TRAINING INFORMATION & PRICING GUIDE

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The course, its goals, and conceptualization of challenging behaviors. Outline: Ground rules for participation • goals of safety management • interdisciplinary treatment • causes and conditions associated with challenging behavior • a reinforcement model of challenging behavior.

**Incident Prevention**
Provides a broad set of methods for reducing the likelihood of behavioral crises and improving staff safety. Trainees learn, practice, and demonstrate competency in core incident prevention skills. Outline: Creating a safe and therapeutic environment • elbow check • safety habits • staff behavior and emotional reactions • how to reinforce effectively • differential reinforcement.

**Incident Minimization**
Methods for identifying crises and stopping or reducing their intensity. Trainees learn, practice, and demonstrate competency in core incident minimization skills. Detecting antecedents and predicting behavior • safety stance • calling for assistance • leadership and teamwork • de-escalation • management of dangerous objects.

**Incident Management/Physical Safety**
Safe, minimally restrictive responses to dangerous behavior. Outline: protective stance • safety shuffle • grab releases • hair pull releases • choke releases • bite releases.

**Incident Management/Physical Management**
Provides a system for understanding when and how to safely use, monitor, and release from intrusive stability hold and escort procedures. Outline: deciding when to use physical management • minimizing risk during physical management • what to do during physical management • what to do after release.

**Post-Incident Procedures**
Responses following a serious behavioral incident designed to provide safety and reduce the likelihood of future incidents. Outline: recovery procedures • debriefing the individual • debriefing staff • data collection and analysis.

**Role-Plays**
Following the presentation of the Safety-Care curriculum, participants practice when and how to use the skills they have learned via a series of role-plays.
# SAFETY-CARE™ FEATURES & BENEFITS

## Behavior Support Features
- Based on an extensive body of scientific research
- Functional analysis conceptual foundation
- Environmental and behavioral antecedent analysis
- Embedded reinforcement-based protocols
- Differential reinforcement
- Behavioral momentum
- Functional communication
- Reinforcement-based de-escalation strategies
- Interventions designed for individuals of all functioning levels
- Avoids reinforcement of challenging behaviors

## Prevention Strategies
- Focus on environmental safety
- Preventive, non-intrusive contact strategies

## Customization
- Special instructions for small children
- Pre-training survey for optional selective procedures
- Wide array of optional advanced training modules
- Procedural modifications for medical/fragile individuals

## Support and Resources
- Recognition products (lapel pins, caps, shirts)
- Unlimited phone and email support
- Safety alerts of industry advances
- Optional

## Quality Management and Control
- Course material updated and improved frequently
- Annual re-certification of all trainers
- Evaluations of trainer performance by participants
- Limited class size for high-quality, individualized training

## Costs
- Reproduction license for all trainee materials included
- Trainer training is efficient and low-cost
SAFETY-CARE™ ADVANCED SKILLS MODULES

Beyond the Safety-Care core curriculum, advanced skills modules allow the course to be expanded to meet the specific needs of particular organizations. Advanced modules are available in the form of direct training by QBS Master Trainers or through certification of Trainers to teach the additional material to staff. Each module requires ½ day for trainer training or 2–2 ½ hours for specialist training.

School Age Children

While the procedures in the core Safety-Care curriculum are applicable to working with individuals of any age, this module provides supplemental training specific to a younger population. It includes training in classroom and group management, additional procedures for intervening physically with smaller individuals who are behaving dangerously, and a small person carry procedure.

High Severity Behavior 1

The High Severity Behavior modules are designed for organizations that support individuals with the potential for extremely dangerous behavior. It includes strategies for developing safety plans, advanced physical safety procedures (releasing from rear chokes and hair pulls) team safety strategies, and floor hold procedures.

High Severity Behavior 2

The second High Severity Behavior module provides training in physical management of dangerous objects, prevention and management of fights, and procedures for prevention and management of incidents in vehicles and on trips.

Safety-Care™ for Families

Safety-Care for Families provides trainers with a customized version of the Safety-Care curriculum that they can provide to family members and others who might provide in-home support. It includes Safety-Care prevention and minimization strategies, as well as development of a Family Safety Plan and a subset of Safety-Care physical skills.

