

# GPA Certified Coach



Gentle  
Persuasive  
Approaches

Information Package



Approches  
Douces et  
Persuasives



# GPA Certified Coach Information Package

## What is a GPA Certified Coach?

GPA Certified Coaches are individuals authorized by AGE Inc. to facilitate GPA Curricula via staff/student education sessions following their successful participation at a two-day GPA Certified Coach Training Workshop. GPA Certified Coaches are champions of person-centred care. They are agents of practice change, selected by their organization to coach and support care providers to apply GPA principles and strategies beyond the classroom setting, at the point of care.

## Features and Benefits of being a GPA Certified Coach

FEATURES FOR THE ORGANIZATION	BENEFITS AS A GPA CERTIFIED COACH
Represents commitment to providing person-centred, quality care for older persons and persons living with dementia.	Builds confidence in coaching and facilitation skills.
Exceeds minimum requirements for dementia education and serves as a foundation for integration into individualized care planning.	Provides all necessary materials and resources to be successful in the role of a GPA Certified Coach.
Meets legislative requirements and accreditation standards for workplace violence prevention related to responsive behaviours and dementia education.	Links GPA Certified Coaches with a network of Coaches across Canada, including access to support from the AGE Clinical Education Specialist.
Aligns with complementary education programs focused on improving care of older persons.	Includes access to Coach newsletters, webinars and online resources to sustain knowledge, and confidence and share ideas to improve care.
Contributes to development of processes to address risk related to responsive behaviours using non-pharmacological approaches.	Provides a non-transferable certification and materials to the successful candidates.
Provides opportunity for public recognition via AGE website and social media via AGE GPA Leadership Recognition Awards Program.	Offers opportunity for further development as a GPA Master Coach after 75 hours of direct GPA-related coaching.

## GPA Certified Coach Workshop Outline

**Workshop Objectives:** At the end of the two-day workshop, the learner will be able to:

- ☑ Identify materials for the planning, preparation and facilitation of GPA sessions
- ☑ Prepare and present GPA content segments as part of a group during practice facilitation
- ☑ Employ a variety of facilitation modalities to deliver standardized GPA content
- ☑ Demonstrate understanding of GPA content and use of respectful, person-centred language and philosophy inherent in the GPA program.

<b>Duration</b>	Two-day workshop
<b>Instructors</b>	Two GPA Master Coaches
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the 3<sup>rd</sup> edition GPA Basics session, GPA eLearning Program or GPA-R session in the last 24 months;</li> <li>• 100% attendance, participation and successful completion of Applied Practice Group Teaching segment;</li> <li>• 3+ years of experience in dementia care, geriatric care, or a related field;</li> <li>• Experience in coaching, teaching or facilitating;</li> <li>• Job role includes an ongoing relationship with GPA Education Session Participants;</li> <li>• Registration for a GPA Certified Coach workshop submitted online.</li> </ul>
<b>Cost</b>	\$800+ tax, which includes all facilitation materials.
<b>Course Content</b>	<p>Day 1: GPA Basics facilitation modelled by GPA Master Coaches.</p> <p>Day 2: Morning: Practice facilitation sessions.          Afternoon: Overview of resources, adult learning principles, coaching tips, administrative process, coach agreement and creating a culture of safety.</p>
<b>Take-Home Materials</b>	<ul style="list-style-type: none"> <li>• GPA Certified Coach Manual</li> <li>• Activities Learning Package</li> <li>• GPA Basics Manual</li> <li>• GPA-Recharge Booklet</li> <li>• GPA Certified Coach Certificate</li> </ul> <p>Please note the GPA Certified Coach certification is non-transferable. The materials are for use by the GPA Certified Coach and are the property of the individual.</p>
<b>Completion</b>	100% attendance including successful completion of the facilitation demonstration.
<b>Post-course Requirements</b>	Completion of the post-workshop survey, log in and update the new GPA Certified Coach account and accept the Coach Agreement online.
<b>Certification and Maintenance</b>	<p>Complete and log 40 hours of GPA education over their two-year certification period to be eligible for renewal. 20 of these hours must be direct GPA education (GPA Basics, GPA-R, GPA Certified Coach Webinars)</p> <ul style="list-style-type: none"> <li>• 20 hours can be Informal Coaching (case-based discussions, behavioural team facilitation, on-the-spot mentoring)</li> <li>• 10 hours can be continuing education</li> </ul>
<b>Renewal</b>	AGE will notify of edition updates if any are expected within a certification period. The biennial certification renewal is \$100+ tax.

