

## Training Center FAQs

### **1. Who is the training open to?**

Currently, trainings are open to those who provide support to consumers of Macomb County Community Mental Health (MCCMH). This can be MCCMH Direct-Operated staff, Contract Agency Provider staff, or self-determination/respite staff.

### **2. How do I know what trainings/classes I need?**

Your employer will let you know what trainings you need to complete.

### **3. How many trainings are held each month?**

The number of trainings varies; you can look on the website at [training.mccmh.net](http://training.mccmh.net) to find out when trainings are scheduled.

### **4. How soon should I expect to get into a class?**

Class size is limited. As soon as you know you will need a class or training, it is a good idea to look at the Training Center schedules at [training.mccmh.net](http://training.mccmh.net) to see when you can get in.

### **5. Where is the Training Center located?**

The Training Center is located at 6555 15 Mile Road, Sterling Heights, MI 48302.

You can find a link to a map of the area here:

<http://training.mccmh.net/Portals/0/training/TrainingCtr.pdf>

We are located in a growing industrial area, and traffic can be heavy, especially during construction season(s). Please plan accordingly; give yourself plenty of time to get here safely! Please park in the lot on the West Side of the building off of Stanley (Mound Road side). Handicap parking is available on the East Side of the building (Van Dyke side).

## 6. What do I need to bring to class?

You will need a writing utensil and yourself.

## 7. How much does it cost?

The Training Center strives to provide these trainings at no cost to the participants who are working with MCCMH consumers. Please call the Training Center at **586-465-8326** if you find that you need to cancel or reschedule your training.

## 8. Can I come and wait the day of training in case there is a no-show?

Due to their nature, some classes – like CPR, First Aid, and Non-Violent Crisis Intervention - are smaller in size because class sizes are mandated. If the class is in high demand, the training center will have a limited waitlist; those waitlisted for the class will be contacted and offered a spot if one becomes available. Other classes may have more leeway in accepting students. You can contact the Training Center at **586-465-8326** or at [trainingoffice@mccmh.net](mailto:trainingoffice@mccmh.net) to ask about a waitlist for a class. If you are waitlisted, you are welcome to come the day of class to see if we have no-shows, but we know your time is valuable and want you to understand that there is no guarantee a spot will become available.

*\*For questions about Recipient Rights Training, please contact the Office of Recipient Rights at **586-469-6528**.*

## 9. What does first come, first serve mean?

Currently, Recipient Rights is the only training that is held on a first come, first serve basis. That means that the first 100 people to show up and sign up the day of class will receive a spot in the class. Please contact the Office of Recipient Rights for more information at **586-469-6528**.

## 10. What if I am late? Can I still get into class?

To meet the need for so many classes, classes must begin and end promptly. Therefore, we ask that all attendees are prepared to begin class at the scheduled start time, and prepared to stay through the scheduled end time. We understand that life happens; if you are unable to make a class, or to make a class on time, please call the Training Center as early as possible at **586-465-8326**. Participants will not be allowed entrance into a class 15 minutes beyond the start time.

## 11. What if I can't make it to class?

The Training Center will phone or email a reminder to participants 3-4 days prior to a scheduled class. If you are unable to make a class for any reason, you can contact the Training Center at **586-465-8326** or at [trainingoffice@mccmh.net](mailto:trainingoffice@mccmh.net) to let us know you no longer need your spot in the training, or to reschedule. Remember that if you cannot make it, somebody else can probably use your spot! *If it is a last minute cancellation – within 24 hours of the scheduled start time – please call, do not use email.*

## 12. How does the training center handle no call, no shows?

The Training Center strives to provide these trainings at no cost to all of the participants who are working with MCCMH consumers. We would ask that you help us to continue to provide no-cost training, please call the Training Center at **586-465-8326** if you find you need to cancel or reschedule your training. If you cannot use your spot in a class, somebody else can!

## 13. What is Relias Learning?

Relias Learning is an online training service that some contract providers are utilizing. Your employer can offer further information. If you have questions regarding Relias Learning, you can contact [reliaslearning@mccmh.net](mailto:reliaslearning@mccmh.net) or Emily Frohriep at **586-465-8331**.

## 14. Cell Phone Policy:

Cell phone use is distracting to fellow students and instructors alike. Therefore, **cell phone use - including texting - is not permitted in class**. If you must keep your phone on due to work or personal situations, or if you use a smart phone to take notes: please let your instructor know before class begins, keep your phone on vibrate, and step out of the classroom in order to take a call. Any other uses of a cell phone during class may result in a student being asked to leave.

## 15. Are Food and Beverages Allowed?

Food and beverages are allowed, but we ask that you clean up after yourselves. We offer coffee for the minimal charge of \$0.50 for a Styrofoam cup or \$1.00 for personal travel mug. We also have vending machines available.