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Exploring the Variety and Importance of Safety Trainings in Residential Services at Northeast Arc

Understanding the resources necessary for Quality In Person Training Programs within the Residential Disability Services at Northeast Arc

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INTRODUCTION

Northeast Arc, based in Massachusetts and founded in 1954, supports individuals with disabilities through services such as Autism Programs, Employment Support, and Residential Services. Serving around **10,000 people across 190 communities**, its mission is to promote **inclusion, accessibility, and independence**.

The **Residential Division** operates approximately **30 residential homes**, staffed by around **280 employees**, providing a range of supports—from **24-hour care** to **Independent and Shared Living** arrangements. They also offer **specialized housing** for individuals with specific needs, such as Prader-Willi syndrome or Acquired Brain Injury, and programs like **Adult Family Care** and **Personal Care Management**.

Ensuring **high-quality in-person training** is essential in maintaining the safety and well-being of both residents and staff.

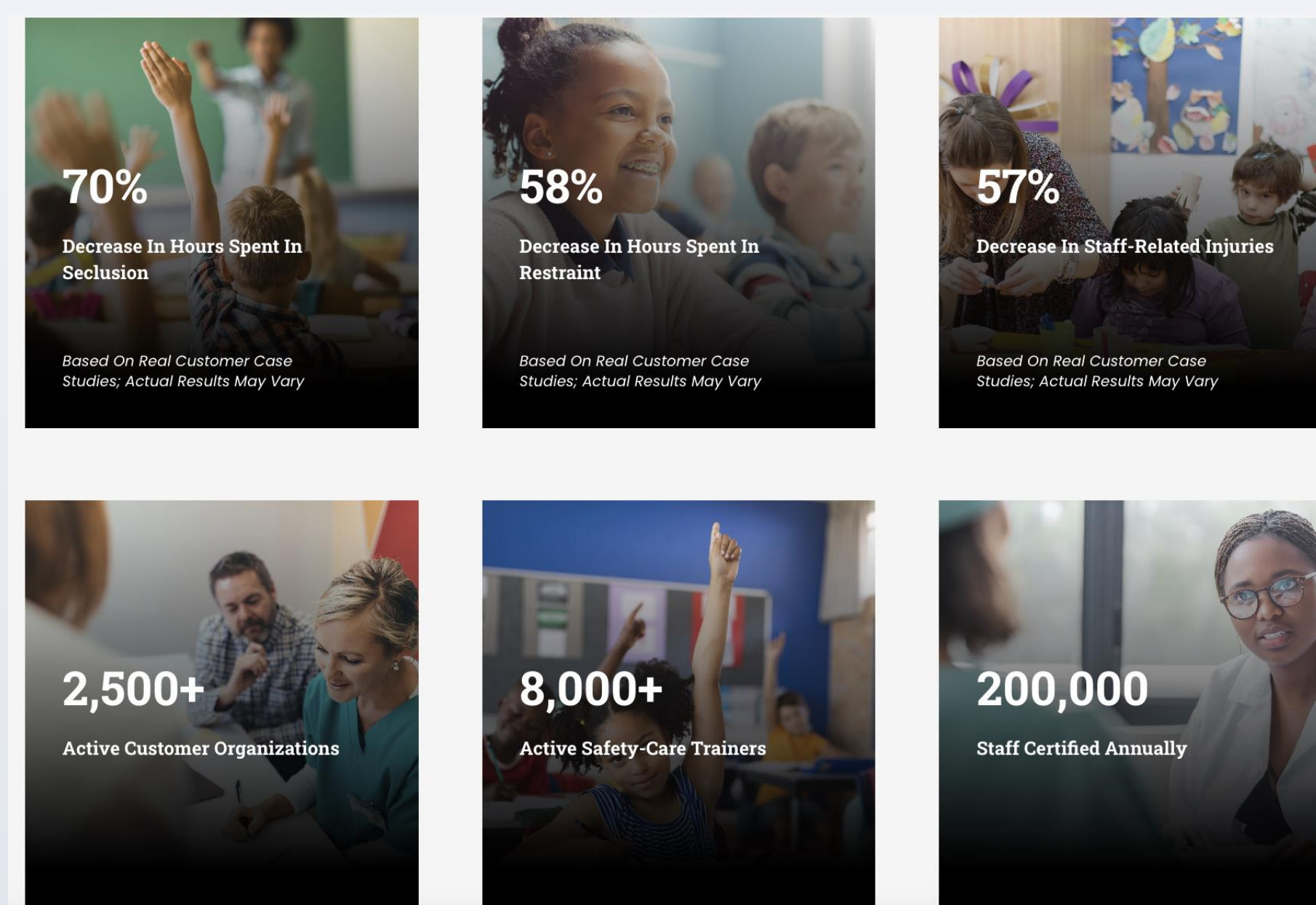


INTERNSHIP PROJECT OBJECTIVE

The purpose of this project is to help facilitate quality, consistency, and overall satisfaction in in-person safety trainings within the Residential Division of Northeast Arc. These trainings are essential for ensuring that staff are well-prepared to deliver safe, reliable, and high-quality care to the individuals they support. By identifying current challenges and proposing practical solutions, this project aims to support a more effective and engaging training experience—ultimately benefiting both staff and residents.

RELATED LITERATURE

- *This highlights the potential long-term impact of well-designed training programs on enhancing the quality of care and professional practice in learning disability services.* (McKenzie, Sharp, Paxton, & Murray, 2002, p. 249)
- *Consistent and high-quality training programs help ensure that employees are not only skilled but also up to date with industry standards. Regular and effective training ensures that staff can consistently perform at their best, adapt to new challenges, and remain confident in their roles. When training is done well and is continuous, it reinforces the organization's commitment to excellence, leading to sustained improvements in performance and overall organizational success.* (CPS HR Consulting, n.d.)



To the left, are statistics regarding the importance of quality safety care training

Materials

This project drew on a range of materials and resources to assess the current state of in-person Safety Care training within the Residential Division at Northeast Arc:

•**Observation Notes:**

First-hand observations were recorded during attendance at an in-person Safety Care training session. These notes captured aspects such as participant engagement, trainer delivery style, and challenges during hands-on demonstrations.

•**Trainer Interview:**