## GPA Curricula

### **Module 1: Introduction to Personhood**

Reinforce the importance that persons with dementia are unique human beings who can display an emotional response to stimuli and discuss opportunities to reduce threats to personhood in the clinical setting.

**The impact:** Participants learn that due to the natural loss that occurs in dementia, the threats to personhood and person-centred care increase. They learn how to become aware of behaviour changes in patients and what these behaviour changes may mean.

**Take home concepts from the participants:**

“We can never lose sight of the dignity of the person with dementia” – GPA Participant, Seneca King Campus

### **Module 2: Brain and Behaviour**

Understand that the relationship between changes in the brain, the behaviour of persons with dementia and the care implications associated with these changes. Choose caregiving strategies that support persons at risk for delirium.

**The impact:** Participants understand to look beyond the physical appearance of the patient with dementia and understand the changes that are going on in the brain due to the disease to become more empathetic to the person’s experience and daily interactions with the world around them.

**Take home concepts from the participants:**

“I learned that most behaviours are not intentional” – GPA Participant, RCC

### **Module 3: The Interpersonal Environment**

Identify common triggers that can lead to a behavioural response and recognize the impact of care provider actions in the interpersonal environment. Help to choose strategies that serve to prevent and diffuse responsive behaviours rather than escalate them.

**The impact:** Participants learn how to look for triggers and/or unmet needs of the individual to better empathize with them and care for the person in the way they themselves would want to be treated.

**Take home concepts from the participants:**

“[I now know] to join their world when they are distressed so I can understand and better help [the patients].”  
– GPA Participant, St. Clair College

### **Module 4: Gentle Persuasive Techniques**

Describe various verbal and environmental techniques to de-escalate protective patient behaviour and demonstrate the suitable and respectful self-protective and team physical redirection techniques to use in response to episodes of escalating behaviour.

**The impact:** Participants leave with the skills and confidence to provide support for individuals with responsive behaviours and know how to work together as a team using different physical and verbal techniques to provide quality care to every patient in need.

**Take home concepts from the participants:**

“[I learned] that “hands-on” should be the very last resort.” – GPA Participant, Hamilton ON

## Steps to Become a GPA Certified Coach

### Step 1: Coach Candidate and Their Employer Should Review the GPA Certified Coach Agreement and Requirements

- Review the GPA Certified Coach Agreement (see page 5, Appendix A)
- Confirm the GPA Certified Coach candidate meets the eligibility requirements (see page 2)
- To ensure consolidation of information for use in practice and to avoid unnecessary repetition AGE strongly recommends completing GPA Basics or eLearning more than three weeks before the Certified Coach Workshop.

### Step 2: Coach Candidate Registers for a Workshop

- Register on the [Calendar of Events](#) online\*. Be prepared to enter information related to the prerequisites. Note: when registering, please ensure to use the Coach Candidate's direct email address, as this will be their coach account email address once they are certified.  
\*please sign up for our [workshop notification list](#) if you do not see a workshop in your area.
- The total cost is \$800+ tax for the two-day training and GPA Certified Coach facilitation materials. You can "pay now" directly online or "pay later" and receive an electronic invoice.

