less stress, so you can start to have the life you want?

Self-care is an important part of our lives, and learning to reduce the stress in our lives can make us more present, more effective, and happier. The good news is that we don't need to wait for the outer circumstances of our lives to change. In this daylong session, we will examine sources of stress, the stress cycle, and skillful ways to respond. Drawing on multiple sources, including the pioneering work of the Mindfulness-Based Stress Reduction Center at the University of Massachusetts Medical Center, this session will introduce mindfulness meditation and other practices for reducing the stress in our lives.

➤ **SOCIETAL TRENDS IN THE LIVES OF PEOPLE WITH DEVELOPMENTAL DISABILITIES: PAST, PRESENT & FUTURE**

All things change, including society's view of people with disabilities. Do you know what happened to people labeled with mental retardation 100 years ago? What have been landmarks and turning points in societal attitudes? Using slides, historical information, and stories, the morning presentation will go back 300 years and bring us through the era of mass institutionalization. We will reflect on the best of times and the worst of times, with a particular focus on people who lived in Massachusetts.

The afternoon session of this workshop will use a 1972 documentary filmed at Belchertown State School which, in part, led to the Consent Decree which guaranteed all residents the right to "active treatment." The Consent Decree also increased family involvement, self-advocacy and, joining the momentum of the Civil Rights movement, caused significant changes in options for support for people with cognitive disabilities. There will be an examination of opportunities in the community, in facilities, and for families. Participants will examine current trends and explore future possibilities.

➤ **RELATIONSHIPS AND THE IMPORTANCE OF TOUCH**

In our work as support staff, care providers and community companions, most of us have at least occasional reason to touch the individuals we support: to teach, show appreciation, reinforce effort, comfort and others. Direct support staff, their supervisors and administrators of provider agencies understand that human touch is essential to well being.

Many support staff struggle to understand the "appropriate" place of touch in their work with individuals who have developmental or intellectual disabilities (dd/id). They know that people are lonely, and sometimes have little opportunity for affection. They work to provide people with opportunities to make friends and expand their access to different kinds of contact with others.

This session is intended to provide participants with a frame for thinking about privacy and touch in their work with people who have developmental disabilities. Our conversation will include ways to help people have their touch needs (intimacy needs) met in different settings, and will present professional standards to guide our use of touch in our work. Recommendations for changes in organizational culture, agency policy and daily practice will also be included.

➤ **SEXUALITY EDUCATORS' NETWORK**

Across the Central/West Region, many wonderful, committed staff people are providing information and support to individuals to express their sexuality and have happy, safe relationships. Both "See Me As a Whole Person" and "Teaching Sexuality in Everyday Life" are founded on the belief that most sexuality education for the people we support occurs in the course of living their lives everyday and that direct support staff have many opportunities to make a positive difference in people's lives simply by being aware of people as sexual beings and being open to talking with them about their feelings, experiences and dreams.

Feedback from staff who are doing this work is that they would like an opportunity to talk about their ongoing work with others who are trying to address this very important, but historically ignored, area of people's lives. The goal of the Sexuality Educators' Network is to provide this forum, where sexuality educators and support staff can share stories, ask questions, and continue to develop their understanding of the full humanity of the people we serve.

➤ **A CLOSER LOOK AT COMMUNITY INTEGRATION**

In this training, various factors relating to integration will be explored. These factors include planning, integration activities, getting your foot in the door, making introductions, minimizing social distancing, and enhancing friendships. **Pre-requisite: Participation in *Strategies for Community Integration*. This training is provided upon request. Contact JoAnne Henry at (413) 586-7424, x103.**

➤ **BRIDGING THE COMMUNICATION GAP**

This class is designed to provide participants with a basic understanding of the fit between language development and various communication systems, e.g., gestures, sign language, speech, and augmentative systems. Learn the importance of your role as an active communication partner in promoting the development and use of communication skills. Experience basic communication techniques that build relationships and increase independence and motivation. **This training is provided by request for a minimum of 8 participants. Contact Cheryl Stupski at (413) 323-9250.**

HEALTH & SAFETY

➤ SWALLOWING AND FOOD TEXTURES

Dysphagia is any problem a person may have with swallowing. When someone has this problem, food or liquids that would normally go into the stomach may instead go into the windpipe and lungs, causing choking. In this training, participants will learn about normal swallowing and how to identify when people may be having swallowing problems (dysphagia), which may require further evaluation. They will also learn about the differences in food textures and which foods should be avoided for people who have dysphagia. In addition, people will be shown techniques, recipes, and simple ways to prepare food for individuals with swallowing problems. Time will be allowed for brainstorming approaches to respond to unique challenges for individuals with swallowing disorders.

Please bring a bag lunch – there will only be a 30-minute lunch break.

➤ DYSPHAGIA

Dysphagia is any problem a person may have with chewing and/or swallowing. When someone has this problem, food or liquids that would normally go into the stomach, may instead go into the windpipe and lungs, causing choking and possible development of aspiration pneumonia. During this training, participants will learn about normal chewing skills and the swallowing process, warning signs of dysphagia (which may require further evaluation), a prevention guideline, evaluating the four major food textures, and the various consistencies of thickened liquids. Participants will also review general techniques for food processing and simulate various limitations with chewing skills. This will be an interactive training session with time for questions and problem-solving.

➤ DYSPHAGIA INTEREST GROUP

The Dysphagia Interest Group is a resource available within the Central/West Region of the Department of Mental Retardation that can be accessed by Speech-Language Pathologists, Occupational Therapists and Nurses from DMR and community service providers. The purpose of this group is to jointly address the issues and needs of individuals with developmental disabilities relating to eating and swallowing. The group seeks to share and disseminate information, develop systems related to service delivery, network to ensure the most efficient and appropriate delivery of services, and advocate for the special needs of the population served. The group seeks to promote understanding of dysphagia and educate families, caregivers, and service providers regarding its impact on the health, well-being, and quality of life of individuals with developmental disabilities.

➤ FIRE SAFETY

This curriculum is the DMR 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.

Classes start on time – participants who arrive late will be turned away.

STANDARD FIRST AID / ADULT CPR

WESTERN AREA



PLEASE NOTE: Due to the high number of last minute cancellations for CPR/First Aid classes in Westfield, if we have not received your cancellation by noon of the Wednesday preceding the class, you will be charged the regular class fee.

This section addresses general information for registering for Standard First Aid, Adult CPR, and CPR Re-certification classes in Western MA

**ALL Western MA CPR & FIRST AID CLASSES are held at the
AMERICAN RED CROSS – WESTFIELD CHAPTER
48 Broad Street, Westfield, MA**

Staff must bring a copy of the *Standard First Aid* book with them and are expected to have read it prior to class.

Books cost approximately \$10.00 each and are available from the Westfield Chapter of the American Red Cross (413) 562-9684. Please allow at least two weeks if ordering books in bulk.

COST - Standard First Aid and Adult CPR (\$12.00); Adult CPR only (\$6.00); CPR Re-certification only (\$6.00), and First Aid only (\$6.00).

BILLING – Agencies will be billed monthly with a list of those who were registered for First Aid and/or CPR training during that month. **Please Note:** Agencies will be billed for staff who were registered but did not attend, and for cancellations received after 12:00 noon on the Wednesday preceding the training. Registration fees are neither refundable nor creditable.

