



PROMOTE Questions and Answers – Updated 10-9-12

Transition from SCIP-R:

Q: Why are we changing from SCIP-R to PROMOTE? What is the difference between SCIP-R and PROMOTE?

A: The new PROMOTE training builds upon the foundation of positive approaches and information included in SCIP-R. A lot has changed in the last 14 years since SCIP-R was rolled out and PROMOTE is intended to reflect these changes and support OPWDD’s mission to help individuals with developmental disabilities live richer lives. The PROMOTE training uses a wide range of teaching techniques and tools to engage the learners and promote the transfer of knowledge and skills. In addition, participants will be taught, and have to show competency in, the use of Primary Tools (strategies for positive interaction), as well as Secondary Tools (strategies for ensuring safety). PROMOTE will teach staff members skills that increase an individual's self-confidence, connections to others and opportunities for relaxation and recreation. PROMOTE is based on the premise that if people are supported in leading richer lives, they will be less likely to engage in challenging behaviors. The information below highlights some of the differences between the two training programs:

<u>SCIP-R</u>	→	<u>PROMOTE</u>
• Gradient	→	Zones and Lifeline
• Positive Environments	→	Enriching the Green Zone
• Calming Strategies	→	R-Star
• “Know Your Person”	→	Case Study Approach
• Overheads	→	PowerPoint/Videos
• Lecture/Discussion	→	Group Activity/Role Playing
• Instructional Inconsistency	→	Standardization/Consistency
• P.I. Training from Photos	→	Training from Videos
• Minimal Review	→	Review in Game Format
• Assessed by Written Test	→	Assessed by Role Play & Test
• 1 “Level” of Certification	→	2 “Levels” of Certification

Q: How long will it take for all staff to be trained in PROMOTE?

A: It is expected that the transition from SCIP-R to PROMOTE will take around 2 years.

Q: Is there a schedule we could share so people could begin to prep/alter their work schedules to attend? Any info about the regions/locations for the sessions would also be appreciated?

A: Currently 4 regional sessions have been conducted for about 120 Master Trainer and Instructor Trainer Candidates. The PROMOTE Instructor Training for these individuals will be held in the Fall and Winter of 2012. Once the Instructor Training has been completed, additional full PROMOTE Level 1 and 2 courses will be made available locally to key groups across the State. Please refer to this site for additional announcements regarding the PROMOTE roll-out.

- Q:** Should SCIP-R training and SCIP-R recertification training be suspended once PROMOTE training begins. If so, how will this be reconciled with existing training requirement deadlines?
- A:** Agencies will be provided with at least a two year window to fully transition staff from SCIP-R to PROMOTE certification. It is highly recommended that all staff within a program are PROMOTE trained around the same time to ensure consistent support to the individuals being served. The requirement for recertification in SCIP-R may be modified during this roll out period, but this matter is still under review. More information will be provided once the details of this decision are available.
- Q:** In the transition period, how do agencies address the issue of having some staff trained in SCIP-R and some trained in PROMOTE at the same program site?
- A:** Every effort should be made to have the staff all become PROMOTE certified around the same period of time. One key element of the rollout will be to have site managers and psychologists/behavior specialists trained prior to direct support staff so that they will be able to help those staff make a smooth transition from SCIP-R to PROMOTE.
- Q:** What is the recommended order of staff working in the voluntary agencies to be trained in the up-coming roll out of PROMOTE?
- A:**
1. If the voluntary agency has a training department, or other available staff to provide the training, they might have an internal instructor/trainer(s) first certified.
 2. The second step, if staffing allows, might be to have a trainer(s) certified.
 3. The next recommended step is to have program supervisors and psychologists/ABSS's trained up to the level of support needed. It is highly suggested that they are trained in the full program and not bridged in the shorter version.
 4. The veteran staff would follow and be bridged from SCIP-R to PROMOTE by taking a shorter course. It is recommended that agencies start with staff working with individuals who exhibit the most challenging behaviors, requiring a higher level of skill such as PROMOTE level 2 and needing to use a restrictive technique. Agencies should use RIA data among other agency metrics to target priority sites for PROMOTE training.
 5. Agencies will need to make a decision when to stop teaching SCIP-R and start training new staff on PROMOTE. It is recommended that agencies wait until the supervisors and psychologists/ABSS's at an entire program and/or agency are trained first, before they start training or bridging other staff in PROMOTE.
- Q:** How is the roll-out for the voluntary agencies going to be advertised?
- A:** PROMOTE will be advertised to maximize the understanding that this is an essential, well thought out OPWDD training curriculum that will greatly enhance the skills of staff. Through the use of videoconference, OPWDD will provide an opportunity for voluntary agencies to learn more about PROMOTE and be able to provide input into making the roll out as successful as possible. OPWDD has formed a committee with voluntary provider representation to discuss the best ways to implement PROMOTE at agencies across the state.