### Step 3: Coach Candidate Pre-, During and Post-Workshop

- The Coach Candidate will receive an email notification of acceptance of registration and then the workshop information including electronic pre-reading materials a week before the date of the workshop.
- Complete the two-day GPA Certified Coach Workshop. Full attendance both days is required in order to receive certification.
- Complete the post-evaluation and feedback survey.
- The new GPA Certified Coach will receive access to the following:
  - Certification status as a GPA Certified Coach
  - Coach Intranet login to record all GPA sessions they have facilitated as well as any informal coaching or continuing education they have participated in
  - GPA product ordering platform
  - Coach tools and tutorials
  - GPA Basics session and GPA-R session presentations and resources
  - Electronic copy of GPA Certified Coach certification
  - Access to all archived Coach Approach Newsletters and Webinars
  - Other relevant resources related to GPA
- The GPA Certified Coach must sign a copy of the Coach Agreement to complete the certification process prior to coaching a GPA session.

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*Please note photographs may be taken over the course of the GPA Certified Coach Workshop. All Coach Candidates are asked to consider consent for photos which may be use by AGE Inc.*

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## Appendix A: Gentle Persuasive Approaches (GPA) Coach Certification Agreement

GPA is copyrighted through Advanced Gerontological Education (AGE) Inc., Hamilton, ON

As a GPA Certified Coach, you will be responsible for training staff/students who care for persons living with dementia. As a GPA Certified Coach, you are eligible to receive several benefits, including:

- Authorization to teach GPA courses as part of the GPA program using the GPA Certified Coach resources and materials;
- Access to Certified Coach supports, tools and continuing education opportunities.

As a GPA Certified Coach, I affirm that:

### Agreements

1. I agree to abide by the following GPA Certified Coach standards, policies and procedures as outlined below.
2. I pledge myself to the highest standards of ethical practice.
3. I am authorized to teach only within the mandated geographic region of my workplace.
4. **I will facilitate GPA sessions in small, team-based classes, not exceeding the ratio of 1 Certified Coach to 10 participants to ensure participants learn competencies.**
5. I will strive to offer GPA Programs with another GPA Certified Coach as co-facilitator. I understand that the program is such that it includes practical exercises and skills training.
6. I will only teach GPA as specified in the Coach Manual. That is, GPA Basics consists of 7.5 hours of training, taught consecutively, not broken up into separate modules, while GPA-R can be facilitated in two 60 minute sessions or one 120 minute session.
7. I will not represent myself as an employee or agent of Advanced Gerontological Education (AGE) Inc.
8. I will not alter or reproduce any printed or visual materials originated with GPA without the express written consent of AGE, and understand that the GPA program must remain intact to preserve its integrity and effectiveness.
9. I will utilize the resource material and information provided to me by AGE for the purpose of education within my base of employment and for no other purpose, and will not aid or assist any other person in the use or reproduction of such materials and information for any other purpose. Any video clips, manuals, or loose hand outs may never be copied nor distributed in any format. I am not permitted to use the materials or any of their components for profit, sold, leased, loaned, rented, copied, or otherwise used without the express written consent of AGE or any licensor.
10. I am required to ensure that individual copies of the most current GPA Basics or GPA-R manual are purchased from AGE and provided to each participant attending an education session.
11. I understand that myself or my organization will need a laptop computer with certain free software, as well as a projector and/or speakers in order to utilize the PDF presentation during education sessions. I understand that I will be required to cover the costs of a memory stick with this PDF should I not be able to download it via the Internet for any reason.
12. I understand that all materials, whether printed, visual, or digital, provided by or originating from the GPA program, including any video clips are copyrighted and proprietary of AGE I will not use them for any purpose or in any manner other than that expressly authorized hereunder and will not copy, reproduce, publicly perform, display, or publicly distribute them nor aid anyone else in doing so, except when expressly authorized by AGE.
13. It is my responsibility to use the most recent version of the GPA program and purchase updated materials as required.

### Actions

14. I agree to log in to the GPA Certified Coach intranet portion of the AGE website within 10 days of completing GPA Certified Coach training to create a log in and password.
15. I understand in order to maintain my GPA Certified Coach status, I must complete and remit electronic proof of 40 coaching hours biennially which must include 20 hours of GPA direct hours and may be supplemented by 20 hours of Informal Coaching and up to 10 hours of Continuing Education. I understand the renewal is subject to fees as determined by AGE.
16. I commit to track and report all education session facilitation using the GPA Certified Coach intranet, including participant names and e-mails when provided to me, in order for participants to track their progress with the GPA program.
17. I am responsible for providing participants with a Certificate of Participation, rather than any certification of any kind. All participants must complete the entire session, are not permitted to leave early, with no exceptions. If a participant leaves early, they will be required to complete the entire session.

