

The Behavioral Health Training and Education Network Presents: Crisis Management & Verbal De-Escalation Wednesday, January 29, 2020

PROGRAM DESCRIPTION: Identify behavioral levels that contribute to the development of a crisis and choose appropriate staff intervention for each level; Identify useful non-verbal techniques in the prevention of acting out behavior; develop crisis intervention and verbal de-escalation skills; demonstrate principles of personal safety to avoid injury if behavior escalates to a physical level; use a model for action after an incident that will bring about necessary closure, debriefing, and re-establishment of a therapeutic relationship with the individuals involved.

PRESENTERS: Elizabeth Harrison, CPI Certified Trainer

Brienne Jennings, CPI Certified Trainer

Yvette Kamimura-Jones, CPI Certified Trainer

Andrea October, CPI Certified Trainer

PROGRAM LEARNING OBJECTIVES At the end of this session participants will be able to:

1. Identify behavioral levels contributing to the development of a crisis & choose an appropriate staff intervention for each level.
2. Identify useful non-verbal techniques in the prevention of acting out behavior.
3. Develop crisis intervention and verbal de-escalation skills.
4. Demonstrate principles of personal safety to avoid injury if behavior escalates to a physical level.
5. Use a model for action after an incident that will bring about necessary closure, debriefing, and re-establishment of a therapeutic relationship with the individuals involved.



DATE:
Wednesday, January 29, 2020

flyer or register online here:

TIME:
9:00 AM - 4:00 PM

FEE:
\$30.00

TRAINING LOCATION:
Behavioral Health Training and Education Network (BHTEN)
520 N Delaware Ave, 7th floor
Philadelphia, PA 19123
**Enter on Spring Garden St.*

REGISTRATION:
Fill out the form on the reverse of this

REGISTRATION DEADLINE:
Wednesday, January 23, 2020
Register early space is limited

TARGET AUDIENCE:
Behavioral Health Staff

QUESTIONS or SPECIAL NEEDS:
Contact: Elijah Gethers-Jones
BHTEN Clerical Assistant
Phone: (215) 923-2116 ext. 293

Parking is very limited,
Public Transportation is recommended.

For directions, parking, cancellation policies, CEU details and other general information, please visit the FAQ section of our website at:

www.bhten.com

Inclement weather?
Call 215-923-2116, x401 to confirm status of the training.

* Room temperature varies, we suggest layered clothing and/or a light sweater or jacket *

Credits:

Participants Must Attend Entire Session & Submit a Completed Course Evaluation to Receive Continuing Education Credits.

- 0.6 IACET CEUs. BHTEN is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU. As an IACET Accredited Provider, BHTEN offers CEUs for its programs that qualify under the ANSI/IACET Standard. BHTEN is authorized by IACET to offer 0.6 CEUs for this program.
- 6.0 PCB approved hours of Education. BHTEN is certified by the Pennsylvania Certification Board, Provider #310.

This training meets the CBH credentialing requirements for Crisis Management/ Verbal De-Escalation.

Conflict of Interest Disclaimer: The presenters have disclosed no real or apparent conflicts of interest.



The Behavioral Health Training and Education Network Presents:

Crisis Management & Verbal De-Escalation

Wednesday, January 29, 2020

***Registration is Limited—Only Two Representatives Per Program**

PRE-REGISTRATION IS REQUIRED! FEES CANNOT BE ACCEPTED ON THE DAY OF THE TRAINING!

To pre-register, fill out the form below indicating each person attending the training.

Please complete registration form and send with Payment ASAP!

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

Program fee: \$30.00

Accepted forms of payment: Agency check, personal check, money order
There will be a \$35 charge for returned checks

Make checks payable to: **The Consumer Satisfaction Team, Inc.**

Mail payment and completed registration form to: The Behavioral Health Training and Education Network
c/o Clerical Assistant
520 N Delaware Ave, Suite 7C
Philadelphia, PA 19123

Cancellation policy: No check or money order will be returned for participants who fail to cancel at least one (1) business day prior to the start of the training.

- Complete the requested information below: include a primary contact person and details for each attendee.
- Note any special needs of participants at least 2 weeks in advance of the training.
- The identified contact person will receive a letter of confirmation for all registered participants prior to the training date. Participants should bring a copy of the confirmation letter to the training.

Please honor the registration deadline of **Wednesday, January 23, 2020.**

Type the information or PRINT clearly!

_____	_____	_____
AGENCY NAME	CONTACT PERSON	E-MAIL
_____	_____	_____
MAILING ADDRESS	PHONE	FAX
_____	_____	_____
TODAYS DATE	TRAINING DATE	
_____	_____	_____
PARTICIPANT ONE NAME	PROGRAM	EMAIL/PHONE
_____	_____	_____
PARTICIPANT TWO NAME	PROGRAM	EMAIL/PHONE
_____	_____	_____

Location: Behavioral Health Training and Education Network (BHTEN)

520 N. Delaware Ave. 7th Floor, Philadelphia, PA 19123

Questions? Contact: Elijah Gethers-Jones, Clerical Assistant - BHTEN

(215) 923-2116 Ext. 293

Sign-in begins at : 8: 30 AM