

# Crisis Training Institute

*Crisis Training Institute is part of re:solve Crisis Network and Western Psychiatric Institute and Clinic of UPMC*

## Comprehensive Crisis Management Programs

### 1. Train the Trainer Program

The Comprehensive Crisis Management Train the Trainer program is a 40-hour training designed to give trainers the knowledge, skills, and confidence to instruct the Comprehensive Crisis Management (CCM) training program.

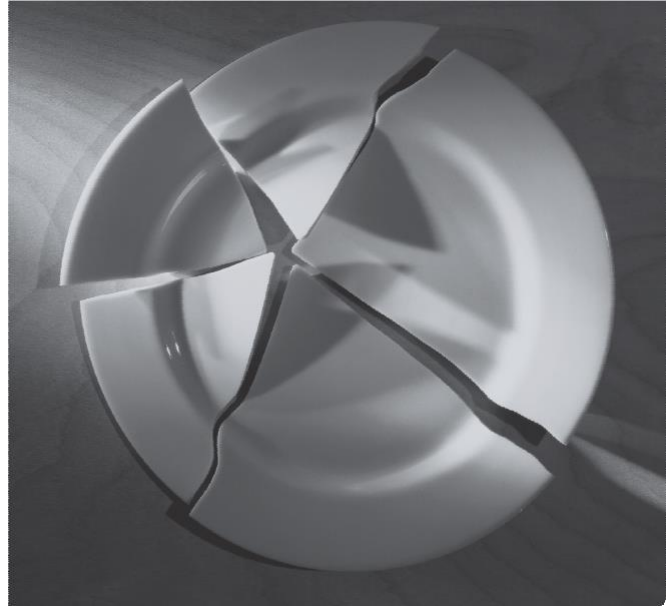
CCM Basic Program is an eight hour program consisting of two components:

1. The lecture and discussion component focuses on assessment and prevention techniques as well as crisis management skills. The information helps employees to assess whether a potentially dangerous situation is developing and how to prevent a crisis.
2. A physical demonstration and practice component teaches physical interventions for movement, escape, and emergency safety interventions that are effective and safe for staff and the aggressor. These interventions do not rely on strength or surprise, but instead, participants learn to use speed, natural body movement and body mechanics in effective ways.

Prior to attending the CCM trainer program, a memorandum of understanding must be agreed to and signed by both Western Psychiatric Institute and Clinic of UPMC and a representative of the participant's agency.

### Educational Objectives

- Identify a variety of reasons for challenging behaviors
- Understand the impact of emotional trauma and the importance of providing trauma-informed care
- Recognize the importance of ongoing self-assessment
- Understand the importance of developing a trusting relationship
- Identify key factors in the prevention of crisis situations
- Discuss responsibilities necessary in the safe resolution of crisis situations
- Perform appropriate physical escape and emergency safety interventions



### 2. Comprehensive Crisis Management Trainer Re-Education Program

The Comprehensive Crisis Management Trainer Re-education Program is a 16-hour training designed to give trainers updated knowledge, skills, and information needed to instruct the CCM training program. The CCM Trainer Re-education Program is required annually for instructors to maintain their instructor certification.

### 3. Comprehensive Crisis Management Basic Program

Comprehensive Crisis Management is an eight-hour program designed to give staff knowledge, skills, and the information needed to interact with someone who is in a crisis state. This program will help staff with both verbal and physical crisis intervention.

This program is currently being used in mental health settings, (inpatient and outpatient), substance abuse treatment, schools, nursing homes, group homes, medical facilities, and long-term treatment facilities.

## Comprehensive Crisis Management Programs

### **Crisis Training Institute**

The Crisis Training Institute of Western Psychiatric Institute and Clinic of UPMC provides a wide range of programs and consulting services in crisis prevention and intervention, stress management, suicide intervention, and the mental health component of disaster response. These programs and services help behavioral health, schools, health care, and substance abuse programs, and public safety professionals perform effectively in crisis-related or potentially violent situations.

#### Crisis Training Institute Programs:

- Minimize the impact of traumatic stress
- Maximize team effectiveness and cohesion
- Decrease injuries to staff and clients/students
- Reduce the use of seclusion and restraint
- Promote regulatory compliance
- Expand disaster response capabilities
- Enhance education surrounding suicide intervention

All trainings are offered by the Crisis Training Institute, part of re:solveCrisisNetwork and Western Psychiatric Institute and Clinic of UPMC. Trainings can be delivered on your site location. Please contact us for pricing.

Call to learn how your organization may benefit from our trainings.

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