Logistics, Staff Certification, and Training Requirements:

Q: Do all staff have to be trained on PROMOTE? Do all DSP's and their supervisors have to attend the PROMOTE training? If my agency doesn't utilize physical interventions, are we required to take PROMOTE?

A: All Direct Support Professionals, Clinical Staff, and Residential/Program Supervisors are to be trained in PROMOTE at the level corresponding to the needs of the individuals they support (see below).

- A. PROMOTE Orientation - a one day overview of the PROMOTE philosophy and model for those staff working with individuals who are not in need of the level of support requiring a full PROMOTE course (e.g. supportive employment programs), or for those who indirectly provide support (e.g., clerical staff, Board of Visitors).
- B. PROMOTE Level 1 - a three day training for those who support individuals with mildly to moderately challenging behaviors.
- C. PROMOTE Level 2 - a two day additional training for those who support individuals with moderately to severely challenging behaviors.

Specialized and Restrictive Secondary Tools may be taught to staff, with authorization of their supervisors, based on person- specific or programmatic need. Restrictive Secondary Tools are to be taught only to staff certified at Level 2, who have been identified by their supervisors as working with individuals having Restrictive Secondary Tools in their BSPs, **or** who work in a setting in which Restrictive Secondary Tools are likely to be needed on an emergency basis.

Staff must demonstrate competence in application of Primary Tools and Secondary Tools appropriate to individuals at their work sites, as an essential condition of employment.

Q: Will MSC's be required to take PROMOTE training?

A: MSC's will not be required to obtain certification in PROMOTE. However, it is recommended that they do minimally receive the PROMOTE Orientation training.

Q: Are residential nurses required to be trained in PROMOTE?

A: Health care professionals (including physicians, nurses, nurse practitioners, and physician assistants) are key team members in ensuring that PROMOTE Secondary Tools are not used in contraindication to a person's physical or medical condition. Health care professionals are encouraged to become familiar with PROMOTE Secondary Tools (via a PROMOTE training program, review of training pictures and videos from the PROMOTE curriculum, and/or demonstration by a PROMOTE Trainer), and to offer informed input regarding the safety of the use of PROMOTE Secondary Tools for individuals in their care.

Q: How many days is the PROMOTE Training?

A: Level 1 of PROMOTE, which includes Protective Secondary Tools (Physical Interventions), is 3 days. Level 2 of PROMOTE, which includes Intermediate Secondary Tools is an additional 2 days. Only staff certified in Level 1 of PROMOTE can take and become certified in Level 2 of PROMOTE.

Q: Do PROMOTE Level 1 and Level 2 need to be provided consecutively?

A: No, the PROMOTE curriculum is designed so that Level 1 and Level 2 do not need to be delivered consecutively, but they are sequential.

- Q:** Does a staff person need to complete both Level 1 and Level 2 of PROMOTE before receiving instruction in Restrictive Secondary Tools, which include Takedowns and Floor Holds?
- A:** Yes, certification in PROMOTE Level 1 and Level 2 is required prior to the certification in any of the Restrictive Secondary Tools.
- Q:** Should all agency staff be trained at level 2 just in case of an emergency?
- A:** Definitely not. Staff should be trained based on program and individual needs at the time of the training or the Bridge.
- Q:** Who makes the decision as to which staff need what level PROMOTE training?
- A:** Each agency will be responsible for making those decisions.
- Q:** What happens if a PROMOTE Level 1 certified staff transfers to a site which requires Level 2 and/or Restrictive Secondary Tools?
- A:** The staff will need additional training and certification in Level 2 and/or Restrictive Secondary Tools. If a staff cannot be certified due to their inability to pass the Level 2 course and additional Restrictive Secondary Tools if needed, they may not be able to work at the site.
- Q:** Is there any possibility of getting access to pictures/video or descriptions of the Secondary Tools (Physical Intervention Techniques) to gain a sense of what we expect to be training staff in?
- A:** The Manual for Instructors, Instructor Trainers, and Master Trainers includes a complete list of the Secondary Tools. In addition, pictures, descriptions, and video will be utilized by instructors in the delivery of the course.

