



educate.  
empower.  
enrich.

June 01, 2020

To whom it may concern,

This letter is to verify that on 5/28/2020 Amanda St. Andrew 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™**

Amanda St. Andrew

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

5-28-2020

1-10

5-28-2021

Leah Mills

For more learning opportunities  
visit [crisisprevention.com](http://crisisprevention.com).

NE8E6EAD

Nonviolent Crisis Intervention® Training Program

Pre-Test

Name Amanda St. Andrew Date 5.28.20

Title \_\_\_\_\_

Organization \_\_\_\_\_

1. Define aggression and violence.

~~The act of~~  
Being upset, angry, agitated.  
Yelling, slamming items, hitting, posturing.  
List the two types that you may encounter in your job.

- a. Verbal
- b. Physical

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

Compassion & Care

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. Yelling - speak calmly, figure out the cause.	1. <del>Speak calmly, try to</del>
2. Violence -	2. <del>de-escalate</del>
3. Raging w/ anxiety	3. Sit with them, talk calmly
4. <del>Worried</del>	4. to see if there is something I can do to help them.

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

5. What are your responsibilities after a crisis event?

Comfort, making sure

# Post-Test

Name Amanda St. Andrew Date 5.28.20

Organization \_\_\_\_\_

Phone 906 630 3393 Email astandrew@beaconspecialtyad.org

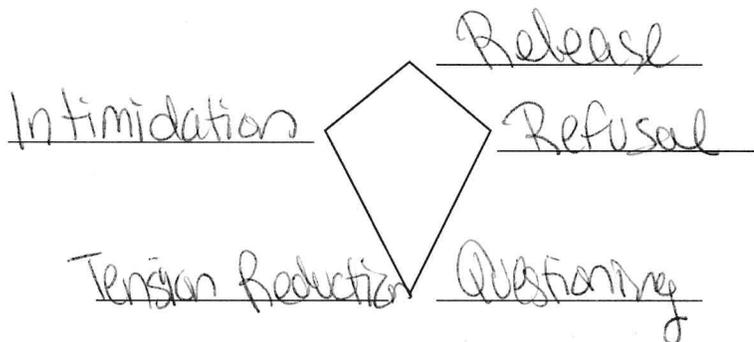
1. Complete the *Crisis Development Model*<sup>SM</sup>.

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

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

Helps prevent crisis,  
helps respond properly.

3. Complete the *Verbal Escalation Continuum*<sup>SM</sup>.



4. Describe three reasons you should use the *Supportive Stance*<sup>SM</sup>.

Communicate respect  
Maintain safety  
It's non-threatening

## Post-Test

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

Severity & Likelihood  
likelihood

6. What are the values that underpin this course?

Care                      Security  
Safety  
Welfare

7. Postvention is used for:

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