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| **EDUCATION AND TRAINING FOR HEALTH CARE PROVIDERS**  **Crisis Center North**  **(412) 491-8177 (medical advocate cell) Cora Dietrich Koller** [**ckoller@crisiscenternorth.org**](mailto:ckoller@crisiscenternorth.org) | | |
| **Foundational Trainings\***  **Basic educational programs for students and health professionals about domestic violence medical standards and/or systems.** | **Building Blocks**  **Educational programs for health professionals about additional abuse issues and victim populations.** | **Capstone Curriculums**  **Advanced education to broaden health professionals’ perspective on clinical practice and systems’ interaction.** |
| ***Domestic Violence 101***  Definitions  Signs and symptoms  RADAR HELPPS SEE tools  Recognize, respond, refer  SDOH/ health care response Community resources | ***Child Abuse***  Definition and risk factors  Signs and symptoms  Recognize, respond, refer  Mandated reporting  Child protective services  ACES, SDOH and COVID-19 | ***Reproductive Abuse***  Risk Factors  Forms of Abuse  Red Flags/ Warning Signs  Recognize, respond, refer  SDOH/ community resources  Obstacles to Leaving |
| ***Power, Control & Relationship Abuse***  Abuser traits  Power and control wheel/SDOH  Relationship dynamic/COVID-19  The fear factor  The cycle of abuse  Breaking the cycle | ***Dating Abuse***  Definition/Types of Abuse  Risk factors/COVID-19  Signs and symptoms  Recognize, respond, refer SDOH/Interventions  Prevention | ***Traumatic Brain Injury***  Statistics/Link to DV/IPV  Causes/Effects  Symptoms/Severity/Lethality  Probability of other injury  Recognize, respond, refer  SDOH/Support for Survivors  CCN’s resources |
| ***Family Dynamics***  Red Flags for Abuse   * Poor anger management * Blame, shame, disrespect * Disregard others’ needs * COVID-19   Prevent Abuse:  CARE for Healthy Relationships   * Communication * Accountability * Respect * Empathy | ***Elder Abuse***  Definitions  Types of elder abuse  Risk factors  SDOH and COVID-19  Signs and symptoms  Recognize, respond, refer Intervention and follow up  Mandated reporting  Area Agency on Aging  Other systems | ***Strangulation***  Risk factors  Lethality predictor  Clinical signs  Proper diagnosis  Ongoing treatment  Warm referrals to CCN  Documentation  Related felony charges |
| ***Abuser in the Hallway***  Offender presence/privacy  Conflict de-escalation  Recognize, respond, refer  Security and management  Staff safety  Protecting the DV victim | ***Abuse and Disabilities***  Risk Factors/SDOH  Signs and symptoms  Service accessibility/COVID-19  Adapting screening tools  DV services and advocacy  Community resources | ***Human Trafficking***  Definitions/ statistics  SDOH/risk factors  COVID-19 risk factors  Possible injuries/red flags  Recognize, respond refer  Community resources |
| ***Patient Screening and Safety Planning***  Planning  Questions to ask  Documenting abuse incidents  Basic safety planning  Obstacles to safety/COVID-19  SDOH/Support for survivors  Community Resources | ***Abuse in the LGBTQ Community***  Patterns of abuse  SDOH  Effect of COVID-19  Signs and symptoms  Adapting screening tools  Medical response  Agency referrals | ***Bad Things Happen to Good People: Fear, Loss & Pain***  Types of pain for DV survivors  Causation  Effects on self and family  SDOH/Mental health implications  Strategies to survive and thrive  Privacy, safety and COVID-19 |
| ***Crisis Center North Services***  Agency overview  SDOH/Free Victim Services  Safe private help/COVID-19  Medical advocacy program   * Professional education * Community education * Victim advocacy   Hospital task forces  Health care offices  PFA process | ***Comprehensive Systems Response***  Understand professional roles in working with victims: police, advocates, health care providers  Warm referrals  Support for victims  Obstacles to leaving  Increasing safety | ***Lethality Assessment/Response***  Escalated abuse   * Repeated injuries * Traumatic Brain Injury * Strangulation   Lethality assessment tool  Professional roles   * Health care providers * DV advocates * Law Enforcement |
| ***Road to Recovery***  Intersection of DV & Addiction  Causation  Patterns of Abuse and Neglect  Effect on Individual & Family  Recognize, respond, refer  Challenges to Overcome  Resources and Treatment  Caring for Care Givers | ***CARE for the Caregiver***  Effects of trauma  Trauma informed care  Effect of vicarious trauma  Support for the caregiver  Signs of stress and burnout  Stress management  Conflict Resolution  Handling burnout | ***Understand the Legal System***  Family Court   * Protection Orders * Legal intervention * Process and procedure * Custody and divorce   Criminal Court  Services for crime victims |
| \*Trainings listed as introductory may be combined. This will result in a change in the program length. For more information, please talk with the presenter. | ***Recognize, Respond and Refer***  Why it matters  Trauma informed environment  Conversation openers  Screening questions  Empathic responses  Community resources  Referrals for CCN services | **When Violence Comes to Work**  Healthcare providers at high risk Definitions and 4 types  Zero tolerance prevents violence  De-escalate conflicts  Promote safety and reporting  Support and assist victims  Assailant Accountability  Model policies |
| **CRISIS CENTER NORTH**  **9 am-9 pm textline (412) 444-7660 9 am-9pm chatline** [**www.crisiscenternorth.org**](http://www.crisiscenternorth.org) **9 am–9 pm**  **24-hour hotline (412) 364-5556**  **\*crisis counseling \*safety planning\*counseling\*case management\*legal advocacy\*medical advocacy\***  **mobile advocacy\*tangible assistance\*prevention education\* PAWS for empowerment** | | |