CANCELLATIONS/SUBSTITUTIONS – Please use the cancellation/substitution form on page 35. You may also email the information to: Jeffrey.monseau@state.ma.us. If you do not have access to a fax machine or email, please call (413) 284-5082. Agencies will be billed for “no shows” without cancellations, as well as cancellations received after 12:00 noon on the Wednesday preceding the class.

PLEASE NOTE: The Red Cross has advised us that participants arriving more than 15 minutes late will be turned away.

➤ **ADULT CPR**

Successful completion of this class yields Red Cross certification in Adult CPR (valid for 1 year).

➤ **STANDARD FIRST AID**

Successful completion of this class yields Red Cross certifications in First Aid (valid for 3 years).

STANDARD FIRST AID / ADULT CPR

CENTRAL AREA

LOCATION: MONSON DEVELOPMENTAL CENTER, PALMER

To register, please call Rocky or Sue at (413) 283-3411, x1255/1213

**IF YOU NEED TO CANCEL YOUR REGISTRATION
PLEASE NOTIFY ROCKY OR SUE AS SOON AS POSSIBLE.**

PLEASE NOTE: All classes start on time. Anyone arriving late will not be admitted.

➤ ADULT CPR

CARD FEE \$8.00: *IN ORDER TO BE ADMITTED TO THIS CLASS YOU MUST BRING A CHECK OR MONEY ORDER MADE OUT TO THE AMERICAN RED CROSS FOR \$8.00.*

This training includes choking, rescue breathing, and one-rescuer Adult CPR. Those who complete this course will receive a certificate that is **valid for one (1) year** and must be renewed annually. This class requires a minimum of 4 participants and a maximum of 10.

➤ STANDARD FIRST AID

**ALL CLASSES START ON TIME;
ANYONE ARRIVING LATE WILL NOT BE ADMITTED**

CARD FEE \$8.00: *IN ORDER TO BE ADMITTED TO THIS CLASS YOU MUST BRING A CHECK OR MONEY ORDER MADE OUT TO THE AMERICAN RED CROSS FOR \$8.00.*

This training will provide information on handling common emergencies. Those who complete the course will receive a certificate **valid for three (3) years.** This class requires a minimum of 4 participants and a maximum of 10.

MEDICATION ADMINISTRATION PROGRAM (MAP)

WESTERN AREA

The Medication Administration Program (MAP) prepares staff to take the American Red Cross Medication Administration Certification or Re-certification Examination.

Please note that this training is only available for staff that work at DMR MAP registered sites.

If your agency is not MAP registered, please contact (413) 586-7424 and leave a message at x113 and you will receive further information.

To Register: Please FAX your completed Medication Administration Program Courses Registration Form (**page 33**) to (413) 586-1054. *PLEASE REMEMBER TO INCLUDE THE STAFF'S WORK SITE MAP NUMBER ON YOUR APPLICATION.* You will receive a faxed confirmation of your registration. If you do not receive confirmation within three (3) business days, please contact (413) 586-7424 and leave a message at x113. Agencies who do not have access to a fax machine may register by phone by calling (413) 586-7424 x113.

BASIC MEDICATION ADMINISTRATION: Give your staff an American Red Cross Medication Administration Testing Application Form with Section #2 (the provider information section) completed. **Staff must complete Sections #1, 4, 5 and 6 and bring the completed form with them to the first day of their training session.** The trainer will collect their forms during the class and will submit them to the Red Cross for test scheduling. The Red Cross will process your request and give you and your staff at least five days' notice of the scheduled test date. Please contact the Red Cross at 1-800-962-4337 if you do not have an application or if you have any questions regarding their testing or registration procedures. **Staff are requested to come to class with a completed Red Cross application including the MAP site number where they work and the agency's FEIN number.**

REFRESHER FOR RECERTIFICATION: Give your staff an American Red Cross Medication Administration Testing Application Form. They must complete sections #1, 4, 5 and 6. Have your staff return the form to you and complete Section #2. **Submit the application directly to the Red Cross using the Provider's Application Cover Sheet.** The fax number and address of the Red Cross are on the back of the application form. **DO NOT SUBMIT APPLICATION FORMS FOR RECERTIFICATION TO DMR.** Please contact the Red Cross at 1-800-962-4337 if you do not have an application or if you have any questions regarding testing or registration procedures.

Staff may now be tested within their own agencies by MAP trainers or may continue to be tested by the Red Cross. If your staff are to be tested within your agency, please follow the procedures outlined in DPH Policies 02-7 and 02-8. If staff are to continue to be tested by the Red Cross, then you should submit the applications directly to the Red Cross. If there are any questions about testing procedures, please contact the Red Cross at 1-800-962-4337.

Please remember to notify your staff of the date, time and place of the training and make sure they have directions to the site. Late arriving staff may be turned away at the discretion of the trainer. If you need directions, please call (413) 284-5082. Any assistance you give to ensure staff attendance is greatly appreciated!

Notification of Cancellations and Substitutions: Please notify (413) 586-7424, x113 or use the FAX form on page 35 for all cancellations or substitutions for *Basic Medication Administration Training*. Please give as much advance notice as possible. Please note that unregistered staff arriving at the training site may be turned away at the discretion of the trainer.

➤ BASIC MEDICATION ADMINISTRATION TRAINING

The American Red Cross now requires that a pre-test be given with the Basic Medication Administration training. A score of 80% or higher will be needed to pass this multiple choice test prior to sending the candidate's application to the Red Cross for an actual test date. If a candidate fails the pre-test, they will need to reschedule themselves for a pre-test retake.

➤ REFRESHER FOR RECERTIFICATION

PLEASE NOTE: Medication Administration Refresher classes are now available only by request, with a guaranteed minimum of at least 6 participants (agencies are encouraged to identify more than 6 people to ensure the minimum in case of no-shows). Please contact Sue Lyas at 413-586-7424 x113 to request this class.

➤ SUPERVISORS' TRAINING ON MEDICATION ADMINISTRATION

This training is designed to familiarize supervisory staff (e.g., house managers, program managers, etc.) with Department of Public Health (DPH) regulations as they apply to the certification of staff for the administration of medication. Topic areas include a review of the DPH policy manual, staff certification, medication occurrences, self-medication criteria, and routine monitoring and review.

PLEASE NOTE: The Supervisor's Training on Medication Administration is now available only by request, with a guaranteed minimum of at least 6 participants (agencies are encouraged to identify more than 6 people to ensure the minimum in case of no-shows). Please contact Sue Lyas at 413-586-7424 x113 to request this class.

CENTRAL AREA

IMPORTANT

For classes at Glavin Regional Center, trainees must complete and submit an American Red Cross Administration Testing Application Form prior to the first day of training. Sections 1, 4, 5, and 6 of this form must be completed by the trainee and Section 2 by his/her supervisor. **To obtain application forms, please contact the American Red Cross at (800) 962-4337 or (781) 979-4010.**

Mail (do not fax) the completed application to Iris Colon, Department of Mental Retardation, 214 Lake Street, Shrewsbury, MA. 01545.