## GPA Certified Coach Maintenance Requirements

**GPA® Certified Coaches are required to facilitate a minimum of 40 hours of GPA Certified Coaching hours**

- A minimum of 20 hours must be direct GPA education (GPA Basics, GPA-R or Coach Webinars)
- A maximum of 20 hours can be informal GPA coaching and continuing education hours and/or a maximum of 10 continuing education hours.

Coaches will have two years to complete their 40 required hours of education. This regulation is in place for quality assurance purposes and to promote the role of GPA Certified Coaches sustaining GPA practices within their organization.

	COACHING HOURS	FORMAT
GPA EDUCATION	<b>GPA Basics Education Session</b> (7.5 hours)	Facilitate a full day GPA Basics Education Session with up to 10 participants per GPA Certified Coach.
	<b>GPA-Recharged Session</b> (2 hours + 1 hour prep)	Prepare and facilitate a 2-hour refresher session to review and apply key GPA concepts with the participants in small groups.
	<b>Coach Webinars</b> (1 hour/webinar)	Review quarterly webinars archived on the Coach Intranet to stay up-to-date on important topics for GPA Certified Coaches.
iGPA	<b>iGPA Classroom Session</b> (5 hours including prep, plus 2.5 to 5 hours one time claim for preparation)	Prepare, plan, facilitate and track iGPA classroom session according to iGPA Certified Coach guide and tutorial.
CONTINUING EDUCATION & INFORMAL COACHING	<b>Informal Coaching and Continuing Education (CE)</b> (varying depending on discussion/course length)	<p>Informal Coaching Includes:</p> <ul style="list-style-type: none"> <li>• Case-based discussions</li> <li>• Responsive behaviour team meetings or huddles</li> <li>• On-the-spot mentoring</li> </ul> <p>Some common CE courses accepted as credit include:</p> <ul style="list-style-type: none"> <li>• P.I.E.C.E.S.</li> <li>• U-FIRST</li> <li>• PSW Champions</li> <li>• Building a BSRT</li> <li>• Living the Dementia Journey</li> <li>• Dementiability Montessori Methods, Validation etc.0</li> <li>• Other (Delirium, Geriatric Assessment etc.)</li> </ul>

# What are GPA Certified Coaches and their Organizations saying about our program ...

*As an organization, we adopted GPA as a standard of training for all staff ... it helps people understand the world that those affected by Alzheimer's disease or a dementia are living in. It gives staff a new sense of understanding that increases the success when communicating with our clients.*

Christopher Rawn-Kane | CEO,  
Alzheimer Society Peel

*Since we started training staff in person centered care and GPA, we noticed a decrease in the number of falls, a great increase in the number of residents participating in meaningful activities and we eliminated all restraints within the home."*

Monika Berinde | GPA Certified Coach,  
Resource Nurse, Parkview Home

*As part of our recruitment process, we seek out candidates that have their GPA certificate. We know that these individuals have the knowledge, abilities and skills to provide extraordinary care to persons with dementia. It is certainly a key criteria in our hiring process at BookJane.*

Lisa Wauchope | GPA Master  
Coach, Director of Senior Care, BookJane

*Just today I had a staff member approach me on our lunch break to share excitedly that twice in the past week she tried GPA's 'doing nothing is having a plan' strategy and it really works! This staff member obtained her GPA training a number of years ago, but recently attended GPA Recharged.*

Robin Stainton | GPA Certified Coach, Certified Adult Education Instructor,  
CDSB of Eastern Ontario, PSW Program

*"As an employer, GPA certification is a preferred requirement ... the profile of residents in long term care has become very different over the last few years, necessitating an understanding of working with dementia and responsive behaviours. GPA training is recognized in long-term care as the most effective training for staff to use in the LTC environment with residents exhibiting responsive behaviours."*