In-depth, informal discussions were held with the trainings specialist to gain insight into current practices, preparation routines, challenges faced during sessions, and perceived areas for improvement.

•**Organizational Context Information:**

Background information was gathered about the Residential Division of Northeast Arc, including the number of homes (~30), staff (~280), and the structure of trainer roles, including their stipends and competing responsibilities.

•**Training Compliance Practices:**

Reviewed how staff training completion is currently tracked, noting the lack of a dedicated person or system responsible for monitoring up-to-date training across the division.

Methods

A qualitative, exploratory approach was used to assess the quality and consistency of in-person Safety Care training sessions:

1.Training Session Participation & Observation:

Attended and observed a full in-person Safety Care training session to evaluate delivery methods, participant behavior, clarity of instruction, and hands-on practice support. Observations were documented in real time and reflected upon post-session.

2.Trainer Consultations:

Engaged in structured discussions with the training specialist to understand their experience, training preparation, and barriers they face. These conversations also explored the impact of balancing full-time job responsibilities with training duties.

3.Internal Process Review:

Assessed the current methods—or lack thereof—used to track staff training completion. Discussions with administrative staff and trainers revealed that no designated individual is responsible for maintaining consistent, centralized training records.

RESULTS

A key finding of this project is the need for a **dedicated, full-time trainer** to improve the quality and consistency of in-person Safety Care sessions. This role would directly address current issues related to trainer variability, engagement, and accountability. The benefits of this role include:

- Consistent Delivery:** Same trainer, same high standard each time.
- More Practice:** Regular sessions build trainer skill and confidence.
- Unbiased Role:** No conflicting job duties or stipend-related motivation.
- Better Engagement:** More focused, hands-on, and interactive sessions.

This solution supports more reliable training outcomes and strengthens staff preparedness in the Residential Division.

CONCLUSIONS

Ensuring consistent, high-quality in-person safety training is essential to supporting both staff and clients within Northeast Arc's Residential Division. This assessment identified clear challenges related to variability in trainer delivery, limited oversight, and lack of dedicated resources. The proposed solution—a full-time, dedicated trainer—offers a direct way to address these issues by standardizing delivery, improving engagement, and removing bias from the training process. Implementing this change would not only enhance staff learning outcomes but also strengthen overall safety and quality of care for the individuals Northeast Arc serves.

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