Welcome to Learning4you, a communiqué for every employee of CISS. CISS employs many people across its diverse services, each of whom is pursuing a range of personal, academic and career goals. We are all adult learners, irrespective of where we work or what our job is. The purpose of Learning4you is to celebrate the accomplishments of those pursuing their goals and aspirations, and to highlight the many available learning opportunities in CISS.

**Adult Learning**

Adult learning is defined as ‘the entire range of formal, non-formal and informal learning activities which are undertaken by adults … which results in the acquisition of new knowledge and skills’. ¹

The principles of adult learning include:

- Adults are internally motivated and self-directed
- Adults bring life experiences and knowledge to learning experiences
- Adults are goal oriented
- Adults are relevancy oriented
- Adults are practical
- Adult learners like to be respected

Adult learning offers personal choice, personal responsibility and personal empowerment. It engages people through their interests in relaxed and welcoming learning activities that contribute to wellbeing and social inclusion. Without this kind of learning, many people would never get started in learning or realise their full potential.

The CISS Education Team provides varied learning opportunities to facilitate the various learning needs of CISS employees.

Occupational Violence Prevention Training (OVP)

OVP is a mandatory training requirement. It is important in improving the safety of staff and patients/clients/residents.

Which OVP Course do I need to do?

The level of training you require will vary according to the annual risk assessment that is undertaken in your work unit.

All staff are required to view the OVP Awareness video in orientation. Most staff require the 4 hour Awareness Training, with many staff also requiring the 4 hour De-escalation training. The one day Basic Personal Safety course is required for areas at higher risk, including home-based community services and some bedded services.

Your line manager can advise you of your unit’s training requirements, or you can find it on the Metro North OVP intranet page https://qheps.health.qld.gov.au/metronorth/violence-prevention. Contact OVP trainer Bruce Graham if you need clarification on your unit’s specific requirements (3049 6979).

How often do I need to attend training?

Whilst Awareness and De-escalation training is once only; if you are required to complete the 8 hour Basic Personal Safety, you are then required to attend the annual 4 hour refresher.

What do the numbers say?

Attendance at OVP training is currently very low. We all need to work on improving compliance with this mandatory requirement:

- OVP Orientation DVD: 96% compliant
- OVP Awareness: 78% compliant
- OVP De-escalation: 73% compliant
- Basic Personal Safety & Refresher: if your work unit requires this (please check your unit compliance on MTR)

OUR GOAL ...

95% OVP training compliance by 30th June.
Could all line managers please action for your areas.
Help Us Reach Our Goal!

Introducing …

Bruce Graham

Bruce is the OVP trainer for CISS. He has worked in QLD Health for 7 years including work as a wardsperson at Caboolture, and security officer at Redcliffe. Prior to joining QLD Health he operated his earthmoving business. Bruce likes meeting the people he trains and hearing about their experiences. He enjoys training people to keep them safe.

Something you don’t know about Bruce … he has a large mischievous dog called Duke. Duke was a rescue dog and is an American Staffy. Although Duke is a big boy, he is also one big sook!

OVP Training at the Brighton Auditorium

<table>
<thead>
<tr>
<th>OVP Awareness (4 hours)</th>
<th>OVP Basic Personal Safety (8 hours)</th>
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</thead>
<tbody>
<tr>
<td>8 March 0800-1200</td>
<td>9 March 0800-1630</td>
</tr>
<tr>
<td>12 April 0800-1200</td>
<td>13 April 0800-1630</td>
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<tr>
<td>24 May 0800-1200</td>
<td>25 May 0800-1630</td>
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<tr>
<td>21 June 0800-1200</td>
<td>22 June 0800-1630</td>
</tr>
<tr>
<td>10 July 0800-1200</td>
<td>11 July 0800-1630</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>OVP De-escalation (4 hours)</th>
<th>OVP Basic Personal Safety Refresher (4 hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 March 1230-1630</td>
<td>15 March 0800-1200</td>
</tr>
<tr>
<td>12 April 1230-1630</td>
<td>23 April 0800-1200</td>
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<tr>
<td>24 May 1230-1630</td>
<td>30 May 0800-1200</td>
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<tr>
<td>21 June 1230-1630</td>
<td>26 June 0800-1200</td>
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<tr>
<td>10 July 1230-1630</td>
<td>26 July 0800-1200</td>
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We Welcome Our …  
School Based Trainees (SBT)

A SBT is a high school student who combines school and training with working in a real job, with a real boss, for a real wage, one day a week for two years.

Students employed as school-based trainees develop workplace skills, knowledge and confidence which can lead directly to full-time employment once a student has left school.

CISS currently partners with Redcliffe Hospital in providing employment to School Based Trainees. CISS are currently hosting four second year trainees who commenced their SBT in 2017 and will graduate at the end of this year.
We also welcome seven first year trainees commencing this month. These trainees will be with us for two years, graduating late 2019.

First Year Trainees

Bethany  
Georgia  
Lili  
Certificate III Business Administration

Second Year Trainees

Mia  
Tasman  
Danielle  
Certificate III Aged Care

Congratulations Nataya

Nataya O’Reilly graduated from the School Based Trainee program in 2017, with a Certificate III in Business Administration.
She has now been recruited by our CISS Administration pool and is currently working at North Lakes Health Precinct. Nataya has become a valuable asset to CISS.

