

## A Note to Instructors

Welcome aboard!

We are excited that you have joined us in training DHI's new course on Recognizing and Reporting Abuse, Neglect and Exploitation. We worked hard to design this training to meet the needs of adult learners, and to give you the tools you need to be successful in delivering the course. We genuinely welcome your feedback, and encourage you to contact us with any ideas for future trainings, as well as any questions you may have as you deliver this curriculum. We are here to help support you as trainers, as the content you will be delivering will often not have immediate, clear answers to specific circumstances. It is expected that students and trainers will not always be sure if something is reportable. Remember, when in doubt, report – and contact DHI/IMB with any questions you have along the way.

The curriculum you will be delivering is highly interactive. We want you as trainers to use the three dimensional learning platform of this training for that very reason: this model gives us a framework, or a kind of shorthand, to communicate with one another as we communicate throughout the life cycle of the delivery of this course. Sharing information from one generation to the next and then again to the next, and so on, carries risk. Information or materials can lose their fidelity as they take on the different personalities of those teaching it. We must ensure that we have a consistent learning platform for each of you to work from and within, in order to deliver this curriculum consistently across New Mexico. Everyone taking this course should experience the training curriculum that DHI designed – of course, delivered with your personality and unique training techniques. That is what makes you the effective trainer you are!

DHI understands that not everyone will have access to the same training equipment, such as a projector to deliver the PowerPoint. We encourage community-based provider agencies to “team up” if they would like, in order to share equipment and resources if this helps. If lacking some equipment presents a barrier to presenting the course as required, please let us know. We are happy to work with you to problem solve whatever issue may affect the presentation or delivery of our training, as we have required a standardized course and understand that change can be difficult. The idea behind a competency-based, standardized course for all is this: consistency. In the Land of Enchantment, we have five different regions, many DDSD regional offices and DHI offices, over 125 community-based provider agencies, and countless support staff from different backgrounds and experiences. We celebrate this diversity! It gives us a greater variety of solutions to issues we face, brings us individual talents and experiences, and a variety of ideas and broader skillsets. The challenge we face with such large regions, on the

other hand, is that sometimes information reaches us differently. We've all likely encountered a situation where we perceived a "rule" or "requirement" differently based on what we had been taught. The content of this training must be delivered with fidelity. We are discussing and teaching things which have legal ramifications, and which directly impact the safety and well-being of the individuals we serve. DHI is committed to making sure that across the beautiful state of New Mexico, the same information is reaching us all.

This, you can see, is the very reason DHI has developed the three-dimensional learning platform. The consequences to providers and staff can be very serious if they are not properly educated about the rules and reporting system, and more than that – the consequences to the individuals we support are even more serious if abuse, neglect and exploitation are allowed to continue by not being recognized or reported properly. We must increase awareness in identifying ANE to keep people safe.

You will receive all of the tools you need to deliver this training successfully. We are confident that you will learn the trainer's script and deliver it in your style, and that you will enjoy learning to facilitate the activities as students respond to the curriculum in unique ways. Although the curriculum requires you to utilize many different techniques and methods to reach different learning styles (visual aids, videos, group activities, case scenarios to consider), DHI encourages you to address additional discussions or individual instruction when needed. Whenever the teachable moment arises, tailor the discussion to suit the particular group of individuals you are training! DHI/IMB is available for assistance if there is a need to address questions about the rule, policies or specific cases, and the DHI Community Programs Trainer is available to answer questions about the curriculum and delivery methods/facilitation aspects of the training. We are excited that you have joined us, and that you will be a part of sharing this information for generations to come.

We wish you all of the best on the journey to educate and empower students. Enjoy!

DOH/Division of Health Improvement

Incident Management Bureau

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