Customized Training

Where appropriate, QBS provides customization of Safety-Care to meet the needs of individual organizations. Please contact us for more information.
SAFETY-CARE FOR FAMILIES™

For more than a decade, the Safety-Care curriculum has been used successfully to enhance safety and improve outcomes in a range of professional settings—from schools to hospitals.

A Safety-Care trainer can be trained to also teach the Safety-Care for Families curriculum. This is a training program specifically for family members and other caregivers working with behaviorally challenging individuals in a home or home-like setting. This innovative course provides the skills and interventions needed to improve behavior and to prevent, minimize, and manage potentially dangerous incidents.

The curriculum is divided into four sessions. Participants can attend as many sessions as they wish (to participate in any session, they must attend all previous sessions).

- **Essential Skills Part 1**—Up to 15 participants, 2½ hours. Collaboration with professionals • Legal Issues • Challenging Behavior • Reinforcement • Creating a Safe Environment • Elbow Check • Safety Habits • Managing Your Own Behavior • Differential Reinforcement

- **Essential Skills Part 2**—Up to 15 participants, 2½ hours. Antecedents to Challenging Behavior • Safety Stance • De-Escalation • Development of a Comprehensive Family Safety Plan

- **Advanced Skills Part 1**—Up to 10 participants, 2½ hours. Use of Behavioral Momentum to Improve Cooperation • Management of Dangerous Objects • Supportive Guide • Physical Safety Skills

- **Advanced Skills Part 2**—Up to 10 participants, 2½ hours. Physical Management • 1-Person Stability Hold • 2-Person Stability Hold (Optional) • Forward Escort (Optional) • After an Incident

**Training certification:** To become certified to teach Safety-Care for Families, a currently certified Safety-Care trainer will attend a-half day training. He or she will then need to continue as a Safety-Care trainer.

**Materials:** Trainers receive a copy of the Safety-Care for Families Trainer’s Manual and digital copies of the Participant Manuals and all other necessary documents.

**Costs:** See price list for trainer costs. The cost for certification of participants as Safety-Care for Families Specialists is $4 per person certified, plus 30% of any fees charged for training.
If you are already using another behavioral safety course, institutional inertia can stand in the way of deciding to make a switch. Here are some reasons why you won’t regret the decision to adopt Safety-Care Behavioral Safety Training.

1. The procedures embedded in Safety-Care are based on decades of applied scientific research on effective behavioral interventions with a wide range of populations.

2. The Safety-Care curriculum reflects the latest research, the most current regulatory practices, and extensive practical experience in modern educational, psychiatric, and health care settings. The course material is updated regularly in response to current thinking about behavioral safety interventions. Some other courses have not been significantly changed in many years and reflect an outdated understanding of behavioral safety.

3. The instructional methods used to teach the course to staff also reflect current research on how people learn effectively. By using procedures such as errorless teaching, distributed trials, and multimodal instruction, trainees learn most efficiently and with the best chance to retain what they’ve learned once the course is over.

4. Safety-Care is highly cost-effective. The basic cost is as low as or lower than most other courses. There are no additional materials that you need to purchase in order to use or teach the course. Trainers are provided with digital copies of all necessary documents, which they can duplicate for internal use without restriction.

5. No generic course can be the perfect fit for all settings. That’s why Safety-Care is highly customizable to an organization’s individual needs. When you choose to have on-site training, you can select from a number of additional modules to give you the tools needed to work safely and effectively with the people you serve.

6. Safety-Care has a strong preventive focus and is designed to be an active part of a restraint prevention and elimination initiative. It is much better to avoid crisis situations than it is to have to manage them. Trainees learn practical methods for preventing crises so that the individuals you serve can spend less time in crisis and more time engaged in functional learning.

7. Many similar courses assume that all preventive, de-escalation, and debriefing interventions will be done with highly verbal individuals. There are two problems with that. First, many organizations work with people who have significant expressive and receptive communication impairments for whom such interventions are simply not appropriate. Second, even individuals
with no identified communicative limitations often experience significant breakdown in verbal skills when they are upset, angry, or frustrated. By comparison, Safety-Care is based on positive reinforcement procedures that are readily adapted to the communication abilities of any individual, in any situation.

8. Some other courses teach “de-escalation” interventions that are likely to reinforce crisis behaviors. Others teach impractical procedures such as expressing anger toward an agitated individual. While those approaches may work in the short run or when employed by highly trained and experienced professionals, they are not practical approaches to behavioral safety. Overall, they may result in more crises, not less.