PROMOTE Secondary Tools are grouped into six categories:

Protective (core) - These are the least restrictive of the Secondary Tools characterized by releases, blocks, and deflections. They are taught to all staff taking PROMOTE Level 1, and demonstration of competence in these Tools is required for certification.

Protective (specialized) – These are Protective Secondary Tools which address less frequently observed challenging behaviors that may be exhibited by specific individuals. Specific Tools are taught on an individual basis to staff members taking Level 1 training, only if they have been identified by their supervisor as working with individuals who have those specific specialized Secondary Tools in their Behavior Support Plans.

Intermediate (core) - These are Secondary Tools that are designed to address more challenging behaviors, and typically involve the application of some degree of restraint in a standing or seated position. These are taught to all staff taking PROMOTE Level 2, and demonstration of competence in these Tools is required for certification.

Intermediate (specialized) - These are Secondary Tools which address challenging behaviors which may be exhibited by specific individuals. Specific Tools are taught on an individual basis to staff members taking Level 2 training, only if they have been identified by their supervisor as working with individuals who have those specific specialized Secondary Tools in their Behavior Support Plans.

Restrictive – These are Secondary Tools used to address the most challenging and dangerous behaviors. They involve restraining and intentionally guiding the person to the floor and/or holding the person on the floor. Restrictive Secondary Tools are to be used only when there is an imminent risk of injury to the individual or to others in their environment and it is determined that safety cannot be maintained using Protective or Intermediate Secondary Tools. Restrictive Secondary Tools are divided into three Groups. Only the necessary Group(s) of Restrictive Secondary Tools are to be taught to those staff certified at Level 2 who have been identified by their supervisors as working with individuals having Restrictive Secondary Tools in their BSPs, **or** who work in a setting in which Restrictive Secondary Tools are likely to be needed on an emergency basis.

Restrictive (specialized) – These are Secondary Tools which address severe and dangerous challenging behaviors which may be exhibited by specific individuals. Specific Tools are to be taught only to staff identified by their supervisors as working with individuals having those Restrictive Secondary Tools (specialized) in their BSPs.

- Q:** Will staff who are trained on the use of Restrictive Secondary Tools have to be CPR trained?
- A:** Training in PROMOTE is only one component of a total staff training program. Restrictive Secondary Tools can be used only by staff members who have received additional instruction on the following topics: basic first aid and cardiopulmonary resuscitation (CPR).
- Q:** Will the PROMOTE Recertification course be the same every year or will new material be incorporated?
- A:** This has not been determined yet. However, the curriculum will be standardized across the State; any modifications or new material will come directly from OPWDD and will be communicated to all Instructors through the Master Trainer network.
- Q:** Since Level 2 trains staff to implement Behavior Support Plans, can Level 2 be taught without the Secondary Tools if an agency wants staff trained in BSPs, but not Level 2 (Intermediate) Secondary Tools?
- A:** In order for staff to be certified in Level 2, it must be taught with the Secondary Tools. However, an agency can have a certified PROMOTE Instructor teach staff how to participate in the BSP process using relevant Activities in Level 2 of the PROMOTE curriculum. These options will be specified in the PROMOTE manual.
- Q:** If a person with a residential Behavior Support Plan incorporating Level 2 (Intermediate) Secondary Tools attends an agency program where staff have only received Level 1 training, is the latter agency obligated to provide staff with Level 2 training?
- A:** OPWDD encourages agencies to train staff in the skills necessary to ensure people's safety. However, Primary Tools and less intrusive Secondary Tools are always preferable and should be attempted first. Moreover, individuals may not engage in the same challenging behaviors in all settings, and Behavior Support Plans should reflect those differences.
- Q:** If it is difficult for an agency to release staff for full day trainings, can the curriculum be broken into part days?
- A:** OPWDD does not mandate how the training is provided, as long as the required number of hours is fulfilled and the Activities are delivered in sequential order. However, splitting the program up into partial days is not recommended.