Upon receipt of the application, trainee will be registered for the class. **Please confirm receipt of your application and class registration with Iris Colon at (508) 845-9111 x154.**

➤ BASIC MEDICATION ADMINISTRATION TRAINING

➤ REFRESHER FOR RECERTIFICATION

ADDITIONAL LEARNING OPPORTUNITIES

University Without Walls (UWW)
A Bachelor's Degree Program in HUMAN SERVICES
Mental Retardation/Developmental Disabilities

A collaboration between the
Massachusetts Department of Mental Health,
Massachusetts Department of Mental Retardation
and the University of Massachusetts, Amherst

For further information, contact
Lee Manchester at (413) 545-3962
Academic Program Manager - MR
lmanchester@uww.umass.edu

Direct Support Certificate Program
A project of the Massachusetts Community Colleges and the
Massachusetts Department of Mental Retardation

A 21-credit program created to support and enhance the careers of
direct support staff in DMR-funded programs
and to DMR employees in Unit 2 and 509

- Cost to the student is only \$50 per course + books -

For further information, contact

Jackie Griswold
Holyoke Community College at (413) 552-2333
jgriswold@hcc.mass.edu

Jean Kennedy
Quinsigamond Community College at (508) 854-2744
jkennedy@qcc.mass.edu

Training Registration Form

Please use for all courses, *except*
Medication Administration

Agency Name:		Phone:	()	ext.
Contact Person:		FAX:	()	
Contact Email:				

Staff Registration Information – Please Print Clearly! – Writing generally loses some clarity with faxing

STAFF NAME(S)	TRAINING	Training Date(s)		DMR USE ONLY	
		1st Choice	2nd Choice	Confirmed	Filled
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

PLEASE FAX TO JEFFREY MONSEAU @ (413) 284-1519 or EMAIL TO Jeffrey.Monseau@state.ma.us
- PLEASE DO NOT USE A COVER SHEET FOR FAXES -

MEDICATION ADMINISTRATION REGISTRATION FORM
BASIC MEDICATION ADMINISTRATION / REFRESHER FOR RECERTIFICATION
and SUPERVISORY TRAINING ON MED ADMINISTRATION

Central/West MA DMR Regional Office

*****THIS TRAINING IS ONLY AVAILABLE TO STAFF WHO WORK IN DMR MAP REGISTERED SITES*****

Please FAX your Registration Form to **(413) 586-1054**. PLEASE DO NOT USE A COVER SHEET.

COVER SHEET IS NOT NECESSARY

AGENCY INFORMATION

AGENCY NAME: _____ FAX #: () _____
 PERSON SUBMITTING _____
 TRAINING REQUEST: _____ PHONE #: () _____ ext. _____

STAFF REGISTRATION INFORMATION

STAFF NAME(S) Please list as many staff as possible on one form	<u>REQUIRED</u> Staff's Site DPH/MAP #	TRAINING TOPIC Please Check One			TRAINING DATE		REGISTRATION STATUS DMR USE ONLY	
		Basic	Refresher	Supervisory	1 st Choice	2 nd Choice	Date Confirmed	Training Filled***

***If checked, please submit an alternate date.

FOR ALL OTHER TRAININGS, PLEASE USE APPLICATION ON PAGE 31

CANCELLATION / SUBSTITUTION NOTIFICATION FORM CENTRAL/WEST REGIONAL OFFICE OF LEARNING & DEVELOPMENT

Please remember, in order to avoid a “no show” please fax this form.
For Medication Administration - Basic, Refresher, and Med Administration for Supervisors, fax to **(413) 586-1054**
FOR ALL OTHER TRAININGS fax to (413) 284-1519

COVER SHEET IS NOT NECESSARY

Staff Name: _____

Agency: _____ **Fax #** () _____

Agency Contact Person: _____ **Phone #** () _____ ext.

Type of Training: _____

Training Date: _____ **Time:** _____

Substituting Staff's Name (if applicable): _____

Thank You!

LOCATIONS & DIRECTIONS



LOCATIONS

Most trainings will be held in one of the locations listed below.
Directions follow this page in the order listed here.

PLEASE BE SURE THAT STAFF KNOW HOW TO GET TO THE TRAINING SITE

ADS	Adaptive Design Services 195 Industrial Drive, Northampton	(413) 586-7424
Bank of America Building Leominster	Bank of America Building – 3rd Floor One Main Street, Leominster	(978) 534-0463
Berkshire Area Office Berkshire 5th	DMR – State Office Building – 5th Floor 333 East Street, Pittsfield	(413) 447-7381
BCARC – Depot Street	Berkshire County ARC 65 Depot Street, Dalton	(413) 684-1906
BFAIR	Berkshire Family & Individual Resources 333 East Street, Pittsfield	(413) 447-7381
CHD-Birnie	Center for Human Development 332 Birnie Avenue, Springfield	(413) 733-6624
C/W Regional Office	Central/West Regional Office 171 State Avenue, Palmer	(413) 284-1500
DMH - Northampton	Department of Mental Health 1 Prince Street, Northampton	(413) 587-6200
DMR - Shrewsbury	Glavin Regional Center 214 Lake Street, Shrewsbury	(508) 845-9111
Fitchburg Fire Department	Fitchburg Fire Department 33 North Street, Fitchburg	(978) 345-9666
Fitchburg Public Library	Fitchburg Public Library 610 Main Street, Fitchburg	(978) 345-9639
Forbes Library	Forbes Library 20 West Street, Northampton	(413) 587-1011
JPC	John Patrick Center 47 State Street (Route 202), Belchertown PARKING around circle in front of building	(413) 323-9250
Leominster Public Library	Leominster Public Library 30 West Street, Leominster	(978) 534-7522
MDC	Monson Developmental Center 175 State Avenue, Palmer	(413) 283-3411
MHA	Mental Health Association 995 Worthington Street, Springfield	(413) 734-5376
Riverside Industries	Riverside Industries 1 Cottage Street, Easthampton, MA	(413) 527-2711

S&A Pittsfield	Sullivan & Associates 34 Depot Street, Pittsfield	(413) 443-3295
S&A Springfield	Sullivan & Associates 551 East Columbus Avenue, Springfield	(413) 733-6100
Shrewsbury Public Library	Shrewsbury Public Library 609 Main Street, Shrewsbury PARKING at the church or credit union across the street	(508) 842-0081
Southbridge Library	Jacob Edwards Memorial Library 236 Main Street, Southbridge	(508) 764-5426
SVAO	South Valley Area Office 194 West St. #9, Milford	(508) 792-7749
TDC	Templeton Developmental Center 212 Freight Shed Road, Baldwinsville	(978) 939-2161
United Arc	The United Arc of Franklin and Hampshire Counties 111 Summer Street, Greenfield	(413) 774-5558
WMH	Western MA Hospital 91 East Mountain Road, Westfield PARKING in rear of hospital only	(413) 562-4131
Westfield Chapter American Red Cross	American Red Cross-Westfield Chapter 48 Broad Street, Westfield	(413) 562-9684
Worcester Public Library	Worcester Public Library 3 Salem Square, Worcester	(508) 799-1655

PLEASE NOTE: Increasing numbers of people are experiencing environmental sensitivities. Reactions can range from symptoms such as headaches, congestion, nausea, and difficulty concentrating to more serious reactions such as difficulty breathing. In consideration of those with chemical sensitivities, ALL participants are asked to avoid wearing perfumed products to trainings. This includes perfumes, colognes, aftershave, and scented hair care and body care products.