9. Safety-Care is dedicated to extremely high standards to ensure the highest quality training. We insist on small class sizes so that each trainee receives intensive individual instruction in all parts of the curriculum.

10. Many courses ignore the possibility that a client might get hold of a weapon. That makes the course easier to teach, but it isn’t realistic. Any environment contains many potential weapons, and there is always the possibility that a person could grab a harmful object before you can remove it. Without trying to teach dangerous and impractical “disarm” techniques, Safety-Care provides practical methods for avoiding weapon incidents and for safe management of situations in which a person does have a weapon.

11. Some courses teach physical procedures that employ joint pressure, wide swinging movements by staff, movement of the individual’s limbs out of their normal range of movement, or other methods that present significant risks to the individual. Safety-Care avoids such problematic interventions.

12. We’ve helped many organizations manage the transition to Safety-Care. We provide unlimited email and telephone support to assist with planning and implementing a transition. Of course, once Safety-Care is in place, we continue to provide support, answer questions, and assist with making decisions about application of Safety-Care interventions.

**Need More Information?**

Call us at (855) QBS-MAIN. You can also visit our web site at safetycaretraining.com for more information or send us an email to info@qbscompanies.com. We can send you sample sections of our manuals and answers to frequently asked questions to help you decide whether Safety-Care is the right choice for you. We’d also be happy to set up a time for you to talk with a Safety-Care Master Trainer to discuss your specific needs.
Quality Behavioral Competencies™ (QBC’s) is an innovative self-paced training course that provides organizations with an incredibly efficient way to improve staff behavioral teaching skills. Written in simple, clear, easy to understand language, each training module is focused on learning a specific functional skill, such as reinforcement, therapeutic instruction or behavioral momentum.

All QBCs are based on extensive research in the field of Applied Behavior Analysis. These skills are of incredible value in improving staff effectiveness when working with a wide range of populations, including special education, geriatrics, brain injuries, psychiatric conditions, and developmental disabilities.

Training research has shown that staff training curricula which include peers and direct supervisors in the training and feedback process are highly effective in generating and maintaining staff behavioral skills. The QBC course trains staff mentors and supervisors to teach, monitor and maintain these important behavioral skills.

**Flexible Training System**

When one or more members of your staff have been trained as QBC trainers, they can provide training to staff using either of these two approaches:

**Classroom Instruction:** Staff are trained in groups using a traditional adult learner model. Staff progress together through each model, demonstrate competency according to specific training criteria under the supervision of the trainer, then move on. All modules can be taught in a single classroom day or broken up into smaller modules.

**Self-Paced Instruction:** Instead of (or in addition to) the classroom instruction model, trainers can use an innovative self-paced instruction program. Staff members can work through modules at their own pace and then work with a trainer to quickly solidify the skill, demonstrate mastery of the material, then practice the skill in real-world situations. As trainees complete each module, they meet specific training objectives and are ready to move on to the next one.

In addition to the actual training activities, QBS will provide the following materials and services:

- **Coach Manuals** – Each participant receives a QBC Certification Trainer Manual.
- **QBC Certificate** – A certificate to each participant reflecting their Certified QBC training.
- **Phone Consultation** – A Master QBC Trainer is available to answer questions regarding the use of QBC modules at your facility during the first 3-months after training.

*QBC Trainee materials are available for purchase from QBS, Inc. Trainee Packets: $20 for 1-10 / $17.50 for 11-25 / $15 for 15+ packets - plus the cost of S/H*
In order to meet your Positive Behavior Support (PBS) training needs, Quality Behavioral Competencies™ (QBC) Coach Training program by QBS is now available in a PBS edition designed for Massachusetts providers. Specifically to meet the training requirements prescribed by the Universal Strategies of PBS, the QBC-PBS™ program offers a cost-effective alternative to traditional staff training programs.

The extensive QBC library of modules maps perfectly to PBS Universal Strategies, resulting in your staff acquiring a wide array of skills addressing the most critical universal strategies.

**Learning is Just Plain Better!**

All QBC programs provide competency-based training using a system called Personalized System of Instruction (PSI). This QBC system provides organizations with an incredibly efficient way to train their staff. Written in simple, clear, and easy to understand language, the QBC system consists of brief training competency modules or lessons, with each staff person progressing at their own pace, in their own way, in their own work environment. All QBCs are based on evidence-based applied research in the field of Applied Behavior Analysis (ABA) and PBS.

