



CRISIS INTERVENTION TRAINING PROTOCOL

GUIDING PRINCIPLE

We are committed to a culture of recovery throughout our systems of care, in our interactions with one another, and with those persons and families who trust us with their care.

OVERVIEW

- The Department of Mental Health and Substance Abuse (DMHSA) shall utilize an accredited crisis intervention training program to provide reasonable training to ensure the consumers safety and freedom from undue restraint and to prevent the deterioration of consumers.
- The goal of training new and existing employees is to promote a significant degree of uniformity with regard to the use of physical restraints and emergency seclusion.
- In accordance with the Department's philosophy on physical restraints and emergency seclusion, which promotes the creation of an environment that minimizes circumstances that give rise to the use of crisis intervention techniques and that maximizes safety when they are used; initial and ongoing education for staff is heavily supported and provided.

STANDARD OF CARE

- The Department will adopt and maintain an accredited crisis intervention training program to ensure the consumers' safety and freedom from undue restraints and to prevent a consumer's pre-existing self-care skills from deteriorating as a result of crisis interventions techniques.
- The proper training of staff shall guarantee that consumers are provided treatment under safe conditions and in a safe environment.
 - Additionally, proper training ensures all consumers the greatest amount of freedom and opportunity with the least amount of risk.

PROTOCOL

- All existing staff and new employees whose job duties and responsibilities may include participation in crisis intervention techniques shall be required to attend, successfully complete, and demonstrate competency in the DMHSA approved crisis intervention training program from an organization nationally recognized for providing training in crisis intervention before participating in their job duties that may require the use of these techniques.

CRISIS INTERVENTION TRAINING PROTOCOL

- Supervisors and administrators shall allocate adequate time for respective employees to complete required training and shall ensure they are given adequate notice in advance of scheduled trainings.

Requirements of the Training Program:

- The DMHSA approved crisis intervention training shall include at minimum:
 - Techniques to identify consumer behaviors, events, and environmental factors that may trigger emergency safety situations;
 - The use of nonphysical intervention skills, such as de-escalation, mediation, conflict resolution, active listening, and verbal and observational methods;
 - Choosing the least restrictive intervention based on the consumer's behavioral condition;
 - The safe use of seclusion or restraints, including physical holding techniques and take down procedures;
 - The ability to recognize and respond to signs of physical distress in a consumer who is held, secluded or restrained;
 - Clinical identification of specific behavioral changes that indicate physical restraints and/or seclusion shall be discontinued;
 - How the staff members' own behaviors can affect the behaviors of the consumers served;
 - The appropriate documentation/reporting regarding physical restraints and emergency seclusion use (i.e. medical record documentation, forms, chain of command for reporting, etc.);
 - Training exercises in which staff members successfully demonstrate and practice the techniques that they have learned for managing emergency safety situations, and
 - Crisis intervention plans suggested by consumers that can be used for early intervention/ de-escalation.

CPR Requirement:

- Staff members whose job duties and responsibilities include participation in the use of crisis intervention techniques will attend and successfully complete a training program in CPR from an certified instructor or organization nationally recognized for providing training in CPR and will demonstrate the staff member's ability to perform CPR at least once every two (2) years.

CRISIS INTERVENTION TRAINING PROTOCOL

Instructors:

- Initial trainings and annual trainings will be taught by individuals who have education, training, and the proper license/certification in the DMHSA approved crisis intervention training program.

Annual Recertification:

- Staff members whose job duties and responsibilities include participation in crisis intervention techniques must attend a yearly recertification course.
 - Staff members who fail to meet their yearly recertification requirements shall be removed from their duties pending recertification.

Documentation:

- Documentation of completion of training requirements (crisis intervention and CPR) shall be recorded in the staff member's personnel file indicating compliance with the training requirements including:
 - The date training was completed;
 - The name, title and signature of the individual verifying the staff member's completion of the training; and
 - Copy of the staff's certificate of completion

SUPERSEDES

- Prevention and Management of Assaultive Behavior Policy; 1990's
- Crisis Intervention Training Requirements; 30.01.109; 3/28/2012

REFERENCES

- TJC HR.01.06.01
- TJC CTS.05.06.03
- TJC CTS.05.06.35
- Amended Permanent Injunction (API) filed 6/30/05

APPROVED:		Date: 
	_____ Wilfred Aflague Director	_____