



MORC

Training Department Newsletter

Winter, 2017-2018

Volume 17 Issue 1



In Memory: Bernie Smith

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[Hep A Outbreak in Michigan: Information](#)

Michigan has a serious Hepatitis A outbreak now. Here are some facts:

- Hepatitis A is **highly contagious**. You can get Hepatitis A by **eating contaminated food or water, during sex, or by living with an infected person**.
- **Get vaccinated**. The Hep A vaccine is highly effective. If you are in an outbreak county, please contact your local public health department for more information about how your clients and staff can get vaccinated.
- Promote good **hand washing practices, especially after using the restroom, and clean restrooms often**.

Hand sanitizer does not kill the virus.

It is with a heavy heart that we shared the news of the passing of Bernie Smith, Senior Trainer at MORC, in August of 2017. He will be deeply missed by all who knew him and it was a profound privilege to have worked beside him.

Bernie joined the MORC Training team in 2008 after an impassioned career as a caregiver and then advancement to Home Manager. This work was his calling and he simply adored the caregivers he mentored over the years. There was little he wouldn't do to see his students succeed in class and feel welcomed. His joyous presence and quick laughter were instrumental to the direction and practice of the Culture of Gentleness and MORC Training.

At his Celebration of Life ceremony, many of his family and friends shared stories of his life and influence in their lives. Beatles songs were performed by our own Training Supervisor, Ed Kiefer, and many "Bernie-isms" were written on a board to share his common expressions and mannerisms.

Some feelings expressed in his Tribute wall include:

"He changed my life in so many ways. He was my teacher when I went to MORC training. He put me through what I thought was going to be the worst 2 weeks of my life and made it great!! He told us that he was going to make us go outside of our comfort zone and did he ever. I opened up a lot thanks to Bernie."

"The day was always a better day knowing Bernie was assigned. Bernie was the kind of person you want to work for and work with."

"I will never forget all the good memories, laughter and smiles we shared. Everything he touched, he made better and that includes all of us."

"We love you Bernie - the man with the big smile and wonderful laugh."

This February, MORC will be dedicating a plaque in his honor and memory at the Lincoln Center Training in Clinton Township.

**7th Annual
Culture of Gentleness Conference!**

Please join us for the 7th Annual Culture of Gentleness Conference at the beautiful Weber's Inn, Ann Arbor!

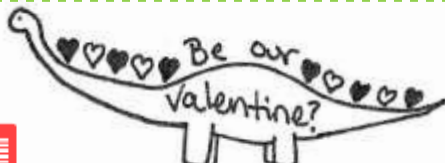
**Weber's Inn, Ann Arbor
August 23-24, 2018**

One Day: \$100 Both Days: \$175

Relationships with others are the foundation of our personal and professional lives and the method in which we interact is vitally important. The principles involved in a Culture of Gentleness are simple and yet, life-changing. They are applicable across all disciplines and for use in our everyday lives.

This conference is dedicated to individuals who are in a position to influence, support, or train caregivers or family members who struggle with supporting those they serve.

As systems continue to change and transform, we invite you to join us in keeping the Culture of Gentleness fire burning even in the most challenging times.



The Center for Positive Living Supports



Centered on Training Classes

Practicum Training

March 20-22 – New Gateways: Waterford

May 22-24 – New Horizons: Auburn Hills

***Completion of this course is approved for 18 CEU hours**

Leadership Training

March 22nd Auburn Hills

May 16th Lincoln Center



*please
join us*

Online Mentor Training*

March 19th

May 21st

*This training is through GoToMeeting, using your own computer and internet connection

Register for any training by going to:

<https://www.morcinc.org/training/courses/>



Good News, Everyone!

Wishing all of you a very Happy International Women's Day on March 8th and hopefully it will be an intergalactic Women's Day soon as Anne McCain, Nicole Aunapu Mann, Christina Hammock Koch, and Jessica Meir make up 50 percent of the team training to become the first humans to walk on Mars! It's also the first team in NASA history to have an equal-sex split of an astronaut team!

The training will take more than 15 years to complete, so we have to wait a while until the first woman sets foot on the red planet.

New Location for Recipient Rights Training in Macomb County!

43800 Garfield Road in Clinton Twp



This is located between 19 Mile and Hall Road and is across the street from the Macomb Intermediate School District building. You may also look for the following signs that are visible from Garfield. There is a blue sign that reads Macomb County Community Mental Health – UBHC. You may also see a smaller sign that states Partridge Woods by the entrance. The training will be conducted on the second floor of the UBHC building.

There is a limited capacity of 80 for each training session.

