

# Handle with Care

## Three Day-24 Hour Course

*Danny Gilmore*

Day 1-Monday, March 11, 2019

Day 2- Tuesday, March 12, 2019

Day 3- Wednesday, March 13, 2019

9:00 AM to 6:00 PM

Registration 8:30 AM

**Unity Care**

1887 Monterey St, STE 205

San Jose, CA

**Danny Gilmore** came to Unity Care in June, 2007, working as Case Manager for a component of the agency's residential services program, Transitional Housing Placement Plus (THP+). As a dedicated professional, she is energetic in her approach to working with youth and families, with over seventeen years of management experience. A confident public speaker, Gilmore has provided behavior management system training (Handle with Care) since 2008 and in 2009 she became a certified CPR/First Aid AED Instructor. Her dynamic, energetic delivery makes each session of instruction an opportunity, not only for an enriching learning experience, but also provides a bit of fun for all participants.

Handle with Care is committed to teaching Residential staff how to deal with a behaviorally challenged population in a way that preserves the client's dignity, is safe and enables continued positive learning and behavioral development by preserving and enhancing the therapeutic relationship. Handle with Care is a 24-hour training (three days) that will demonstrate how to use verbal de-escalation techniques and how to remain physically safe with youth/residents through safe self-defense and therapeutically safe physical take downs of out-of-control youth. The training emphasizes the verbal de-escalation technique that dramatically decreases the need for physical restraint (used as a last resort) while maintaining the integrity of the student. This philosophy embodies the belief that for learning/therapy to take place there needs to be a universal (staff and client) perception of physical and psychological safety in the milieu. Emotional safety is a relationship climate consisting of acceptance, trust, honesty, problem solving skills, communication, tolerance and forgiveness. Handle with Care is committed to the emotional and physical safety of behaviorally challenged individuals whose behavior is harmful to themselves or others and the staff and organizations that support them.

### Eligible County Employees



For questions contact Staff Development & Training at [Rianna.Garcia01@ssa.sccgov.org](mailto:Rianna.Garcia01@ssa.sccgov.org)

\*Must obtain Supervisor approval prior to registering\*

### Eligible Non-County Employees

Register on-line here:

<https://register.asapconnected.com/Courses.aspx?CourseGroupID=28977>

Please contact us if you have any questions:  
[t4e.collaborative@gmail.com](mailto:t4e.collaborative@gmail.com)