Your colleagues with environmental sensitivities thank you.

ADAPTIVE DESIGN SERVICES (ADS)

Central/West MA DMR
195 Industrial Drive
Northampton, MA 01060
413-586-7424

FROM POINTS NORTH

- Take Exit 20 off of 91 South.
- Take left at traffic light onto Damon Road.
- Cross the railroad tracks and take the next right onto Industrial Drive.

FROM POINTS SOUTH

- Take Exit 19 off of 91 North.
- Go straight through the intersection onto Damon Road.
- Take the left after the underpass onto Industrial Drive.

FROM POINTS WEST

- Take Route 9 to Bridge Road (across from Look Park).
- Go 2.5 miles.
- At lights go straight through (cross King Street/Route 5), onto Damon Road.
- Cross the railroad tracks and take the next right onto Industrial Drive.

FROM POINTS EAST

- Take Route 9 over Coolidge Bridge from Hadley.
- At traffic light take right onto Damon Road.
- Take left after underpass onto Industrial Drive.

The Commonwealth Community Services/Adaptive Design Services building is located directly behind Northampton Ford Dealership off of Damon Road.

BANK OF AMERICA BUILDING

One Main Street, 3rd Floor

Leominster, MA 01453

(978) 534-0463

FROM THE EAST/WEST – MASS PIKE

Take Mass Pike to Exit 10 toward 290 Worcester – 395 Oxford/Webster.

Merge onto 290 E via exit – on left toward Worcester.

Merge onto 190 N via exit 19 toward Rt. 12 (Holden/Fitchburg).

Take Rt. 2 E - Exit 8B toward Boston.

Merge onto Mechanic Street via exit (on left toward Leominster).

Turn slight right onto Mechanic Street.

Continue for about a mile, where you will come to One Main Street.

FROM ROUTE 2 EAST

Take Route 2 East to Exit 31(A) - Route 12 South.

Follow Route 12 South into downtown Leominster and you will come to the Bank of America Building at One Main Street.

BERKSHIRE AREA OFFICE (5th Floor)

333 East Street
Pittsfield, MA 01201
(413) 447-7381

FROM MASS PIKE

- Take Mass Pike to Exit #2 (Lee/Stockbridge/Great Barrington).
- At bottom of exit ramp turn right – on Rte 20 in Lee.
- Follow Rte 20 through town (shopping district) – Rte 20 will make several turns - stay on it.
- Past the shopping district over new bridge and up the hill, stay on Rte 20 – State Police Barracks, the Black Swan Inn and Laurel Lake will be on left.
- About a mile past Laurel Lake will be Cranwell Resort and Conference Center on the right.
- Just past Cranwell, Rte 20 merges with Rte 7 – now on Rte 20W / Rte 7N.
- Heading into Pittsfield, go up the hill into town and on the left will be a church with hedges cut to say PRAY – on South Street, continue straight.
- Rte 20 turns left and heads west (West Housatonic Street) – stay straight on Rte 7.
- Center of Pittsfield (Park Square) there is a traffic light – go ¼ way around it and bear right onto East Street.
- Go to second traffic light and turn left onto Second Street.
- Go two-thirds the way up Second Street and turn right into parking lot – go through parking lot and turn right again into next parking lot – DMR Berkshire.

FROM ROUTE 9

- Take Rte 9 through Dalton into major shopping area (Allendale).
- At five-way intersection bear left between TJ Maxx and Stop & Shop on left to Dicks Sporting Good & Bed, Bath & Beyond on right (Rte 8 Merrill Road).
- Pass G.E. Plastics on right continue on Merrill Road until you come to a four-way intersection with the Pittsfield Rye Bakery on left.
- Continue through this intersection past Dunkin Donuts.
- Two buildings past Dunkin Donuts take a right into the parking lot.
- Enter the building to the left of the statue – DMR is on the 5th floor.

BCARC TRAINING ROOM

65 Depot Street
Dalton, MA 01226
(413) 684-1906

FROM MASS PIKE – EXIT 2 (LEE/LENOX)

- Merge into traffic on Rte 20 West. Rte 20 West turns right in Lee center. Continue on Rte 20 West.
- Rte 7 North becomes part of Rte 20 West.
- Continue on Rte 7 North into the center of Pittsfield (approximately 12 miles from Turnpike exit).
- At town center, turn right onto Rte 9 East.
- Rte 8 South will become part of Rte 9 East.
- Continue on Rte 8 into Dalton - this will be Main Street (approximately 13.5 miles from Pittsfield Center).
- Just after Rte 9 veers off to the left, turn right onto Depot Street.

Training space is #65 Depot Street

FROM NORTHAMPTON

- Follow Rte 9 West into Dalton, where it merges with Rte. 8 North in Windsor.
- Stay on Rte 8 North, and turn left onto Main Street in Dalton.
- Turn right onto Depot. Street.

Training space is #65 Depot Street

FROM THE NORTH

- Follow Rte. 2 East to Rte 8 South.
- Rte 8 South will become part of Rte 9 East.
- Continue on Rte 8 into Dalton - this will be Main Street.
- Just after Rte 9 veers off to the left, turn right onto Depot Street.

Training space is #65 Depot Street

**BERKSHIRE FAMILY & INDIVIDUAL RESOURCES (BFAIR)
771 South Church Street
North Adams, MA 01201
(413) 664-9382**

From I-91

- Follow I-91 to Exit 26 (Route 2 West & Route 2A East exit).
- Enter Roundabout and take exit onto Route 2 West.
- Follow Route 2 to North Adams.
- Turn Left onto West Shaft Road.
- Turn right onto Church Street.

From Northampton

- Follow Route 9 West.
- Continue on Route 9 West until junction with Route 8A (Savoy Road).
- Turn right onto Route 8A (Savoy Road).
- Follow Route 8A until Junction with route 116 (Main Road).
- Turn Left onto Route 116 (Main Road).
- Route 116 becomes Route 8 North.
- Pass through Adams Town Center.
- After passing through Adams, take right onto Hodges Cross road (Route 8A).
Hodges Cross Road turns into Church street.

From Mass Turnpike

- Get off Turnpike via EXIT 2 (Lee/Lenox/Pittsfield) - merge onto US 20 West.
- Follow Route 20 West to Route 7 - stay straight to go onto South Street /
Route 7.
- Follow Route 7 North to Pittsfield.
- Turn right onto Route 9 (Tyler Street).
- Follow Route 9 to junction with Route 8 (Cheshire Road) - turn left onto route 8.
- Follow route 8 north to Adams.
- After passing through Adams, take right onto Hodges Cross road (Route 8A).
Hodges Cross Road turns into Church street.

CENTER FOR HUMAN DEVELOPMENT

332 Birnie Avenue
Springfield MA 01107
413-733-6624

TRAVELING NORTH ON INTERSTATE 91

- If you are traveling North on Route 91, take Exit 10 (Main Street).
- At end of exit, turn left onto Main Street.
- At the first set of lights, turn left onto Walter Street.
- At the stop sign at the end of Walter Street, take a right onto Birnie Avenue.
- CHD is the brick building on the far right hand side with the green awning.