Please allow for extra travel time due to current construction on Hall Rd. It is also advised that you arrive at least 20 minutes prior to the start of the training. Parking is at the back of the building.

CoG Network: Free Classes for Managers and Supports Coordinators

We are pleased to announce a new group focusing on building Culture of Gentleness skills - designed especially for Managers, Supports Coordinators, and front-line supervisors, **The CoG Network**.

The challenges of serving a people with diverse needs and limited resources is greater than ever. Building a Culture of Gentleness is one way to help with these seemingly overwhelming issues. The better your front-line managers are trained; the better job they can do!



These face-to-face meetings will take place on the following dates, in **Room 400A at the Auburn Hills Office of MORC from 10:30am-Noon:**

- Wednesday, **February 14**
- Wednesday, **April 11**
- Wednesday, **June 13**
- Wednesday, **August 8**
- Wednesday, **October 10**
- Wednesday, **December 12**

RSVP is not necessary. Certificates of Participation (suitable for AFC licensing) will be available. Please forward this email to your front-line managers (assistants welcome, too!) Better yet, forward the email addresses of your managers to chris.hench@morcinc.org

Also, be sure to check out our **CoG Webinars on the following dates from 1:30-2:30pm:**



- Wednesday, **March 14**
- Wednesday, **May 9**
- Wednesday, **July 11**
- Wednesday, **September 12**
- Wednesday, **November 14**

For any additional information, please contact: chris.hench@morcinc.org

Quick Stats:

Fiscal Year 2018 Instructor-Led Courses									
Start Date	End Date	Quarter	Registered	No Show	Complete	Failed	No Show %	Complete %	Fail %
10/1/2017	12/31/2017	Q1	2348	630	1551	121	27%	66%	5%

Fy18 Online Courses			
Start Date	End Date	Quarter	Complete
10/1/2017	12/31/2017	Q1	1584

Fy17 Instructor-Led Training Courses									
Start Date	End Date	Quarter	Registered	No Show	Complete	Failed	No Show %	Complete %	Fail %
10/1/2016	12/31/2016	Q1	3095	934	2040	121	30%	66%	4%
1/1/2017	3/31/2017	Q2	3416	1021	2209	186	30%	65%	5%
4/1/2017	6/30/2017	Q3	3454	945	2342	167	27%	68%	5%
7/1/2017	9/30/2017	Q4	4227	1311	2733	183	31%	65%	4%
Total			14192	4211	9324	657	30%	66%	5%

**Quick Question;
Quick Answer**

I have an employee who was withdrawn from a class. Now I want to put them back into the class, but CSOD won't let me. What's going on?

Unfortunately, at this time, when a learner is withdrawn from a class, they will not be able to be registered back into the exact same class they were withdrawn from.

You will need to register them for a different date. We apologize for the inconvenience.



Cornerstone Corner

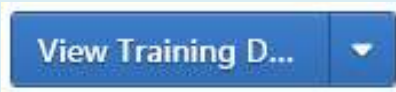


Withdrawing from Cornerstone

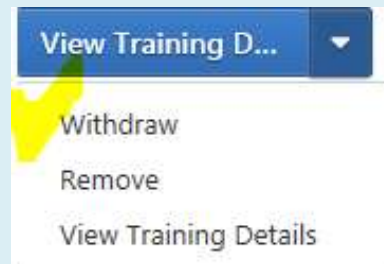
Thank you for choosing MORC Training. We know there are many unknowns and concerns around a future No Show fee process. Act now! Make sure you and your staff know how to complete the withdraw process from a class.

We all need to be familiar with the withdraw process in Cornerstone to avoid no-show consequences. The intended purpose of the project is to reduce the number of instructor-led no shows.

To withdraw from any class, the learner must sign into their Cornerstone account, click on the **Transcript** button, then look for their training session. To the right of the training session name is this button:



Click on the **down arrow** and click on **Withdraw**:



Ta-Da! Withdraw Complete! **Know the steps and withdraw early to avoid No Shows and No Show Fees.**

Wise Words from our Cornerstone Guru, April Strnad!

If you'd like to navigate Cornerstone with more confidence, please log into Cornerstone to search and register for one of these informative webinars:

Cornerstone Training: Reports for Provider & Learning Managers

Cornerstone Training: Provider Manager Intro

*Also, don't forget to join us at the **Quarterly Cornerstone meetings** to discuss any changes and updates.*

New Employees? New Managers? New to Cornerstone? We have User Guides!

To find guides **for staff**, log into Cornerstone and look under *Knowledge Bank*, and then *User Guides* to find the *General User Guides*. **For Provider Managers**, look under *Knowledge Bank* and *Cornerstone Manual for Provider & Learning Managers*.