- Q:** If a staff person is unable to demonstrate a Primary Tool in a PROMOTE class, what is the agency's obligation to that staff to ensure competency?
- A:** A staff person who is unable to demonstrate the requisite Primary Tool competencies will not be certified and thus will not be allowed to work in a direct support role that requires PROMOTE certification. Participants will be given ample opportunity to demonstrate competence in the Primary Tools. They will also be provided with the opportunity to watch their peers demonstrate the Primary Tools and receive feedback from them. It is up to the individual agency to determine the level of support provided to the participant to help them to attain proficiency in the Primary Tools, but retaking the full course is a recommended option. The ultimate evaluation of competency must be conducted by a certified PROMOTE Instructor.
- Q:** If a PROMOTE certified staff moves to another agency, will the certificate be portable?
- A:** The certification will be portable and the staff doesn't have to start over with PROMOTE training. However, if the individuals served require a higher level of training, the staff person will need to be trained at that level only and will not have to start at the beginning. The certification means that the staff is competent and has passed the competencies required at that level, not that they merely attended the training.
- Q:** What is the mandated ratio of instructors to trainees?
- A:** The mandated ratio is 1 instructor for every 10 trainees. It is highly recommended that where possible, at least 2 instructors teach a class because the PROMOTE course requires the instructors to operate many different training tools such as videos, power points as well as running role plays.
- Q:** Will there be any flexibility in the ratio count of 1:10 in regards to the length of time of the class? In other words if there are only 4 individuals in the class is the class time shorter?
- A:** The seven-hours/per day is dictated by the script of the curriculum. There is no flexibility built into this time frame. Level 1 has a minimal 21-hour training mandate, and level 2 is an additional 14 hours.
- Q:** During this transition period from SCIP-R to PROMOTE, will there be an issue from a QM standpoint if some behavior support plans utilize SCIP-R language and others utilize the PROMOTE?
- A:** No, there will be a grace period. The regulation will be written in such a way to allow for some flexibility in the rollout for the use of the new language. The new PROMOTE language will not just be used in the training of staff, but also it is expected to be used on a daily basis in the programs and amongst staff and clinicians.

Bridge:

- Q:** Will there be a Bridge for currently SCIP-R certified staff? What will comprise the content of a Bridge course?
- A:** Yes, a Bridge is being created for staff members who are currently certified in SCIP-R. The Bridge will consist of activities adapted from the full PROMOTE program highlighting the most essential competencies. The Bridge for Levels 1 and 2 is expected to be approximately 2 days. The Bridge is expected to be available in January of 2013.
- Q:** Who will need to take the bridge? What about supervisors and ABSS's?

A: Staff members who are currently certified in SCIP-R will need to take the Bridge. It is strongly recommended that Supervisors, Psychologists, and ABSSs take the Full PROMOTE program as they will play key roles in the implementation of the program, mentoring staff and ensuring that staff demonstrate the PROMOTE competencies when interacting with individuals they support. An agency may also opt to train certain staff or certain groupings of staff in the full PROMOTE curriculum rather than using the Bridge.

Q: When are we expecting the Bridge to be ready? Will there be a separate, abridged recertification class for staff?

A: The Bridge will be ready in January of 2013. The Bridge will serve as “certification” in PROMOTE for staff who are currently certified in SCIP-R. Thereafter, a new annual recertification class for PROMOTE certified staff will be developed and used.

Q: Does taking the Bridge course qualify as compliance to training requirements until staff members are scheduled to take the full 5-day PROMOTE course? Within what period of time would agencies be required to schedule staff from Bridge course to the Full course?

A: The Bridge is created for SCIP-R certified staff who will not be required to take the entire course. However, if a staff person demonstrates a need for more in depth training, they should take the entire PROMOTE course. Also, if the staff person has been transferred to a program where they will require more in depth training, they should be required to take the entire course.

