

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

This full day 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 all persons involved.

PROGRAM LEARNING OBJECTIVES

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

1. Identify the behavioral levels that contribute to the development of a crisis and 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:
Tuesday: January 22, 2019

Philadelphia, PA 19123
Enter on Spring Garden St.

TIME:
8:30 AM—4:30 PM
No admittance after 9:00 AM
Pre and Post Test required

REGISTRATION:
Fill out the form on the reverse of this flyer or register online here:

FEE:
\$30 (Check or money order)

<https://www.bhten.com/session/crisis-management-verbal-de-escalation-10>

TARGET AUDIENCE:
All direct care DBH funded staff and supervisors

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

TRAINING LOCATION:
BHTEN
520 N Delaware Ave, 7th floor

REGISTRATION DEADLINE:
January 15, 2019
Register early space is limited

Inclement weather?
Call 215-923-2116, x401 to confirm status

* Please wear clothing appropriate for physical activity; no open toe shoes *

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

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 #310.

***Mental Health Professionals: CEU** 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 .6 CEUs for this program.



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.

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SPACE IS LIMITED! FIRST COME, FIRST SERVED!

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!

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**

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 **January 15, 2019**
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
PARTICIPANT THREE NAME	PROGRAM	EMAIL/PHONE
PARTICIPANT FOUR NAME	PROGRAM	EMAIL/PHONE

Location: BHTEN, 520 N Delaware Ave, 7th floor Training Center, Philadelphia PA 19123

Questions?: Contact Lisa DeStefano at 215-923-2116, x293

Sign-in begins at 8:30AM. Pre and Post Test required. No admittance after 9:00AM.