Quote of the Quarter

"No matter what age you are, or what your circumstances might be, you are special, and you still have something unique to offer. Your life, because of who you are, has meaning."

- Barbara De Angelis



Cornerstone Tips and Tricks from April Strnad



Online Learning Guide: Workstation Requirements

MORC has developed six online training courses to help individuals and providers meet training compliance. Here are some workstation requirements to help you get the most out of Cornerstone and our online classes. **Training Managers** (with Provider & Learning Manger access to Cornerstone) will find that desktops & Laptops running a Windows operating system will give them the most functionality. **Learners** who need to take online classes or sign up for instructor-led courses can more easily work with mobile phones, tablets, and iPads as long as they download the mobile-friendly App.

Windows Desktop

Desktop/Laptop Computers

Operating System (OS): Windows 7 or newer

Browser: use IE (internet explorer), version 9 or newer, Firefox is ok

Make Sure:

1. OS updates are current
2. Browser updates are current
3. Update JAVA (free application)
 - a. <https://www.java.com/en/>
4. Update or install Adobe Flash (free application)
 - a. <https://get.adobe.com/flashplayer/?promoid=KLXMF>
5. Download a PDF reader to view/print certificates
6. BEST TOOL for managers: full website functionality



Android Phone

Android Smart Phone

Make Sure:

1. BEST BET: download the Cornerstone App from the Google Play Store
2. Best for learners to watch online courses & register for classes
3. The main website is not mobile friendly, but the app is!
4. You cannot create an account or update your password
5. Download a PDF reader to view/print certificates
6. No access to the Knowledge Bank

MacBook Laptop

Operating System (OS): Mac OS X, Lion 10.6 Snow Leopard or newer

Browser: Internet Explorer if you can, Safari, Firefox

Make Sure:

1. OS updates are current
2. Browser updates are current
3. Java and Flash players are not well supported
4. You can access the main site but some functionality may be lost
5. Download a PDF reader to view/print Certificates
6. BEST BET: download the Cornerstone App from the iStore
7. Watch online courses & register for classes



The 'i' family (iPad, iPhones)

Make Sure:

1. BEST BET: download the Cornerstone App from the iStore
2. Watch online courses & register for classes
3. The main website is not mobile friendly
4. Download a PDF reader to view/print certificates
5. You cannot create an account or update your password

New Changes in MORC Training



BBP IS NOW ONLINE!

What better news is it that you can now complete your Bloodborne Pathogens class online?!

Thanks to the hard work of our MORC Training nurses; Kathleen, Marije, and Tanya, and Senior Trainer Tim Hylka; this class is now up and running on our Cornerstone website.

The class includes a wealth of information, interactive activities, and contact information for any further questions.

If you're having any issues with this new class, check out page 5 of this newsletter to make sure your system is compatible!

Unit 4 is NOW ONLINE!

Thanks to the hard work of our MORC Organizational Training & Curriculum Specialist, Joshua Frei; this class is now up and running on our Cornerstone website. This online training course will help you understand your responsibilities in maintaining a safe environment for yourself and the individuals you support. Learn the causes, preparation, and responses to possible emergencies due to fire, weather, driving, poisoning, and power/water outages. Good practices lead to good emergency responses. This is an excellent course that takes about 1 hour.

Have you taken an interactive, online course with MORC Training? Check out a friendly User Guide in the Cornerstone Knowledge Bank...you'll need to make sure your system is compatible. The guide is a **must read**.



Hour to Empower Series: Free Hour-long Webinar Classes



What is Hour to Empower? It's exactly what it sounds like. For one hour, we present to you a topic to empower you in your workplace and in your life. Watch right from your computer screen in this interactive webinar! Topics have included the use of language in the caregiving field, empathizing in the face of demands, mindfulness, and many others!



Next class includes:

The Power of Empathy for Parents and Caregivers of Children with Special Needs

Featuring Lisa Goyette and John Ball

Celebrate Hope LLC will discuss the necessity of unconditional empathy as it relates to working with children who have special and unique needs and supporting their parents with the same level of empathy. Specific tools will be identified that can be used in order to cultivate an environment that creates a positive and rewarding experience for not only the child but also for the parents and those support people that interact with them.

WHEN: Tuesday, February 20th, 2018

Time: 1:30pm – 2:30pm

WHERE: FROM YOUR COMPUTER OR DEVICE

TO REGISTER GO HERE: [HTTPS://ATTENDEE.GOTOWEBINAR.COM/REGISTER/5046636713765503235](https://attendeegotowebinar.com/register/5046636713765503235)

Special Thank You to Veronica D. (Macomb Family Services) and Cherese B. (Life Center Inc.)