The 2-day QBC Coach Training provides selected staff the skills and information to implement the self-paced QBC training system throughout your organization. Your coaches will learn:

- Ten evidence-based protocols for implementing Universal Strategies
- Training & testing procedures to train your staff in these skills
- Steps of QBS’s unique PSI-based, self-paced, on-the-job QBC training system
- Methods for measuring the effectiveness of the QBC training system
GERI-CARE™ BEHAVIORAL SAFETY TRAINING

REDUCE RISK AND IMPROVE CARE AT THE SAME TIME

Do your residents present behavioral challenges?
Geriatric patients present many unique healthcare concerns. Some of the most formidable are challenging behaviors including verbal abuse, agitation, resistance to care, and combativeness.

Is resident-to-resident violence a frequent concern?
Resident-to-resident violence has become increasingly commonplace and is a concern for every administrator. Yet, it is easily preventable through specialized and cost-effective staff training.

Is caring for your residents unsafe, even dangerous?
Challenging behaviors by geriatric patients presents several potential consequences. Beyond contributing to staff morale and turnover problems, they can also result in injuries, regulatory concerns, neglect, mistreatment, even abuse.

If you answered "Yes" to any of these questions, then Geri-Care is the right training for you and your organization. Trained throughout the country, QBS, Inc. prides itself in being the leader of behavioral safety training for geriatrics in the industry. The mission of QBS, Inc. is to provide Quality Behavioral Solutions to complex behavioral problems through development, education, and management of clinical, operational, and marketing practices. QBS, Inc. has significant expertise and experience to provide services designed to improve patient care, increase staff safety, grow census, and enhance revenues.

OUR SOLUTION

Geri-Care is a practical, competency-based safety training program designed to minimize behavioral risk and facilitate therapeutic interactions between staff and residents. Developed specifically for professionals working with geriatrics, Geri-Care provides practical strategies for safely preventing and managing behavioral challenges with respect and compassion. Think about it…

- Bring behavioral expertise to your staff
- Minimize behavioral risks and abuse
- Reduce regulatory concerns
- Improve staff morale and retention

Developed specifically for those working with seniors experiencing Alzheimer’s, related dementias, psychiatric impairments or just plain challenging behaviors, Geri-Care is a competency-based, safety training program designed to facilitate safe and therapeutic interactions between patients and care staff in a number of settings including skilled nursing, assisted living, day treatment, home health, hospitals, and more.

Critical components of Geri-Care include antecedent strategies, de-escalation strategies to reduce agitation, gentle contact techniques to assist and guide residents, and de-briefing and evaluation guidelines to prevent future challenges.

WHAT YOU GET

- Training from a QBS Master Trainer: A full day of practical training on state-of-the-art behavioral prevention & management strategies.
- Manuals & Certification: A Geri-Care Trainer manual, certificate and certificate card indicating your Trainer status, and all materials necessary to train others in your organization of record.
- Support Services: Access to QBS Geri-Care Trainer Support system including email and phone support and discounts at the online QBS Store, and more.
GERI-CARE™ ESSENTIALS TRAINING

Geriatric residents present many unique healthcare concerns. One of the most formidable is safely preventing and managing challenging behaviors including resistance to care, verbal abuse, agitation, combativeness, and self-injury. Unfortunately, few staff received training to deal effectively with these challenges. Behavior problems by geriatric residents can result in injuries to residents and staff, neglect, mistreatment, even abuse. And, the lack of effective interventions may increase the use of restraint, medication, and other methods that may be unnecessary. These challenges should not be left to casual or informal training practices, or to chance!

**Geri-Care™** is a competency-based safety training program designed to facilitate safe and therapeutic interactions between residents and care staff. Developed specifically for the elderly, **Geri-Care** provides strategies for safely managing behavioral challenges with respect and compassion. **Geri-Care** recognizes that geriatrics is more fragile and prone to injury, so the procedures are designed to prevent injury. Some of the components of **Geri-Care** include:

- Antecedent strategies including environmental safety and staff approach;
- Verbal calming and de-escalation strategies to reduce agitation;
- Gentle, but effective, contact strategies to prevent, minimize, and manage resident behaviors;
- De-briefing and evaluation guidelines to prevent future challenges.