TRAVELING SOUTH ON INTERSTATE 91

- If you are traveling South on Route 91, take Exit 11 (Birnie Avenue).
- At end of the exit ramp, take a right.
- Go about 1/4 mile down Birnie Avenue.
- CHD is the brick building on the far right hand side with the green awning.

TRAVELING ON MASSACHUSETTS TURNPIKE

- If you are traveling on the Mass. Pike heading West or East, take Exit 4 (Holyoke/West Springfield/Interstate 91).
- Follow the signs for 91 South.
- Once on 91 South, take Exit 11 (Birnie Avenue).
- At end of the exit ramp, take a right.
- Go about 1/4 mile down Birnie Avenue.
- CHD is the brick building on the far right hand side.

PARKING: Follow Birnie Avenue until you get to the parking lots on the left. Follow this parking lot to the back of the buildings. As you face the back of the buildings, CHD is the last building on the right.

DEPARTMENT OF MENTAL HEALTH – Western Region
Haskell Building
One Prince Street
Northampton, MA 01060
(413) 587-6200

This location is on the grounds of the former Northampton State Hospital

FROM I-91 SOUTH

- Take I-91 south to Exit 20.
- At end of ramp, you will be on Rte 5 south.
- Travel straight through on Rte 5 (North King Street).
- At 6th set of lights (in Northampton Center), turn right - you will be on Main Street/Route 9.
- Go to next set of lights, keeping in the middle lane (Academy of Music on left and Edwards Church on right). You are preparing to bear left onto Route 66 after you go through the light.
To do this:
 - Go straight through the lights and get into left lane after the lights.
 - Bear left onto Rte 66 (West Street).
- *Continue on Rte 66 for about ½ mile to the blinking light at the top of the hill.
- Turn right onto Village Hill Road (onto the grounds of the former Northampton State Hospital)
- Take the first left (Prince Street, looks like a driveway) – Haskell Building is located on the left facing the main road. Parking is in the side or rear lots.

FROM I-91 NORTH

- Take I-91 (north) until you reach Exit 18 (Northampton).
- At the end of the ramp, turn left (Rte 5 north) toward Northampton Center.
- Turn left on Main Street.
- Go to next set of lights, keeping in the middle lane (Academy of Music on left and Edwards Church on right). You are preparing to bear left onto Route 66 after you go through the light.
To do this:
 - Go straight through the lights and get into left lane after the lights.
 - Bear left through onto Rte 66 (West Street).
- *Continue on Rte 66 for about ½ mile to the blinking light at the top of the hill.
- Turn right onto Village Hill Road (onto the grounds of the former Northampton State Hospital)
- Take the first left (Prince Street, looks like a driveway) – Haskell Building is located on the left facing the main road. Parking is in the side or rear lots.

FROM POINTS WEST

- Route 9 East into Northampton. Just past Smith College, bear right onto Route 66.
 - Follow from * above.
- OR-
- Mass Pike East to Exit 4/I-91
 - Get onto I-91 North and follow directions above.

DMR - CENTRAL/WEST REGIONAL OFFICE

171 State Avenue
Palmer, MA 01069
(413) 284-1500

FROM MASS TURNPIKE

- Take Palmer Exit #8.
- Turn right at exit.
- Proceed through one set of lights.
- Take left at next set of lights (Main Street, Palmer).
- Take next right (Bridge Street) which turns into State Avenue.
- Go approximately one mile and bear right at fork in road (MDC sign) take next left.
- The Central West Regional Offices are in the Brookside Building. The Brookside Building is on your left (on State Avenue) - parking in rear of building.

FROM ROUTE 20 EAST

- Go through set of lights at Palmer - Post Office on Park Street (Route 20).
- At next set of lights take left (Gas Station).
- Take left at next set of lights (Main Street, Palmer).
- Take next right (Bridge Street) - turns into State Avenue.
- Go approximately one mile and bear right at fork in road (MDC sign) take next left.
- The Central West Regional Offices are in the Brookside Building. The Brookside Building is on your left (on State Avenue) - parking in rear of building.

FROM ROUTE 20 WEST

- From Route 20 - West - Bear right at set of lights, (Main Street, Palmer).
- Proceed through two more sets of lights.
- Take next right (Bridge Street) - turns into State Avenue.
- Go approximately one mile and bear right at fork in road (MDC sign) take next left.
- The Central West Regional Offices are in the Brookside Building. The Brookside Building is on your left (on State Avenue) - parking in rear of building.

The receptionist will direct you to the Training Room or to Conference Room D.

DMR - GLAVIN REGIONAL CENTER

214 Lake Street
Shrewsbury, MA 01545
(508) 845-9111

FROM MASS TURNPIKE

- Travel Mass Turnpike to Exit 11 (Route 122 Millbury/Worcester).
- Turn left after toll booth. Go straight through one set of lights.
- Soon after passing the Getty Gas station (on right), turn right onto Route 20 East.
- Go straight through two sets of lights – soon after second set of lights, Route 20 will merge into one lane.
- Turn left at next set of lights onto Lake Street
(Preferred Auto will be on your left or look for large gravel/Asphalt company).
- Soon after the children's preschool/gymnasium (on left), road will curve, and look for a sign for Lake Street (one way) on your right.
- Turn onto Lake Street, which is a windy road in a residential area.
- After about ½ mile, you will see Glavin Regional Center on your left.
- Turn left after top of hill into a parking area.

FROM I-290

- Exit at Main Street in Shrewsbury (exit 22).
- Go North on Main Street
(Coming from West take a left. Coming from the east take a right).
- Take the next left (N. Quinsigamond Ave).
- At the end of North Quinsigamond Ave., at lights, turn left onto Route 9 East.
- Follow Route 9 through two sets of lights.
- At third set of lights turn right onto Lake Street –
you will see a sign for Glavin on the right.

FROM WORCESTER/ROUTE 9 WEST

- Leaving Worcester by Route 9,
you'll pass over a bridge crossing Lake Quinsigamond.
- After you pass over the bridge, some of the large landmarks you'll see are
White City Mall on the right, Commerce Bank on the right, and
a large bowling alley on the left.
- When you reach the top of the hill after the bowling alley,
you'll see a small green sign on the road divider that says Glavin.
- Turn right here, on to Lake Street. Glavin is on the right just after the athletic club.

FITCHBURG FIRE DEPARTMENT
33 North Street
Fitchburg, MA 01420
(978) 345-9666

* Parking in the rear of the Fire Department – **DO NOT** go past the signs for “Employees Only”.

FROM THE SOUTHEAST

From Worcester, travel north on I-190. This merges with Rt. 2. Follow Rt. 2 West to Fitchburg. Take Exit 31B (Fitchburg Rt.12). Bear right off the exit to follow Route 12 for 2.9 miles, passing four traffic lights. At the fifth light turn right, traveling over an overpass and making the next right onto Main Street. Turn left onto North Street. End at 33 North Street. Enter parking lot AFTER Fire Station (behind Dunkin Donuts).

FROM THE NORTHEAST

From Townsend, take Rt. 13 to the intersection of Rt. 2A. Turn right and continue on through three sets of traffic lights to Main Street. Turn right onto Main Street. End at 33 North Street and enter parking lot AFTER Fire Station (behind the Dunkin Donuts).