I would like to recognize and thank these two lovely ladies for their speedy reactions, awareness, and advocacy. When one of their fellow caregivers was having a medical emergency, they stepped right in to make sure she was safe and efficiently cared for. Thank you both for your quick response and kindness!

Alzheimer's Awareness

November marked Alzheimer's Awareness month and we are so proud and grateful of our joint collaboration with The Alzheimer's Association-Greater Michigan Chapter during our Unit 1 Instructor-Led class where they present an overview of Dementia and Alzheimer's disease as it relates to those with Down Syndrome.

Recently, I was able to interview Kate Pierce of the Alzheimer's Association for this two-part segment!

Please tell us a little bit about yourself and your team of instructors.

My name is Kate Pierce. I'm a social worker and my team includes Brandi Becker-Wright who is also a social worker, and Kristi Davis, who is a certified therapeutic recreation specialist. We all come from different backgrounds, which I think gives us a nice diversity of experience to draw on.



Prior to this position, I worked as a social worker with a behavioral neurologist who specialized in memory disorders. Brandi managed a group home and then later an adult day program, and Kristi was the recreation manager for JARC.



When did you first become involved in the Alzheimer's Association-Greater Michigan Chapter and what were your initial impressions?

I've worked for the Alzheimer's Association for 8 years. I was, and continue to be, impressed with the passion that the staff have for helping individuals with dementia and the people that support them.

I think I assumed, like most people, that working with people with a progressive, ultimately fatal disease would be depressing and staff would burn out. However, I quickly learned that a dementia diagnosis doesn't have to be a sad, terrible thing. People can still live many happy, productive years with a diagnosis and it's such a privilege to help people discover what that looks like for them.

What are some of the most common misconceptions about progressive brain disorders and diseases such Alzheimer's and Dementia?

1. That Alzheimer's and Dementia are the same thing, or that one is "worse" than the other (Alzheimer's is the most common type of dementia, but there are over 70 different types! Dementia is an umbrella term like "cancer" but not a specific disease, like Leukemia or Breast Cancer")
2. That because they are progressive and don't have a cure, that it's not worth getting a proper diagnosis (It is! Not all memory loss is dementia. Some things can be treated and reversed, and we have medications that can help slow the rate of symptomatic decline).
3. That life is terrible with Alzheimer's or a different dementia. (It's not! If you and those around you can focus on your remaining strengths and skills, life with Alzheimer's or other dementia can be happy and full of meaning.)

Please join us next edition to see Part 2 of this interview in which Kate discusses barriers for those with disabilities living with Alzheimer's and/or Dementia, how to provide better support, and a special message to our MORC caregivers!



Centered on MORC Training: Ed Kiefer

Ed Kiefer has been with MORC since 2003, first as a Supports Coordinator, then as a part of the Center for Positive Living Supports, and now as the MORC Training Supervisor since January 2015.

Kind and calm, it was a surprise that my first introduction to Ed Kiefer was as an Elvis impersonator at our Holiday Party. And while he knows how to entertain, he also is a strong support for the caregivers who walk in our doors; as well as technology guru, leading webinars and creating the Culture of Gentleness DVD boxset.



What was your first training like?

My first day of training was on the road in Grand Rapids and I was nervous and slept very little. It did not help a fire alarm went off in the hotel in the middle of the night. I was thinking to myself, "What did I get myself into?" Sometimes the scarier things in life turn out to be the most beneficial for personal growth.

What's changed in yourself from the time you started until now?

Confidence. I am fortunate to work with a group of people that have the interest of those we serve and of our Direct Support Professionals as part of their passion and mission. It has been very empowering and rewarding to go to work every day with people who have this mindset. It has allowed me to do things I did not foresee myself doing.

What was the best advice you've received from a caregiver (in regards to training, caregiving, or just in life)?

"When someone asks for a hug you give them a hug....you don't say, personal boundaries".

How do you teach, mentor and empower learners?

My first two years in the "real world" after my education was in direct care eventually becoming a Home Manager. This experience was just over 20 years ago and those valuable lessons remain a part of how I approach my work today. I hope to teach others from my mistakes and the things I've learned from so many others who subscribe to improving humanity through every opportunity and every interaction.

Out of all of the 6 Elements, which one has made the biggest impact in your life?

Valuing others unconditionally. Not always easy but always necessary. If we truly believe in the tenets of a Culture of Gentleness then our actions should represent this.



What is one thing that may surprise people about you?

I'm a first generation American.

Would you rather wear applesauce in your shoes or on your head for a day?

Shoes...my feet tend to run balmy anyway.