



Volunteers
of America

GREATER NEW ORLEANS

Training and Quality Improvement Department

September 2015

Training Calendar

Monthly Scripture

“Whoever loses his life for My sake will find it.” Matthew 16:25

Mission Statement

The mission of the Training and Quality Improvement Department is to support and enhance Volunteers of America of Greater New Orleans mission and goals by providing premier training and consultative services to our internal and external stakeholders. Our Quality Improvement Services emphasizes client and family involvement, building strong relations with internal and external stakeholders and the use of outcomes that centers on enhancing the lives of the people we support. In the area of Quality Improvement we provide ongoing consultation and technical support to all programs to ensure premier service delivery.

September 1, 9:30-1:30pm

VOAGNO’s “Creating a Totally Accountable Workplace Training Series”

Accountability is defined as: Doing what you said you would do, as you said you would do it, when you said you would do it. This training provides the basis for creating a totally accountable workplace. It teaches how important it is to provide the environment where excuses and blaming do not work. Attendees also learn how to overcome and accomplish what is most important.

1 of 3 Sessions

September 3, 9:30-1:30pm

Basic Staff Development Parts 1 and 2

Fire Safety, Emergency Preparedness and Preventing Disease Transmission, Abuse and Neglect, Confidentiality, Ethics and Safe Lifts, Transfers and Mobility Assists.

Presenter: Lorraine Pitts

September 8, 1:30-5:00pm

Defensive Driving

National Safety Council Defensive Driving course offering practical knowledge and techniques to avoid crashes, and to choose safe, responsible and lawful driving behaviors.

Presenter: Lorraine Pitts

September 9, 9:30-1:30pm

Basic Staff Development Parts 3 and 4

Client Rights, History of People with Developmental Disabilities, Person Centered Planning, CLS Documentation.

Presenters: Lorraine Pitts

September 10, 8:30-5:00pm

New Employee Orientation

A comprehensive overview of programs, services, employee benefits and our ministry.

4152 Canal St. 1st Floor Board Room

September 10, 9:30-1:30pm

Overview of

SLS Policies and Procedures

Presenter: Donna Arostegui

September 10, 11:00-11:30pm

Anointing of Hands

To Honor and Bless the Service of Our Employees and Volunteers

September 11, 9:30-1:30pm

CPR and First Aid

Learn the knowledge and skills needed to recognize emergencies and give first aid and how to resuscitate a cardiac/respiratory arrest victim.

Presenter: Lorraine Pitts

September 14, 9:30-1:30pm

Crisis Intervention

Crisis Intervention –Learn skills and techniques to manage disruptive, assaultive and out of control behaviors.

Presenter: Lorraine Pitts

3.75 CEU

September 15, 9:30-1:30pm

VOAGNO’s “Creating a Totally Accountable Workplace Training Series”

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2 of 3 Sessions

Facilitator: Lorraine Pitts

September 16, 9:30-1:30pm
Overview of
Suicide Prevention
Presenter: Rebecca Thees

September 17, 9:30-12:00pm
Supervisory Training Series
Video Presentation
Overview of Diversity
In the Workplace
Video Presenter: Torin Sanders

September 18, 9:30-1:30pm
Defensive Driving
National Safety Council Defensive Driving course offering practical knowledge and techniques to avoid crashes, and to choose safe, responsible and lawful driving behaviors.
Presenter: Lorraine Pitts

September 21, 9:30-1:30pm
Basic Staff Development Parts I and II
Fire Safety, Emergency Preparedness and Preventing Disease Transmission, Abuse and Neglect, Confidentiality, Ethics and Safe Lifts, Transfers and Mobility Assists.
Presenter: Lorraine Pitts

September 22, 9:00-5:00pm
SLS Medication Training
Provides basic education and skills training on medication management.
1 of 3 Sessions
Presenter: Venus Parker, RN

September 23, 9:30-1:30pm
CPR and First Aid
Learn the knowledge and skills needed to recognize emergencies and give first aid and how to resuscitate a cardiac/respiratory arrest victim.
Presenter: Lorraine Pitts

September 23, 1:30-5:00pm
Overview of
SLS Polices and Procedures
Presenter: Donna Arostegui

September 24, 9:30-1:30pm
VOAGNO's "Creating a Totally Accountable Workplace Training Series"
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3 of 3 Sessions
Facilitator: Lorraine Pitts

September 25, 9:30-1:30pm
Basic Staff Development Parts III and IV
Client Rights, History of People with Developmental Disabilities, Person Centered Planning, CLS Documentation.
Presenters: Lorraine Pitts

September 29, 9:00-5:00pm
SLS Medication Training
Part 3 of 3
Provides basic education and skills training on medication management.
Presenter: Venus Parker, RN

September 30, 1:30-5:00pm
Crisis Intervention
Crisis Intervention –Learn skills and techniques to manage disruptive, assaultive and out of control behaviors.
Presenter: Lorraine Pitts
3.75 CEU

*Class Location: 320 Hammond Highway Suite 300 Metairie, LA
Parking 1st Floor Garage only
(Unless otherwise noted)*

**Please email Julic Ramsey to register for classes at jramsey@voagno.org or call her at 504-835-3005
To be added to the monthly training calendar distribution list email me at lpitts@voagno.org**