FROM THE NORTHWEST

From Ashby, take Rt. 119 south that will merge into Rt. 31. Continue on Rt. 31 until you come to a set of lights. Veer to the left around the Common (the boulder will be on your left). Go straight through the set of lights. Then staying in the left lane continue straight through under the bridge and staying to the right, take first left onto North Street. End at 33 North Street, and enter parking lot AFTER Fire Station (behind the Dunkin Donuts).

FROM THE SOUTHWEST

From Westminster - follow Rt. 2A north to the Fitchburg Common. Go straight through the set of lights. Then staying in the left lane, continue straight through under the bridge and staying to the right, take first left onto North Street. End at 33 North Street. Enter parking lot AFTER Fire Station (behind the Dunkin Donuts).

FROM THE WEST

Mass Pike – take Exit 10 (Auburn) and get onto 290 East. Get off at Exit 190 North - this merges with Rt. 2. Follow Rt. 2 West to Fitchburg. Take Exit 31B (Fitchburg Rt.12). Bear right off the exit to follow Route 12 for 2.9 miles, passing four stop lights. At the fifth light turn right, traveling over an overpass and making the right turn onto Main Street. Turn left onto North and end at 33 North Street. Enter parking lot AFTER Fire Station (behind Dunkin Donuts).

FITCHBURG PUBLIC LIBRARY
610 Main Street
Fitchburg, MA 01420
(978) 345-9639

Metered parking is available on Main Street and at the Municipal Parking Lot across from Youth Library entrance.

FROM THE SOUTHEAST

From Worcester, travel north on Highway 190. This merges with Rt. 2. Follow Rt. 2 West to Fitchburg. Take Exit 31B (Fitchburg Rt.12). Bear right off the exit to follow Route 12 for 2.9 miles, passing four traffic lights. At the fifth light turn right, traveling over an overpass and making the next left hand turn onto Main Street. The library is .3 miles on the left. (To reach the Municipal parking lot, continue on Main Street in the left lane, take the first left turn, continue in this lane for 2 short blocks, passing Newton Place (opposite the former General Electric entrance)). Enter the Parking Lot on the left.

FROM THE NORTHEAST

From Townsend, take Rt. 13 to the intersection of Rt. 2A. Turn right and continue on through three lights to Main Street. At the fourth light, Main Street becomes one way. Continue straight through the light, the library is .3 miles on the left. (To reach the Municipal parking lot, continue on Main Street in the left lane, take the first left turn, continue in this lane for 2 short blocks, passing Newton Place (opposite the General Electric entrance)). Enter the Parking Lot on the left.

FROM THE NORTHWEST

From Ashby, take Rt. 119 south which will merge into Rt. 31. Continue on Rt. 31 until you come to a set of lights. Veer to the left around the Common (the boulder will be on your right). Go straight through the set of lights, then, staying in the left lane continue for two short blocks. Turn left onto Newton Place (opposite General Electric entrance) and left onto Main Street, the library is on your left at the Corner of Main Street and Newton Place. (To reach the Municipal parking lot, pass Newton Place and enter the Parking Lot on the left.)

FROM THE SOUTHWEST:

From Westminster follow Rt. 2A north to the Fitchburg Common. Go straight through the set of lights, then staying in the left lane, continue for two short blocks, turn left onto Newton Place (opposite General Electric entrance) and left onto Main Street. The library is on your left at the Corner of Main Street and Newton Place. (To reach the Municipal parking lot, pass Newton Place and enter the Parking Lot on the left.)

FROM THE WEST

Mass Pike – take Exit 10 (Auburn) and get onto 290 East. Get off at Exit 190 North - this merges with Rt. 2. Follow Rt. 2 West to Fitchburg. Take Exit 31B (Fitchburg Rt.12). Bear right off the exit to follow Route 12 for 2.9 miles, passing four traffic lights. At the fifth light, turn right, traveling over an overpass and making the next left hand turn onto Main Street. The library is .3 miles on the left. (To reach the Municipal parking lot, continue on Main Street in the left lane, take the first left turn, continue in this lane for 2 short blocks, passing Newton Place (opposite the former General Electric entrance)). Enter the Parking Lot on the left.

**Forbes Library
20 West Street,
Northampton MA 01060
(413) 587-1011**

From Northampton Center:

- At the intersection of Route 5 (Pleasant St./King St.) and Route 9 (Main St.), follow Route 9 west for about 2 blocks.
- Go straight through the traffic light at the Academy of Music, proceed about 100 feet to the next traffic light and turn left, onto Route 66 (West St.).
- The library is on the left, a large stone building with a semicircular driveway.

From Amherst and points east:

- Follow Route 9 west to Northampton center.
- Then follow directions above.

From Springfield and points south:

- Take I-91 north to Exit 18.
- At end of exit ramp, turn left onto Route 5.
- Continue north to the traffic light at the intersection of Route 9.
- Then follow directions above.

From Greenfield and points north:

- Take I-91 south to Exit 20.
- Merge onto Route 5 and continue south to the intersection of Route 9.
- Then follow directions above.

Parking

- Forbes has a metered parking lot behind the building. The fee is \$.25 per hour, with a two hour limit. The meters take only quarters.
- Day passes are available for \$3.00 per day. They are available at the library's circulation desk and the Children's desk.
- Handicapped parking is located on the east side of the building.
- All money deposited in the meters goes to the library's book fund.
- Parking is enforced by the City of Northampton, which keeps the money from fines and handles all violation complaints.

JOHN PATRICK TRAINING CENTER

47 State Street (Route 202)

Belchertown, MA 01007

(413) 323-9250

FROM MASS PIKE

- Take Mass. Pike to Exit #7 (Ludlow).
- Go right off the exit onto Rte. 21 north.
- Follow Rte. 21 into Belchertown.
- At the end of Rte. 21, go right onto Rte. 202 north.
- Go approximately 1/8 mile and take first right onto 45, 47, 51 State Street (look for John Patrick Training Center sign), just after the Belchertown Day School.
- Go straight up to the John Patrick Training Center - a three-story white house.

FROM ROUTE 9

- Take Rte. 9 to intersection with Rte. 202.
- Turn onto rte. 202 south.
- Follow south through the center of Belchertown (past the Town Common).
- At lights, go right continuing on Rte. 202 south.
- Turn left onto 45, 47, 51 State Street (look for John Patrick Training Center sign), just before the Belchertown Day School.
- Go straight up to the John Patrick Training Center – a three-story white house.

