



# Crisis Management & Verbal De-Escalation

## For Behavioral Health Staff

First Come,  
First Served



### Program Description:

This training will introduce participants to a safe non harmful behavior management system designed to help Behavioral Health staff provide for the best possible care, welfare and safety of assaultive, disruptive or out of control persons. The system developed by the Crisis Prevention Institute (CPI) **emphasizes verbal crisis intervention and de-escalation, in addition to non-violent physical intervention techniques** that protect the staff member as well as client. Direct care staff and supervisors are encouraged to register for this full day training.

### Objectives:

1. Identify useful non-verbal techniques in the prevention of acting out behavior.
2. Develop crisis intervention and verbal de-escalation skills.
3. Demonstrate safe non harmful physical intervention techniques that protect the staff member and client when crisis escalates to a physical level.
4. State the principles of personal safety and relate them to the best

### Highlights:

- ◇ *Pre-test and Post-test required*
- ◇ *Cost: \$20.00 / Person*
- ◇ *No Cash*
- ◇ *Registration Deadline: 2/19/10*
- ◇ *Inclement Weather? Call (215) 923-2116, x401 to confirm status of the training*
- ◇ *Parking (Metered) is extremely limited. Use SEPTA, or come early. BHTEN staff cannot make change.*
- ◇ *Wear clothing appropriate for physical activity! Room temperature varies: layered clothing is suggested.*
- ◇ *Pre-Test required. There will be no admittance after 9:00.*
- ◇ *Please indicate any special needs*

**BHTEN Presents :**

## **A Full Day Training Verbal / Nonverbal Crisis Intervention & Non-violent Physical Intervention Techniques**

**Training Date:**

**Tuesday  
February 23, 2010**

**Times: 8:30 am - 4:30 pm**



**Target Audience:** All direct care DBH funded Staff & Supervisors.

**Credits:** \*PCB (PA Certified Addiction Counselor): CAC BHTEN will award a maximum of 6 PCB Approved hours of Education for this training. BHTEN is certified by the Pennsylvania Certification Board, Provider #610. \*Mental Health Professionals: CEU BHTEN will award a maximum of .6 CEU (1 CEU= 10 contact hours) for the Training participants who are attending the full day. BHTEN uses the standards / guidelines outlined by the International Association for Continuing Education & Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102



CPI cards will also be awarded to all participants who successfully complete the physical requirements and the written post-test. This training meets the CBH credentialing requirements for Crisis Management/ Verbal De-Escalation.

### **TRAINING LOCATION:**

**Behavioral Health Training and Education Network  
520 N. Delaware Ave., 7th floor, Suite C  
Philadelphia, PA 19123 (Entrance on Spring Garden St.)**

### **QUESTIONS?:**

**Contact person: Dennis Fisher  
Phone: 215-923-2116 x285  
Fax: 215-923-5169**



**The Behavioral Health Training and Education Network Presents**  
***Crisis Management & Verbal De-Escalation***  
***for Behavioral Health Staff***

*Pre-registration is required! Space is limited! First Come, First Served!*

To pre-register, fill out the form below indicating each person attending the training.  
 Please Register and Send Payment ASAP!

*Payment & Registration form **must** be submitted together; registration **cannot** be done by fax or by phone.*

**PROGRAM FEE: \$20.00** – Make agency checks, personal checks or money orders payable to:  
**The Consumer Satisfaction Team**

**FEES CANNOT BE ACCEPTED ON DAY OF TRAINING/\$35.00 Charge for Returned Checks**

No check/M.O. will be returned to participants who **fail to cancel** at least 72 business hours prior to the start of the training.

**Mail agency check, personal check or money order with registration form to:**  
**The Behavioral Health Training and Education Network**  
**C/o Clerical Assistant**  
**520 North Delaware Avenue, Suite 7C**  
**Philadelphia, PA 19123**

**Please type the information or PRINT clearly.**

AGENCY NAME	CONTACT PERSON	E-MAIL
MAILING ADDRESS	PHONE #	FAX #

*The identified contact person will receive a letter of confirmation for all registered participants by fax prior to the training date. Please bring the confirmation letter with you*

**Please complete the requested information below for each attendee.**

**Please note any special needs of participants by 2/12/10**

**Training Registration for February 23, 2010 (Tuesday)**

**Please honor the registration deadline of 2/19/10**

1. _____	_____	_____
NAME	PROGRAM	TODAY'S DATE
_____	_____	_____
LAST 4 DIGITS of Soc.Sec. Number	PHONE NUMBER	TRAINING DATE
2. _____	_____	_____
NAME	PROGRAM	TODAY'S DATE
_____	_____	_____
LAST 4 DIGITS of Soc.Sec. Number	PHONE NUMBER	TRAINING DATE
3. _____	_____	_____
NAME	PROGRAM	TODAY'S DATE
_____	_____	_____
LAST 4 DIGITS of Soc.Sec. Number	PHONE NUMBER	TRAINING DATE

**Held at BHTEN: 520 N. Delaware Ave, 7<sup>th</sup> Floor Training Center, Philadelphia, PA 19123**

**QUESTIONS? Contact Dennis Fisher: 215-923-2116 x 285 or Steve Long x 269**

**Sign-in begins at 8:30 AM on the morning of the training. Pre-Test required: No admittance after 9:00.**