

# THE AEGIS SYSTEM™

## CORONAVIRUS (COVID-19) UPDATE

### MARCH 30, 2020

#### **AEGIS UPDATE FROM NATIONAL TRAINING DIRECTOR, MATT SMITH:**

Thank you all for the work you do! Through Aegis I have been exposed to the highest caliber professionals and it has been my greatest honor to play a part in the valuable work you do on the front lines. Many organizations now rely on our safety training and we are fully committed to being a part of the solution during these remarkably challenging times. We are here to support you in any way we can. We will remain resilient and committed to our clients while we endure this emergency together. It is apparent that this will be a marathon and not a sprint. As states and counties impose restrictions we will need to be flexible. This update will summarize the Aegis response to these restrictions.

#### **TRAINER CERTIFICATION:**

Due to restrictions we are unable to meet and train in a fashion that is consistent with our high standards for performance-based certification. At this time, all Train-the-Trainer sessions will be suspended until *May 26*. Aegis staff will reach out to each of our clients and communicate individually about schedule changes for Trainers that are due for re-certification within this window. New Trainer demand will also be funneled into these re-scheduled dates.

For Trainers that are due for re-certification, in all states except Utah, we are extending Trainer Certifications to one year and three months. This is the maximum limit of the buffer provided for scheduling Trainer re-certifications within Aegis Operational Policy. We are asking each Trainer that is due for re-certification to review all the Videos of Aegis Holds and Escapes on the Client Portal and to spend some time reviewing their Trainer manual. Considering the circumstances, and based off communication with state/county contacts, we are not expecting any issues with extending Trainer certifications by this margin.

In Utah, at this time, we are extending Trainer certification by one month and funneling all new and re-certifying Trainers into our Training dates on *May 26-28*. We are communicating with state representatives and have reviewed the relevant licensure code. We have been encouraged by these conversations and are not anticipating any issues with extending Trainer certification by one month. Any agencies that have persistent concerns please contact us and we will provide contact information for state administrative contacts at DHS Licensing.

We hope you will not hesitate to reach out to us for any reason. Aegis staff will be responding to calls and email and are happy to video chat or teleconference. We appreciate communication during this challenging time.

#### **STAFF TRAINING AND CERTIFICATION:**

It is the responsibility of each organization to make the best decision they can about new staff trainings and re-certifications. Aegis has not found a virtual or video-based way to Train participants in physical skills that meets the performance-based measure of staff certification. We are asking each agency to suspend new staff

Trainings in physical skills during this emergency, if they are able. We are also encouraging each organization to maintain their classroom-based, non-physical Aegis Trainings if they are able to do so safely (see below). **It is strongly encouraged for each organization to communicate with their licensing agent or oversight authority in regards to concerns relating to staff Training.**

#### **STAFF RE-CERTIFICATION:**

While Aegis formal policy states that staff are to attend a Training every 6-12 months for re-certification, it is the responsibility of each organization to make the best decision they can about staff training and re-certifications. Some states/organizations have an established 2-month buffer for staff re-certification while others do not (please contact Aegis with questions pertaining to this). With the recent restrictions, we are asking each organization to factor their own operations, existing P&Ps, legal factors, liability considerations and their ability to execute the performance-based measures of staff re-certification. If an organization elects to extend staff certifications, please consider self-directed Training options for staff using videos and resources found on the Aegis Client Portal. Also consider using mannequins for staff to demonstrate their competency with Aegis holds and escapes if they have previously met the performance based measures of staff certification.

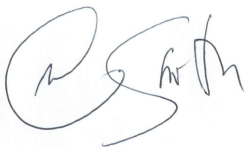
#### **TRAINING IN THE AEGIS DE-ESCALATION MODEL (NON-PHYSICAL, SECTIONS 1-3):**

We are encouraging each organization utilizing The Aegis System™ to maintain their non-physical classroom trainings if they are able to do so safely. Some suggestions:

- Hold your Training outside or in a larger room, if possible, so participants can maintain safe distances
- Ensure there are non-latex gloves, sanitizers and hand washing stations available
- Practice CDC guidelines while at Training
- Take regular breaks for sanitation
- Identify a conservative maximum number of participants for your Training and do not exceed this number
- Consider using video conferencing technologies to meet with smaller groups and instruct Aegis de-escalation

Again, we hope you will not hesitate to reach out to us during this challenging time. We are happy to talk through any concerns and we're glad to be kept in the loop.

Thank you,

A handwritten signature in blue ink, appearing to read "MSmith".

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