Leominster Public Library

30 West Street
Leominster, MA
(978) 534-7522

Route 2, from points east, heading west into Leominster

- I-190 to Exit 33.
- Follow Mechanic Street signs. Go through 3 sets of traffic lights.
- At 4th traffic light (about 1.7 miles from I-190), turn left onto Main St.
- Get into right lane; go straight through next light (Subway on corner) onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

Route 2 from points west, heading east into Leominster

- Exit 30 - Merriam Ave/South St. off Route 2 East
- Turn left onto Merriam Ave.
- At first traffic light, turn right onto Maple Ave.
- Follow Maple Ave. It will curve sharply to the left and eventually merge into West St.
- Follow West St. into downtown Leominster (approx. 2 miles from Route 2).
- At St. Mark's Church, turn right onto Cotton St.
- Take next left onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

I-190, from points south, heading north into Leominster

- Take Route 2/Mechanic Street exit. Follow signs for Mechanic Street.
- Go straight through 3 sets of traffic lights. At 4th light, turn left onto Main St.
- Get into right lane; continue straight through next light (Subway on corner) onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

Route 12 (Central Street) from points south, heading north into Leominster

- Approaching downtown area, look for intersection where Route 117 (Lancaster St.) merges into Route 12 on the right at Dunkin' Donuts.
- Approx. 100 yards ahead, bear left at the fork in the road at Friendly's Restaurant and maneuver into left-turn lane.
- At next traffic light (Subway on corner), turn left onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

(Continued on next page)

Route 12 (North Main Street), from points north, heading south into Leominster

- After crossing over Route 2, go through 6 sets of traffic lights. After 6th set of traffic lights, you will be at the common in the downtown area.
- Continue straight through next set of lights (Subway on corner) onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

Route 13 (Main Street) from points north, heading south into Leominster

- Follow Route 13 to where it ends at junction with Route 12 (KFC on right).
- Continue on Route 12 South. Go through 2 sets of traffic lights. After the 2nd set of traffic lights, you will be at the common in the downtown area.
- Continue straight through next set of lights (Subway on corner) onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

Route 117 (Lancaster Street) from points east, heading west into Leominster

- Follow Route 117 to where it ends at the junction of Route 12 (Dunkin' Donuts on right).
- Merge right onto Route 12
- Approx. 100 yards ahead, bear left at the fork in the road at Friendly's Restaurant and maneuver into left-turn lane.
- At next traffic light (Subway on corner), turn left onto Pleasant St.
- Take next right onto Pearl St. Entrance to library parking as on right, about mid-way down the block.

Library Parking

- The library's main parking lot is shared with the Pilgrim Congregational Church and offers 49 regular spaces and 2 handicapped spaces. Please enter and exit this parking lot from Pearl Street, which runs parallel to West Street behind the library. Please avoid using or parking in the church driveways.
- In addition to the library's main parking lot, there are other options for parking in the area:
 - Free on-street parking on Pearl Street
 - Metered spaces on West Street in front of library
 - Municipal parking lot (marked with a large blue "Free Parking" sign) on West Street, on far side of the office of Joseph N. Fraticelli, CPA
 - Parking lot between First Baptist and Unitarian Universalist churches across from the Common on West Street
 - Municipal Parking garage next to Police Station

**MENTAL HEALTH ASSOCIATION, INC.
995 WORTHINGTON STREET
SPRINGFIELD, MA 01109
TEL: (413) 734-5376**

- I-91 South to Exit Exit 8, I-291E / US 20E TO Ludlow/Boston
- Take first exit: 2A (Chestnut Street)
- Stay in right lane. Bear right to merge onto Liberty Street
- At first traffic light turn left onto Dwight Street
- At the third traffic light, turn left onto Worthington Street
- Continue up Worthington Street (past four sets of traffic lights), approximately 1 mile
- Cross Armory Street intersection (at fourth light)
- The Mental Health Association is down the hill 400 feet on the right

MONSON DEVELOPMENTAL CENTER

175 State Avenue
Palmer, MA 01069
(413) 283-3411

FROM THE MASS PIKE

- Take Exit 8 and right off ramp onto Rt. 32 South and continue straight through first set of lights.
- At second set of lights (center of Palmer), turn left onto (Main Street) and get into the right lane of traffic.
- Take first right onto Bridge Street.

Follow directions below* (from Bridge Street)

FROM RT. 2

- Take Rt. 202 to Belchertown to Rt. 181 to Palmer.
- Turn left onto Rt. 20 East to downtown Palmer.
- Continue straight, keeping in the right lane, and take first right onto Bridge Street.

Follow directions below* (from Bridge Street)

FROM RT. 20 EAST

- Follow Rt. 20 East/Park Street past the Post Office on left to Fleet Bank on right.
- At this intersection, take a left onto Rt. 32 South to downtown Palmer.
- At these lights, take a left (still Rt. 32 S) keeping in the right lane, and then take first right onto Bridge Street.

Follow directions below* (from Bridge Street)

FROM RT. 20 WEST

- Follow into Palmer and continue straight to downtown Palmer (library on left side).
- Keeping in the right lane, take the first right onto Bridge Street.

Follow directions below* (from Bridge Street)

***From Bridge Street** - Proceed straight for about a mile (Bridge Street becomes State Avenue shortly after the underpass), bear right at fork, and take a left immediately after the Brookside Building (171 State Avenue). Go over small bridge and up an incline to MDC Main Grounds.

DALY HALL – Park in the parking lot on the right just before the stop sign at the top of the hill. There is a long flight of stairs from the parking lot to Daly Hall. Daly Hall is the building on the right as you go up the stairs. (The canteen is also in Daly Hall.)

BUCKLEY BUILDING - At stop sign at top of hill, turn right (Administration Building will be directly in front of you). Bear right at fork (it feels like staying straight on the main road). You will see Buckley Building on your left, set back behind a grassy incline. Take first driveway on left, just past the Buckley Building. Park in front of the building.

RIVERSIDE INDUSTRIES

One Cottage Street
Easthampton, MA 01027
(413) 527-2711

FROM THE GREENFIELD AREA

- Exit 19 off I-91 – right off exit. Follow Rte. 5 about 2 miles.
- Right onto East Street (at sign for Easthampton Center).
- Follow East Street for about 3 miles.
- Right onto Clark Street.
- At the end of Clark Street, right onto Cottage Street.
- At first set of traffic lights, Riverside is the large building on the right.
- Enter through the door under the green awning

FROM MASS PIKE

- Exit 4 off Mass Pike to 91 North (toward Holyoke).
- Follow 91 North to Exit 17-B (Easthampton) – right off exit to Rte. 141.
- Follow 141 over Mt. Tom and down into the center of Easthampton.
- Riverside is the large brick building on the right at the first set of traffic lights.
- Enter through the door under the green awning

FROM THE SPRINGFIELD AREA

- Exit 17-B off I-91 – right off exit to Rte. 141.
- Follow 141 over Mt. Tom and down into the center of Easthampton.
- Riverside is the large brick building on the right at the first set of traffic lights.
- Enter through the door under the green awning

PARKING

- On Cottage Street, there is a driveway (w. open cast iron gate) BETWEEN Sunoco gas station and end of the building, that goes down into large parking area
- Also on Cottage Street (past green awning entrance), take RIGHT at 7-11 (Liberty St.), and short distance on right is another entrance into large parking area

SULLIVAN & ASSOCIATES, INC. (SPRINGFIELD)
551 East Columbus Avenue
Springfield, MA 01105
(413) 733-6100

FROM I-91 NORTH

- Take I-91 North across the Mass. Border – to Exit 3
- Immediately **bear right** so you actually exit onto Columbus Avenue.
- Go through one traffic light.
- Sullivan & Associates, Inc. is the first building after the gas station on the right – first door of one story brick complex marked 551 Downstairs.