**Geri-Care™ Features**
Your facility staff receives the following **QBS** services:

- **Training** – Three 2-hour intensive training sessions of **Geri-Care** Behavioral Training scheduled on the same day to meet your facility needs. Each session can have a maximum of fifteen (15) participants.
- **Manuals and Certificate** – Each participant receives a **Geri-Care** Behavioral Safety Training workbook, as well as a **Geri-Care** Certificate, the specific Behavioral Safety Training program in which the participant is certified, and expiration date. *(Bi-Annual Recertification by QBS)*
- **Phone Consultation** – A **QBS** Trainer is available to answer questions regarding the use of **Geri-Care** procedures at your facility during the first 2-months after training.
### SAFETY-CARE™ BEHAVIORAL TRAINING • ALL RATES ARE PER PERSON

<table>
<thead>
<tr>
<th>Training Course</th>
<th>Duration</th>
<th>Massachusetts (Alaska &amp; Hawaii*)</th>
<th>New England</th>
<th>US &amp; Canada</th>
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<td>New Trainer Training</td>
<td>3 Days</td>
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<td>Specialist Training</td>
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<td>Advanced Module</td>
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<td>Safety-Care for Families™</td>
<td>½ Day</td>
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### ANNUAL TRAINING RECERTIFICATION

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<th>Training Course</th>
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<td>Safety-Care Trainer</td>
<td>1 Day</td>
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*In Hawaii and Alaska trainer travel costs are additional. This is customarily mileage to/from location, tolls, overnight lodging and meals (if applicable). Mileage and meals costs are per diem rates as directed by IRS.gov website. Minimum class size applicable for all new training sessions. Class limit is 10.

PLEASE CALL FOR PRICING ON CONSULTATION SERVICES AND/OR CONTINUING EDUCATION SEMINARS
## QUALITY BEHAVIORAL COMPETENCIES™ TRAINING • ALL RATES ARE PER PERSON

<table>
<thead>
<tr>
<th>Training Course (Up to 15 per Session)</th>
<th>Duration</th>
<th>Massachusetts (Alaska &amp; Hawaii*)</th>
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<tr>
<td>Basic Series</td>
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<td>Advanced Series</td>
<td>1 Day</td>
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**QBC Learner Packets:** 1-10 - $25 / 11-25 - $22.50 / 26+ = $20

## QBC – RBT TRAINER TRAINING FOR BCBA’S ONLY

**QUALITY BEHAVIORAL COMPETENCY / REGISTERED BEHAVIORAL TECHNICIAN TRAINING**

**ALL RATES ARE PER PERSON**

<table>
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<tr>
<th>Training Course (Up to 15 per Session)</th>
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<th>New England</th>
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<tbody>
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<td>QBC-RBT Trainer Training</td>
<td>2 Days</td>
<td>$600</td>
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<td>QBC Basic Series Update to 36-Module QBC RBT Coach Training</td>
<td>2-hour on-line Webinar</td>
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**RBT Learner Packets:** 1-10 - $75 / 11-25 - $65 / 26+ - $60

*In Hawaii and Alaska trainer travel costs are additional. This is customarily mileage to/from location, tolls, overnight lodging and meals (if applicable). Mileage and meals costs are per diem rates as directed by IRS.gov website. Minimum class size applicable for all new training sessions. Class limit is 15.*
# GERI- CARE™ TRAINING • ALL RATES ARE PER PERSON

<table>
<thead>
<tr>
<th>Training Course</th>
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<td>Bi-Annual Trainer Recertification (Up to 10)</td>
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Trainer travel costs ARE NOT INCLUDED in Geri-Care pricing and are additional outside of our Southborough, MA location. This is customarily mileage to/from location, tolls, overnight lodging and meals (if applicable). Mileage and meals costs are per diem rates as directed by IRS.gov website.

*In Hawaii and Alaska trainer travel costs are additional. This is customarily mileage to/from location, tolls, overnight lodging and meals (if applicable). Mileage and meals costs are per diem rates as directed by IRS.gov website. *Minimum class size applicable for all new training sessions.*

**PLEASE CALL FOR PRICING ON CONSULTATION SERVICES AND/OR CONTINUING EDUCATION SEMINARS**