Q: Do we need to start training the bridge at the same time as the new employees?

A: Every effort should be made to have the staff all become PROMOTE certified around the same period of time. One key element of the rollout will be to have site managers and psychologists/behavior specialists trained prior to direct support staff so that they will be able to help direct support staff make a smooth transition from SCIP-R to PROMOTE.

Instructor Certification and Monitoring:

Q: How do I become an instructor?

A: An Instructor needs to take the full PROMOTE training up to the Level that he/she will need to present to staff. In addition, a three day PROMOTE Instructor Training program is required. After these trainings, Instructor Candidates will co-teach with an experienced Instructor at least once. They must then successfully plan and teach the complete program with a co-instructor, with observation by an Instructor-Trainer or Master Trainer (this may also be the co-instructor) who will evaluate and if appropriate, certify them as an Instructor.

Q: How will Master Trainer oversight work if an agency is overseen by more than one DDSO?

A: There will be regional supports provided by OPWDD to the network of voluntary agencies. It is possible that an agency might span more than one region.

Q: Will there be annual Instructor Updates or Recertification for PROMOTE?

A: Yes, Instructors will be required to attend annual Instructor Updates in order to maintain certification. The agenda/curriculum for these Updates will be determined by the Statewide Master Trainer Group.

Q: Will OPWDD be sharing the curriculum or a summary to providers so that they can determine the best instructor trainers? What skills should PROMOTE instructors have?

- A:** The PROMOTE curriculum emphasizes that increasing the frequency of positive interactions with people and helping them to lead richer lives will result in fewer challenging behaviors. Prospective Instructors should reflect this philosophy. Instructors should have strong platform skills and be able to manage group dynamics. The Instructor should also be able to effectively present the PROMOTE curriculum as written. The curriculum is very detailed to ensure consistency of delivery. Prospective Instructors must be physically able to demonstrate competency in all PROMOTE Secondary Tools they will be expected to teach.
- Q:** Will there be a cost to the agencies for the training materials such as binders, CDs, and DVDs?
- A:** Agencies that have certified Instructors will be provided with a disc, which includes all the materials needed for the course. Agencies can make copies of the manual from this disc and will be responsible for printing out participant materials. When new Instructors are approved and certified, they will be registered with OPWDD in the Instructor database and issued their own disc of the PROMOTE curriculum materials.
- Q:** If Instructors need to be able to demonstrate all Secondary Tools (Physical Intervention Techniques), will they lose certification if they become physically unable to demonstrate certain interventions, or can they rely on co-Trainers to teach those interventions?
- A:** Instructors can be certified as an Instructor in either Level 1 or Levels 1 and 2 of the curriculum. Instructors who are certified in both Levels 1 and 2 of the curriculum may additionally be certified to train the Restrictive Secondary Tools. Instructors must be able to demonstrate all tools and techniques that are required at the level of certification they intend to train to participants of their agency.
- Q:** Do staff who are to become Instructors need to take the full PROMOTE course before taking the PROMOTE Instructor Training, or can they take the PROMOTE Instructor Training after taking the "Bridge"?
- A:** Prospective Instructors are required to take the full PROMOTE training for the Level at which they expect to become certified as a trainer. The "Bridge" cannot be substituted for the full course if a participant expects to become an Instructor. If the prospective Instructor was originally certified based on the Bridge, they must attend, and be certified in, the full course at the level for which they will become an Instructor.
- Q:** Can an Instructor or Instructor-Trainer just be an Instructor or Instructor-Trainer for Level 1 if their agency only uses Level 1 (Protective) Secondary Tools? Will the PROMOTE Instructor Training be divided into Level 1 and Level 2?
- A:** Yes, Instructors can be certified as a Level 1 Instructor. However, Instructor Trainers are expected to be able to train the entire PROMOTE curriculum. The PROMOTE Instructor Training will be broken up into Levels 1 and 2 so Instructors can be certified in only Level 1 if desired, but Instructor Trainers will be required to be certified at both Levels as well as demonstrate competency in Restrictive Secondary Tools.
- Q:** How will PROMOTE ensure that all Instructors are using similar standards in evaluating participants' competency in the use of Primary Tools?
- A:** Instructors are required to attend a PROMOTE Instructor Training program, which will provide guidelines for evaluating the Primary Tools. In addition, new Instructors will be observed by a Master or Instructor Trainer as they conduct the Primary Tools assessment. Feedback will be provided and an Instructor will not be certified if they are not evaluating the Primary Tools appropriately and accurately.