Cindy Doris, Manager, Quality Education, St. Josephs at Fleming Long Term Care

*When I was hired in October of 2015, the first thing I did was meet with our PSWs to ask what education they would most like to have. They all wanted more information on dementia care and how to engage with clients. After researching the GPA program ... we have now deemed GPA mandatory for all PSWs working for our program.*

Dianne Rhude | GPA Certified Coach, Supervisor, Assisted Living Services, Victorian Order of Nurses

*Our students love GPA. I have had students contact me after graduating to tell me — with great pride — how their GPA training made a difference for someone in their care. Families often comment on how our students treat their loved ones with such dignity.*

Jill Corkery | GPA Certified Coach, PSW instructor, St. Louis Adult Learning & Continuing Education Centres

*GPA training is a proud piece of our organizational culture — upon hire, new team members partake in a vibrant day of GPA training and the team repeats the training every 2 years. With the philosophy of our clients and their respective individual and unique needs at the centre of our direct care and as the basis for all organizational decision-making, the organization is grateful for the opportunity to be part of GPA, now and in the future.*

Sally Bennett Olczak | CEO, Alzheimer Society of Windsor-Essex County

*GPA language was incorporated into the policies and procedures which has promoted shared language, knowledge, and passion. As a result, ongoing GPA education has cultivated a strong, healthy, resilient team who not only see the person who is living with dementia, but who have the ability to support the person to live well.*

Rachel Lewis | GPA Certified Coach, Sun Pointe Village Administrator, Baptist Housing

*... 85% of staff indicated that they feel GPA has added value to their practice... 84% [say] GPA has contributed to a reduction in harm to themselves or their patients.*

Rebekah Larter | Elder Life Specialist, Guelph General Hospital (2017)

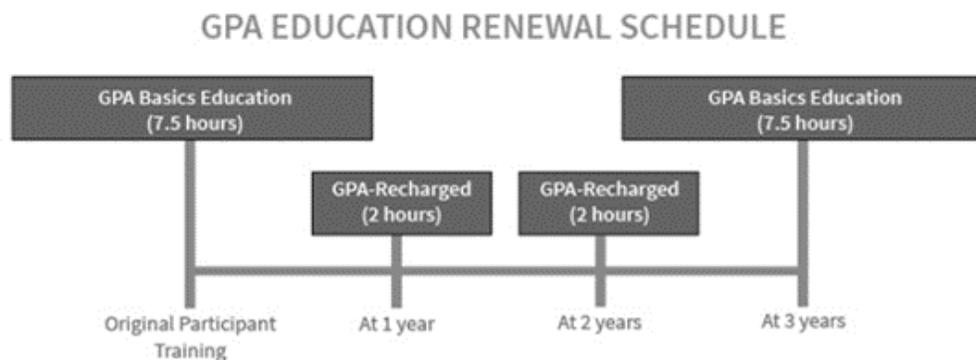
# GPA Education Renewal Schedule for Participants

The GPA Curriculum Renewal Schedule outlines the recommended renewal process for participants to stay refreshed with GPA principles. With both an introductory GPA Basics program as well as a GPA-Recharged program, GPA is designed to foster an ongoing person-centered approach to care that lasts. Renewing GPA learning takes very little time but it makes a BIG difference in the confidence and the quality of care that the participants of GPA are able to provide. Follow the schedule of renewal seen below.



Please note:

- GPA Basics is a prerequisite for GPA-Recharged.
- Participants are recommended to take a GPA-Recharged refresher annually, up to three years.
- Three years after participating in GPA Basics, it is recommended that a participant repeat GPA Basics.



**Contact the AGE team to talk to someone about implementing GPA and an on-site Certified Coach in your organization. Call 905.777.3837**

- Ext. 12277 for general customer inquires
- Ext. 12520 for GPA curriculum inquires
- Ext. 12506 for hosting a GPA Certified Coach workshop in your area
- or email [info@ageinc.ca](mailto:info@ageinc.ca)

**300,000+ Canadians across Canada who are practicing person-centred care while learning together! JOIN US!**



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