Education Team Changes

We welcome Amanda Duncan as a Nurse Educator to the team replacing Param Kaur, who we congratulate on her move to a Nurse Navigator position.
Social Media ... Beware!

Did you know that there are policies about the use of social media by health staff? This is to protect the interest of the organisation, staff, clients, residents and patients? This applies to all staff. We have created a four minute animated presentation to create awareness of our responsibilities. It can be accessed from your work computer, or personal phones and computers. Please encourage your colleagues to take a look at it. Access it via the CISS Education Libguide, or via the link. https://vimeo.com/256371170/b6246d1df3

Learning Opportunities ... from your Education Team

<table>
<thead>
<tr>
<th>Audience</th>
<th>Course</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Officers</td>
<td>Administration Program 1: Communication &amp; Responding to Feedback Positively</td>
<td>13-Apr</td>
<td>0800-1100</td>
</tr>
<tr>
<td>Administration Officers</td>
<td>Administration Program 2: Customer Service Skills</td>
<td>4-May</td>
<td>0800-1100</td>
</tr>
<tr>
<td>Administration Officers</td>
<td>Administration Program 3: Medical Words (medical terminology). This course is offered in 2 parts, &amp; attendance at both parts is essential.</td>
<td>25-May 29-Jun</td>
<td>0800-1130</td>
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<tr>
<td>CISS Cost Centre Managers</td>
<td>Finance Information Session</td>
<td>19 April 17 May 21 June</td>
<td>1000-1200 1000-1200 1000-1200</td>
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<tr>
<td>All Staff</td>
<td>Patient Handling – Ward Unit Trainer Refresher</td>
<td>10-Apr</td>
<td>0900-1100</td>
</tr>
<tr>
<td>Allied Health &amp; Nursing</td>
<td>Diabetes Awareness Program 1</td>
<td>27-Apr</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Introduction to Palliative Care</td>
<td>27-Apr</td>
<td>0800-1200</td>
</tr>
<tr>
<td>Allied Health &amp; Nursing</td>
<td>Palliative Care Symptom Management</td>
<td>27-Apr</td>
<td>1230-1630</td>
</tr>
<tr>
<td>RNs, ENs &amp; AINs</td>
<td>Introduction to Rehabilitation Nursing</td>
<td>19-Apr</td>
<td>0930-1130</td>
</tr>
<tr>
<td>Allied Health &amp; Nursing</td>
<td>Introduction to Community Care</td>
<td>4-May</td>
<td>1430-1630</td>
</tr>
<tr>
<td>AINs</td>
<td>AIN Day – Dementia Essentials</td>
<td>16-Apr</td>
<td>0800-1630</td>
</tr>
<tr>
<td>ENs</td>
<td>Enrolled Nurse Development Workshop 1</td>
<td>2-May</td>
<td>0800-1630</td>
</tr>
<tr>
<td>ENs</td>
<td>Enrolled Nurse Development Workshop 2</td>
<td>26-Mar</td>
<td>0800-1630</td>
</tr>
<tr>
<td>RNs &amp; CNs</td>
<td>Registered Nurse Development Day</td>
<td>28-Mar</td>
<td>0800-1630</td>
</tr>
<tr>
<td>RNs, CNs &amp; CNCs</td>
<td>Assessor Skills Workshop</td>
<td>24-Apr</td>
<td>0800-1630</td>
</tr>
<tr>
<td>Nursing &amp; Allied Health</td>
<td>Pressure Injury Prevention Champion Workshop</td>
<td>15 March</td>
<td>1300-1600</td>
</tr>
<tr>
<td>RNs &amp; ENs</td>
<td>Fundamentals of Enteral Feeding</td>
<td>26 April</td>
<td>0800-1630</td>
</tr>
<tr>
<td>RNs &amp; ENs</td>
<td>Tracheostomy Workshop</td>
<td>21 May</td>
<td>0800-1200</td>
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</tbody>
</table>

UPCOMING COURSES

**Diabetes Awareness – Program 1**
- 27 April, 0800-1630
  - Anatomy & physiology
  - Diabetes types
  - Diabetes complications
  - Diabetes medications
  - Insulin profiles
  - Diabetes management

**AIN Development Day – Dementia Essentials**: 16 April, 0800-1630
- Dementia: fast facts, communication & swallowing; safe mobilisation, role play simulation
- Incontinence associated dermatitis & skin integrity
- Nutrition & hydration

**Fundamentals of Enteral Feeding for RNs & ENs**: 26 April, 0800-1630
- Enteral feeding management
- ENFIT
- Nutritionists report on enteral feeding practices
- Invasive devices & infection control

**Tracheostomy Workshop**: 21 May, 0800-1200
- Basic anatomy of respiratory system
- CISS procedure on tracheostomy Management
- Managing tracheostomy care – The Speech Therapists Role
- Invasive devices & infection control

**Introduction to Palliative Care**: 27 April, 0800-1200
- Basic palliative care principles & assessment

**Palliative Care Symptom Management**: 27 April, 1230-1630
- An interactive program including pain, delirium, breathing issues, grief & loss, & end of life.