Located before the Springfield Saturn dealer

FROM I-91 SOUTH

- Take I-91 South to Exit 4.
- Take immediately left off the ramp at stop sign.
- Take left onto East Columbus Avenue.
- Sullivan & Associates, Inc. is the first building after the gas station on the right – first door of one story brick complex marked 551 Downstairs.

Located before the Springfield Saturn dealer

SULLIVAN & ASSOCIATES, INC. (PITTSFIELD)

34 Depot Street, 3rd Floor
(Union Station – above The Brewery)
Pittsfield, MA 01201
(413) 443-3295

FROM MASS TURNPIKE

- Take Mass Pike exit 2 in Lee.
- Go right at the end of ramp and follow Route 20 West.
- Route 20 becomes Route 7 North.
- Proceed on Route 7 North into Pittsfield.
- When you come to the rotary, bear right onto East Street.
- Take first left at light onto First Street.
- Next left at lights onto Fenn Street - Fenn Street crosses North Street and becomes Depot Street.
- Sullivan & Associates is the first parking lot on the right (Park in Sullivan & Associates or Gentiva parking area).
- Enter building at parking lot level and take elevator to second floor.
- We are located in Suite 207.

**(SOUTHBRIDGE PUBLIC LIBRARY)
JACOB EDWARDS MEMORIAL LIBRARY
236 MAIN STREET
SOUTHBRIDGE, MA 01550
508-764-5426**

From the West

- Mass Pike East to exit 9, Sturbridge.
- Take first exit after tollbooth.
- Make a left at the first light, Route 131 East to Southbridge. Go four miles on Route 131 to Main Street, Southbridge.
- The library is on Main Street in the center of town, immediately after the small brick Baptist Church.

- OR-

From the West

- Route 20 to Sturbridge.
- Just past Old Sturbridge Village, take a right onto Route 131 East to Southbridge.
- Go four miles on Route 131 to Main Street, Southbridge.
- The library is on Main Street in the center of town, immediately after the small brick Baptist Church.

From the East

- Either the same as above or take the Auburn exit off the Mass Pike to Route 20 West and then Route 169 south to Southbridge.
- Follow Route 169 six miles.
- After the Southbridge Police Station, go past the green, turn right at the rotary to Main Street, Southbridge.
- The Library is on Main Street at the corner of Foster Street.

Parking is limited – Please use the lot on Central Street.

TEMPLETON DEVELOPMENTAL CENTER
Department of Mental Retardation
212 Freight Shed Road
Baldwinville, MA 01436
(978) 939-2161

From the Springfield Area

- Take Mass Pike to Ludlow exit.
- Bear right off exit onto Rt. 21.
- Follow Rt. 21 to Belchertown where you will pick up Rt. 202N.
- Follow Rt. 202 to Orange center where you will get on Rt. 2 East.

From Route 2

- From either East or West on Route 2 - get off at Exit 19 (Phillipston/Winchendon) and bear right off the exit.
- Templeton is just a bit over one mile after the exit. You will see Farm Store on the left at main the entrance.
- Follow the long drive up the hill. At the top of the hill is a cluster of buildings. The building with the flagpole is the Administration Building.

WESTERN MA HOSPITAL
91 East Mountain Road
Westfield, MA. 01085
(413) 562-4131

**** Please park behind the hospital. DO NOT park in the Front parking lot. ****

FROM MASSACHUSETTS TURNPIKE

- Take Exit 3 – Westfield.
- Take a Right after the tollbooth.
- Proceed 100 yards and take a Left onto Holyoke Road.
- Turn Right onto East Mountain Road.
- Western Massachusetts Hospital is 2 miles on left side.

FROM INTERSTATE 91 OR HOLYOKE

- Take Exit 16 - Route 202 South.
- Follow Route 202 South/Westfield.
- At the bottom of Reservoir Hill, at blinking light, turn Left.
- Follow East Mountain Road about 5 miles.
- Western Massachusetts Hospital is on the left side.

FROM SPRINGFIELD/WEST SPRINGFIELD

- Take Route 20 and go towards Westfield.
- After “Flea Market” (left side) look for "Entering Westfield" sign.
- At the next light, turn right at the underpass
(there is a Western Massachusetts Hospital sign).
- Western Mass. Hospital is on the right.

**WESTFIELD CHAPTER HOUSE
AMERICAN RED CROSS
48 Broad Street
Westfield, MA 01085
(413) 562-9684**

FROM NORTHAMPTON & POINTS NORTH

- Take Rte. 10 which joins to Rte. 202 and follow it into the center of downtown Westfield.
- In the center of town is a park and a green. Continue past the green – don't bear around the park.
- You will see the fire station on your left. You are now on Broad Street.
- We are the third place down from the fire station on the left (48).
It is a white house with black shutters and a red door.
- The drive is on the left just past the house. Parking is available in the back.

FROM THE SPRINGFIELD AREA

- Take Rte. 20 to Westfield's center of town.
- Bear around the park, through the lights,
always bearing to the left as you go around the park.
- You will come to the green. Continue past the green.
- You will see the fire station on your left. You are now on Broad Street.
- We are the third place down from the fire station on the left (48).
It is a white house with black shutters and a red door.
- The drive is on the left just past the house. Parking is available in the back.

FROM THE MASS PIKE

- Take Exit 3 (Westfield).
- Take a right – this will put you on Rtes. 202 & 10.
- Follow Rtes. 202 & 10 into the center of downtown Westfield.
- In the center of town is a park and a green. Continue past the green – don't bear around the park.
- You will see the fire station on your left. You are now on Broad Street.
- We are the third place down from the fire station on the left (48).
It is a white house with black shutters and a red door.
- The drive is on the left just past the house. Parking is available in the back.

Worcester Public Library
3 Salem Square
Worcester, MA 01608
508-799-1655

From Points West

- Mass Pike to Exit 10/I-290
- Exit 11 off I-290 (Southbridge Street/College Square)
- Follow Southbridge Street through 3 traffic lights and under LARGE railroad bridge
- After Fire Station, turn left and then immediately turn right to continue on Southbridge Street.
- Go through 2 more traffic lights
- Turn right onto Myrtle Street and follow for two blocks to the Salem Street parking lot.
- Worcester Public Library adjoins the Salem Street parking lot (best meters for time are the ones furthest from the library)

From Interstate I-290

- **From the East:** Take exit 16 and bear right at light at end of off-ramp.
- Proceed through intersection at Summer Street (Post Office will be on your left).
- After passing under the bridge, turn left on Worcester Center Boulevard (Centrum Convention Center will now be on your right. Hospital will be on your left).
- Proceed to next intersection (Worcester Common Outlets will be in front of you).
- Turn left (Parking garage will now be on your right).
- Continue through intersection at Franklin Street - there will be a brick wall on your right.
- At end of wall, turn right on YWCA Way.
- Turn left into municipal parking lot - Library is adjacent to parking lot.

From Rte. 122 North (Paxton)

- Take Pleasant Street South.
- Turn right on Chandler Street (at bottom of long hill, area is called Tatnuck Square).
- Follow Chandler Street for approximately 3 miles.
- Chandler bears left at Worcester State College. Cross Park Avenue and cross Main Street - street name changes to Madison Street at Main Street.
- Turn left on Southbridge Street.
- Turn right on Myrtle Street.
- Turn left on Salem Street and turn right into municipal parking lot - Library is adjacent to parking lot.