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

Because of our realistic, hands-on instruction, our programs have become the benchmark in crisis, stress, and disaster management. Training participants have high praise for the programs, and those who use our practices and approaches note increased confidence and effectiveness in dealing with volatile and stressful situations.
The Crisis Training Institute programs can be tailored to address the unique concerns of your specific group or work setting based upon an evaluation of your needs. Our experts can come to your workplace to conduct trainings or training can be arranged at an alternate site by our conference planners. Upon request, we also provide environmental evaluations, disaster response planning and exercises, stress management strategies, and development of crisis team-building and planning procedures.

**PROGRAMS WE OFFER:**

- Comprehensive Crisis Management (CCM) is a one-day program comprising two components. The first component is a lecture focusing on self- and client-assessment, and crisis prevention, intervention, and postvention procedures. The second component provides practical physical skills designed to keep staff and clients safe. The CCM model is based on clinical practice, and the physical skills have been medically evaluated.
- Comprehensive Crisis Management "Train the Trainer" is a five-day program that provides participants with the skills needed to function as CCM trainers at their facility.
- Positive Approaches in Crisis Situations is a two-day class that includes the components of CCM and training in positive behavior support.

**CRITICAL INCIDENT STRESS MANAGEMENT (CISM) programs are International Critical Incident Stress Foundation (ICISF) courses in stress management and crisis intervention. The core elements of these courses are based on a comprehensive, systematic, and multi-component crisis intervention model. These intervention techniques equip practitioners to provide stress reduction and emotional first aid. These skills can be used in groups or one-on-one interactions on scene or following traumatic events. The Crisis Training Institute regularly offers courses such as Group Crisis Intervention and Individual Crisis Intervention and Peer Support, and we can arrange for other ICISF courses.**

- **Emergency Preparedness Training (EPT)** is a four-to-six-hour program (depending upon need) designed to provide fundamental disaster preparedness and coping skills. Participants learn about the disaster process, family emergency planning, building a home disaster supply kit, and identification of local resources.
- **Emergency Preparedness Training “Train the Trainer”** is a one-day program that provides participants with the skills needed to function as EPT trainers at their facility or in their community.

**SAFETY DAY**

- **Safety Day** is a five-day program that provides a comprehensive overview on safety, crisis prevention, intervention, and postvention for first responders and all staff. The course is designed to provide a working knowledge of the crisis intervention model and its application in the workplace.

**CRISIS CORNER**

- **Crisis Corner** is a one-hour class that provides an overview of crisis prevention, intervention, and postvention for all staff. The course is designed to provide a working knowledge of the crisis intervention model and its application in the workplace.
Our Comprehensive Crisis Management programs have been implemented at University of Pittsburgh Medical Center hospitals, including Western Psychiatric Institute and Clinic of UPMC Presbyterian, as well as at the VA-Pittsburgh Healthcare System, VA-Butler Medical Center, Mayview Pennsylvania State Hospital, Virginia Commonwealth University Health System, Children’s Memorial Hospital of Chicago, Georgetown University Hospital, and the Psychiatric Institute of Washington, D.C.

Our course, “Crisis Intervention Skills for First Responders,” is approved by the Pennsylvania Department of Health (Emergency Medical Services Office) as the sole source of crisis management continuing education credit training to all first responders, including EMS, medical, police, medical flight, and fire personnel.

In conjunction with the Pennsylvania Office of Mental Health and Substance Abuse Services, we have assisted in the development of disaster response programs and have provided training to responders across Pennsylvania.

We have adopted the treatment models of positive behavioral support and trauma informed care into our Comprehensive Crisis Management programs.

To learn more about our programs or to schedule a consultation, please call 412-802-6900 or visit our website at www.wpic.pitt.edu/oerp.