# Comprehensive Crisis Management Train the Trainer

## Program Details

**July 13-17, 2015**  
8 a.m. to 4:30 p.m. each day  
Program Code: PY12  
re:solve Crisis Network  
333 North Braddock Avenue  
Pittsburgh, PA 15208

### Presenters:

<table>
<thead>
<tr>
<th>Presenter</th>
<th>Role</th>
<th>Organization</th>
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</table>
| Bobbi Jo Wendel, MA, LPC, NCC    | Crisis Trainer              | Crisis Training Institute  
                             | re:solve Crisis Network  
                             | Western Psychiatric Institute and Clinic of UPMC |
| Daniel J. Lichok III, MA         | Crisis Trainer              | Crisis Training Institute  
                             | re:solve Crisis Network  
                             | Western Psychiatric Institute and Clinic of UPMC |

### Program Description:

The Comprehensive Crisis Management Train the Trainer program is a 40-hour training designed to give individuals the knowledge, skills, and confidence to instruct the Comprehensive Crisis Management (CCM) training program. CCM is an 8-hour program consisting of two components. The lecture and discussion component focuses on assessment and prevention techniques as well as crisis management skills. It helps employees to assess whether a potentially dangerous situation is developing and how to prevent a crisis. A physical demonstration and practice component teaches physical techniques for movement, escape, and emergency safety interventions that are effective and safe for staff and the aggressor. These techniques do not rely on speed, strength or surprise; instead, participants learn to use natural body movement in effective ways.

### Educational Objectives:

At the conclusion of this program, participants should be able to:

- Identify a variety of reasons for challenging behaviors to occur.
- 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 therapeutic 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 intervention techniques.

### Target Audience:

Individuals with significant clinical experience who will provide the physical and verbal CCM training to their staff members.

### Continuing Education Credits:

<table>
<thead>
<tr>
<th>Field</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Psychologists</td>
<td>35.0</td>
</tr>
<tr>
<td>NCC</td>
<td>35.0</td>
</tr>
<tr>
<td>CEU</td>
<td>3.5</td>
</tr>
<tr>
<td>ACT 48</td>
<td>35.0</td>
</tr>
<tr>
<td>SW/LPC/LMFT</td>
<td>35.0</td>
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<tr>
<td>CPRP</td>
<td>35.0</td>
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</tbody>
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### Tuition:

$875.00  
Tuition includes all registration and workshop materials and continuing education credits. Full tuition must accompany the registration form. A $50.00 administrative fee will be deducted from any cancellation received less than two weeks before the session. No refunds can be issued once the program has begun.

### To register:

Complete the attached registration form and contract information form and return to Bobbi Jo Wendel via fax, mail, or email.

For questions regarding registration and program content, contact Bobbi Jo Wendel at wendelb@upmc.edu or 412-864-5048.
Continuing Education Credit

EACH PROGRAM IS OFFERED FOR THE DESIGNATED NUMBER OF CONTINUING EDUCATION CREDITS

COUNSELORS: NCC
Western Psychiatric Institute and Clinic is recognized by the National Board for Certified Counselors to offer continuing education for National Certified Counselors. Western Psychiatric Institute and Clinic adheres to the NBCC Continuing Education Guidelines.

EDUCATORS: ACT 48
Western Psychiatric Institute and Clinic is recognized by the Pennsylvania Department of Education to offer continuing education credits under Act 48 guidelines. Western Psychiatric Institute and Clinic adheres to the Act 48 Continuing Education Guidelines.

MENTAL HEALTH PROFESSIONALS: CEU
Nurses and other health care professionals are awarded the designated number of Continuing Education Units (CEU). One CEU is equal to 10 contact hours.

PSYCHOLOGISTS:
Western Psychiatric Institute and Clinic is approved by the American Psychological Association to offer continuing education for psychologists. Western Psychiatric Institute and Clinic maintains responsibility for these programs and their content. Please see each flyer for the number of credit hours being offered.

CERTIFIED PSYCHIATRIC REHABILITATION PRACTITIONERS: CPRP
The announced credit hours for each program can be applied to your training hours for the Certified Psychiatric Rehabilitation Practitioners (CPRP).

LICENSED/CLINICAL SOCIAL WORKERS, LICENSED PROFESSIONAL COUNSELORS, LICENSED MARRIAGE AND FAMILY THERAPISTS: LSW/LCSW/LPC/LMFT
The indicated number of clock hours of continuing education is provided through co-sponsorship of the University of Pittsburgh School of Social Work, a PA-approved provider of social work continuing education in accordance with all the applicable educational and professional standards of the Council on Social Work Education. These clock hours satisfy requirements for LSW/LCSW, LPC and LMFT renewal. For information on social work continuing education, call (412) 624-3711.
REGISTRATION FORM FOR THE CRISIS TRAINING INSTITUTE

Pre-registration is required. Telephone registrations CANNOT be accepted.

Please register AT LEAST TWO WEEKS BEFORE THE COURSE(S) YOU WISH TO ATTEND as space may be limited.

