



educate.
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June 01, 2020

To whom it may concern,

This letter is to verify that on 5/28/2020 Dawn Cruickshank participated in a Nonviolent Crisis Intervention : Initial - Classroom training class. The entire course was conducted in 6 hours and documentation of this course was submitted to CPI on 6/1/2020.

In addition to this letter which shall be placed in the participant's employee file, the participant received/ will receive a BlueCard® upon completion of the course. Both the letter and the BlueCard® shall remain valid for training confirmation purposes until 5/28/2021.

Respectfully,

Leah Mills
Certified Instructor with Beacon Specialized Living

BLUE CARD™

Dawn Cruickshank

has completed 6 hours of training in the
Nonviolent Crisis Intervention® training program.

5-28-2020 1-10

5-28-2020 Leah Mills

For more learning opportunities
visit crisisprevention.com.

NEOCBABA

Nonviolent Crisis Intervention® Training Program

Pre-Test

Name Dawn Cruickshank Date 5-28-20

Title _____

Organization _____

1. Define aggression and violence.

A person being mad agitated.
hurting others or yourself.

List the two types that you may encounter in your job.

- a. verbal
- b. phy

2. What are the core values that underpin your work practice?

compassion

3. List the levels of behavior an individual may experience (or you may observe) in a crisis situation and give an appropriate staff response to each.

Crisis Development/Behavior Levels

Staff Attitudes/Approaches

- 1. rocking back + fourth
- 2. yelling
- 3. phy
- 4.

- 1. sit and talk
- 2. Ask them to go for a walk
- 3. restrain
- 4.

4. Crisis results in a traumatic experience for those involved. True or False.

5. What are your responsibilities after a crisis event?

comfort
talk
meds

Nonviolent Crisis Intervention® Training Program

Post-Test

Name Dawn Cuckshank Date 5/28-20

Organization _____

Phone _____ Email _____

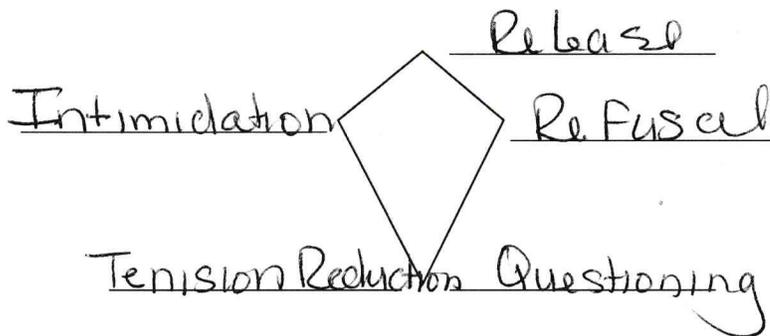
1. Complete the *Crisis Development Model*SM.

Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defense	2. Directive
3. Risk Behavior	3. Phys Intervention
4. Tension Reduction	4. Therapeutic Rapport

2. What is the value of learning the four levels and corresponding staff attitudes?

Help you to respond early and app.

3. Complete the *Verbal Escalation Continuum*SM.



4. Describe three reasons you should use the *Supportive Stance*SM.

Communicate
Non threat
Maintain Safety

Post-Test

5. List two ways the Decision-Making Matrix model is used to consider risk.

1. Risk level and severity

6. What are the values that underpin this course?

Care Welfare Safety Security

7. Postvention is used for:

- a. Staff only.
- b. The individual in crisis only.
- c. Staff and the individual in crisis.