- Q:** How big are the "train the trainer" (PROMOTE Instructor Training) classes going to be and where will the first ones be held?
- A:** The Instructor to participant ratio for the PROMOTE Instructor Training will be 1 Instructor to 8 participants. The first sessions will be held in Albany, NYC, Binghamton, and Batavia for those participants that completed the initial regional sessions. The first PROMOTE Instructor Training will be held in the Fall and Winter of 2012.
- Q:** How many trainers would each agency need to begin training new employees in PROMOTE? How many to start the bridge?
- A:** Because of the detailed training requirements and potential risk involved in teaching and demonstrating Primary or Secondary Tools, the maximum instructor to trainee ratio is not to exceed 1 to 10.
- Q:** How many PROMOTE Instructor Training classes will be offered after the initial regional sessions.
- A:** There will be several opportunities for agencies to send their staff to the PROMOTE certification course, as well as the PROMOTE Instructor Training course.
- Q:** How many Master Trainers will be needed for each DDSO and Instructor Trainers for the private agencies?
- A:** Master Trainers will operate in a regional structure. There will be enough to support the needs of OPWDD and the provider agencies.
- Q:** To provide assistance with the PROMOTE Instructor Training, could other trainers be identified to assist the Master Trainers in the PROMOTE Instructor Training process?
- A:** PROMOTE Instructor Trainers will also be able to deliver the PROMOTE Instructor Training.
- Q:** What time commitment will Master Trainers and Instructor Trainers have to make? What time commitment will the new Promote trainers be expected to make the first year and beyond?
- A:** Master Trainers, Instructor Trainers, and Instructors will be needed to support the rollout of the program, which is expected to take up to 2 years.
- Q:** After becoming a certified PROMOTE Instructor, what is a reasonable amount of time before a PROMOTE Instructor, who is not full time, is expected to make another 5 day commitment to teach a new class?
- A:** This matter is still under review, but Instructors will most likely be required to teach at least 1 Full Course OR 2 Bridge or Recertification courses annually.
- Q:** When observing Instructors, does the Instructor Trainer have to sit through the entire class or can he/she spend a few hours observing?
- A:** When observing an Instructor for certification, the Instructor Trainer must be present at all times since the Instructor Candidate can't be counted toward the Instructor to Participant ratio since they are not a certified Instructor.
- Q:** After becoming an Instructor Trainer, can a person train an Instructor to also become an Instructor Trainer?
- A:** Only Master Trainers can certify new Instructor Trainers.

Q: Will the Master Trainers, who must be an employee of OPWDD, have the time to train Instructor Trainers?

A: Yes, OPWDD is guaranteeing that the Master Trainers will be given enough time. The Master Trainers will also be required to run frequent regional meetings to maintain the relationship between the Master Trainers and the Instructor Trainers. Master Trainers were identified through directors of each DDSO region, based on experience and training ability.

Other:

Q: Currently, CPAT is used to train transportation staff. Is it permissible to continue CPAT until a PROMOTE version is developed?

A: Yes

Q: Will the PROMOTE Standards and Procedures have the force of regulation (e.g. will agencies be cited by BPC if they do not follow them)?

A: Yes, PROMOTE Standards and Procedures will take the form of an OPWDD Administrative Memorandum, and will be consistent with Parts 633.16 and 624.

Q: When will the supplemental modules (e.g. for children) be made available?

A: This has not been determined. The current focus is on the roll out of the main curriculum.

Q: What's the difference between a "Core" and a "Specialized" Secondary Tool (Physical Intervention Technique)?

A: Core Secondary Tools are the techniques that staff are required to learn and demonstrate at each Level of the PROMOTE training. Specialized Techniques are also specific to a level of the curriculum, and are taught as add-ons to the appropriate level based on the training needs of the staff. A specific Specialized Secondary Tool is only taught to staff working with an individual who has that specific Specialized Secondary Tool written into their Behavior Support Plan.