Registration forms and information on our upcoming programs are available on the WPIC/OERP website at http://www.wpic.pitt.edu/oerp

Please mail or fax this registration form to:
Western Psychiatric Institute & Clinic /re:solve Crisis Network
c/o Bobbi Jo Wendel
re:solve Crisis Network
333 North Braddock Avenue
Pittsburgh, PA 15208
Fax: 412-864-5044

Social Security# (last 5 digits):

Name (Last, First):

Agency:

Address:

City:

State: Zip code:

County:

Day Telephone:

Email:

For continuing education purposes, please indicate your certification needs:

☐ ACT 48 ☐ NURSE
☐ CPRP ☐ PSYCHOLOGIST
☐ NBCC ☐ SW/LPC/LMFT

Are you a WPIC employee? ☐ Yes ☐ No

Crisis Training Institute

X Comprehensive Crisis Management Train the Trainer (PY12)
July 13-17, 2015 – re:solve Crisis Network, Pittsburgh, PA

Tuition: $875.00 Total Enclosed: $______________

Method of payment:
☐ Check (Payable to Western Psychiatric Institute and Clinic/ 333 North Braddock Ave, Pittsburgh, PA 15208) Check number: __________
☐ UPMC Account Transfer
☐ American Express ☐ Discover ☐ MasterCard ☐ Visa
☐ Invoice Facility at the completion of the training

To be completed by credit card users:
Card number: ____________________________ Expiration date:
Security code (3 or 4 digits on back of card): ________________ Signature:

To be completed for UPMC account transfers:
Business unit: __________________________ Department ID: __________________________ Product code: __________________________
Administrator’s name: __________________________ Administrator’s signature: __________________________

PLEASE TURN TO NEXT PAGE FOR CONTRACT AND BILLING INFORMATION
**Course Requirements:**

- □ Trainee must have sufficient clinical experience and be physically capable to become a competent trainer.
- □ Training must be performed in teams of at least two trainers.
- □ Training can only be given to members of your agency.
- □ Trainers must be recertified by Western Psychiatric Institute and Clinic annually.
- □ A contract provided by Western Psychiatric Institute and Clinic must be signed by the appropriate designee from your agency and returned to the address provided before the training begins.
- □ Payment must be received within 30 days from the Train the Trainer course ending date.
- □ Trainers must follow the program and instructor requirements which will be distributed during the training.

**FOR BRAND NEW SITES--Please provide the following information:**

**Agency designee who will be responsible for signing contract of understanding:**
Name including title: 
Mailing Address: 

Telephone Number: 
Fax Number: 
Email Address: 
*The contract will be mailed to you within three weeks of receipt of this document. Contract must be signed by both parties before training.*

**Agency designee who will be responsible for processing payment:**
Name: 
Mailing Address: 

Telephone Number: 
Fax Number: 
Email Address: 
*An invoice will be mailed to you after the training is completed.*

**How many individuals from your agency will be attending this training session (please provide their names)?**

________________________________________________________________________

________________________________________________________________________

The tuition for all registrants can be billed separately or together. Please indicate which option you would prefer.

________________________________________________________________________

**Total Cost:** Number of attendees _____ X $875 = ____________

If you have any questions, please contact Bobbi Jo Wendel at wendelb@upmc.edu or 412-864-5048. Thank you for choosing the Crisis Training Institute of Western Psychiatric Institute and Clinic.
DIRECTIONS:

re:solve Crisis Network
333 N. Braddock Avenue
Pittsburgh, PA 15208

From I-376:
Take exit 78B to merge onto Penn Avenue/Ardmore Blvd. Continue on Penn Ave/Ardmore Blvd/PA-8 for approximately 2 miles. Turn right at light onto N. Braddock Ave. At the second cross street, turn left and make an immediate right into the parking lot.

From the north:
Take PA-8 S towards Pittsburgh. Turn left at Butler Street and turn right to stay onto Washington Blvd. Washington Blvd turns into 5th Avenue. Turn left at Penn Ave and continue for approximately 1 mile and then turn left onto N. Braddock Ave. At the second cross street, turn left and make an immediate right into the parking lot.

For additional directions, please visit www.maps.google.com and enter your beginning/ending addresses.

OVERNIGHT ACCOMMODATIONS:

The closest hotel to the training center is:
Springhill Suites Pittsburgh Bakery Square Hotel
134 Bakery Square Boulevard
Pittsburgh, PA 15206
412-362-8600

DRESS:

Please plan to dress casually for the entire week (jeans, sweats, etc). Each day of the week will be divided between the lecture and physical portions of the program, so please be comfortable. It is also a good idea to bring a sweatshirt or light jacket as the rooms tend to be a little chilly. The restrictive procedures portion of the program does require spending some time on the floor so it is advisable to bring a small towel or handkerchief as well.

CCM TRAIN THE TRAINER PROGRAM REQUIREMENT:

Prior to attending the Comprehensive Crisis Management trainer program, a memorandum of understanding must be agreed to and signed by both Western Psychiatric Institute and Clinic, and a representative of the participant’s agency. This understanding will outline the terms and agreements that must be accepted by the participant’s agency. The memorandum of understanding must be returned to The Office of Education and Regional Programming of the Western Psychiatric Institute and Clinic prior to the start of the program.