Q: If you are trained in a Specialized Secondary Tool and use it on someone who doesn't have it in their plan (even though it may be appropriate), is that considered abuse?

A: PROMOTE provides guidelines for the use of Secondary Tools in emergency situations. Utilizing the tool would not necessarily constitute abuse. Many different factors will be reviewed. For example, did staff use the least restrictive technique available, was the use of the tool required to ensure safety, did staff implement the tool correctly, etc. In an emergency, staff may utilize Specialized Secondary Tools as appropriate and necessary to avoid physical injury, even if it is not included in a person's Behavior Support Plan. However a 147 must be filed to document what occurred, and also to ensure that the technique will be incorporated into the person's plan if required.

Q: Will an agency be able to send their staff to OPWDD PROMOTE training if unable to justify having their own Instructors? If so, will they have to pay for this training?

A: Yes, agencies that do not have their own Instructors can send their staff to an OPWDD class or one offered by another provider agency if space is available. There will not be a charge to attend an OPWDD sponsored session; however provider agencies can charge a fee for other agency staff to attend their training after the initial roll out period.

Q: Will PROMOTE be made available to agencies outside of OPWDD (e.g. BOCES)? If so, under what circumstances, and will these agencies be able to have their own Instructors?

- A:** Agencies outside of OPWDD can send their staff to become certified in PROMOTE; however special permission is required. In order to be an Instructor in PROMOTE you must be a party employed by OPWDD, or by an agency certified or authorized by OPWDD.
- Q:** Will agencies be able to use programs other than PROMOTE (e.g. TCI), or develop their own modifications of PROMOTE?
- A:** PROMOTE is the only course approved by OPWDD resulting in certification of Primary Tools (strategies for positive interaction) and Secondary Tools (strategies for ensuring safety). There can be no modifications made to the course, and no other course can be offered, unless officially sanctioned by OPWDD. A Secondary Tool can be modified with approval by an Instructor Trainer and notification to the regional Master Trainer, but only for a specific individual as documented in the individual's BSP. A new Secondary Tool can only be authorized by a Master Trainer, with notification to OPWDD.
- Q:** In many cases, direct support staff are moved around from house to house. Some direct support staff work at a house where Secondary Tools are not needed, but they may need to fill in at a house where Secondary Tools may be needed. As it stands now, if you use a Secondary Tool that you are not certified in, you could be charged with misconduct. How will we deal with this issue?
- A:** It is the responsibility of the Agency to insure that staff members are trained in the Tools that they will need to work with individuals with whom they have routine contact. In the case described, the supervisor responsible for the temporary assignment would need to make a determination as to whether people were being placed at risk by that assignment. They would need to look at issues such as whether there are other staff members on duty who could safely deal with likely behavioral episodes, the frequency with which such episodes occur, and the duration of the assignment. In cases where staff members are routinely "supplied" to other houses, it may be necessary to train all staff in a cooperating "cluster" to a higher level (i.e. PROMOTE Level 2).
- With regard to the question of a staff using a Secondary Tool in which they have not been trained, the OPWDD Part 624 Handbook specifies: "'Untrained staff' refers to those staff members who have never been trained in the OPWDD training curriculum that includes physical/personal intervention techniques. Staff members who have never been trained in the OPWDD curriculum are nonetheless obligated to intervene in emergency situations in which the health and safety of others is at risk. The use of physical/personal interventions by 'untrained staff' could be reported as an agency reportable or equivalent or sensitive situation and should be investigated and upgraded to an allegation of physical abuse only if the circumstances meet the established criteria for physical abuse."
- Q:** Can DSP's start in a program without yet having received PROMOTE training if they are not yet considered coverage and are not working directly with the individuals?
- A:** See above.
- Q:** Should agencies be collaborating?
- A:** Most definitely, collaboration will be a key element in the roll-out. It would be most beneficial if agencies share instructors and also advertise open slots to other agencies.

**The PROMOTE Questions and Answers will be continuously updated.
Please submit any additional questions to TalentDevelopment@opwdd.ny.gov.**