

ALIGNMENT



The *Nonviolent Crisis Intervention*[®] Training Program and the National Association of State Mental Health Program Directors: Six Core Strategies for the Reduction of Restraint and Seclusion



10850 W. Park Place, Suite 600
Milwaukee, WI 53224 USA
800.558.8976
888.758.6048 TTY
(Deaf, hard of hearing, or speech impaired)
info@crisisprevention.com
crisisprevention.com

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Strategy One: Leadership Towards Organizational Change

CPI and its programs are dedicated to assisting organizations with changing their cultures to support trauma-informed, person-centered care. Our philosophy of *Care, Welfare, Safety, and Security*SM becomes not just a program philosophy, but a way of providing care even in the most volatile moments. Consumer and staff safety are continually considered, and the curriculum offers staff members the tools to intervene safely and effectively to promote that culture. By attending and supporting the *Nonviolent Crisis Intervention*® training, organization leadership can ensure that a common language is shared in policy and daily practice, promoting more efficient de-escalation and a more broadly embraced culture change.

Strategy Two: Using Data to Inform Practice

Data collection is vital in changing the culture of care and ensuring the effectiveness of implemented training programs. CPI's research and development team works closely with organizations to assist with the development of data collection tools or to brainstorm what variables they may want to measure in addition to the number, duration, and type of restraint or seclusion. In addition to this support, CPI has a one-day workshop as part of our Certified Instructor Development Academy that is designed to assist Certified Instructors in conducting gap analysis to better plan their training process and their formal refreshers. Additionally, CPI encourages measuring the effectiveness of those training interventions.

Strategy Three: Workforce Development

The *Nonviolent Crisis Intervention*® training program fosters a culture of collaboration and cooperation among staff and consumers. The focus on prevention, verbal de-escalation strategies, consideration of past trauma and other triggers, along with the debriefing tools, allows staff and consumers to work through moments of crisis in a way that is recovery-focused and trauma-informed. CPI teaches safer standing restraint positions with an emphasis on utilizing restraint only as a last resort and only when the danger being presented by the acting-out person's behavior outweighs the risks involved in restraint use. The Risks of Restraints information is included in all Participant Workbooks and the Instructor Manual and is a formal part of the curriculum. There is a strong emphasis as well on the concept that the behaviors and attitudes of the staff impact the behaviors and attitudes of the consumer, reinforcing staff's need to depersonalize and to understand their own fears and how they impact the crisis moment. CPI supports training as an ongoing process, not just a one-time event, and supports its Certified Instructors with many tools and resources to enhance their training process and program customization.

Strategy Four: Use of S/R Reduction Tools

The *Nonviolent Crisis Intervention*[®] curriculum encourages identifying possible Precipitating Factors or triggers—internal and external motivations for consumers' behavior. In addition, we have resources on risk and threat assessment. The risks of restraint are reviewed, along with the importance of monitoring during and after the use of restraint. Staff are encouraged to utilize all resources to find alternatives to the use of restraint and seclusion, and debriefing is taught to be a part of every incident. Part of CPI's ongoing training process is policy review and revision. CPI offers toll-free consultation, and as part of that service, assists many organizations with policy development.

Strategy Five: Consumer Roles in Inpatient Settings

One of the main premises of the verbal de-escalation strategies of the *Nonviolent Crisis Intervention*[®] training program is to give consumers choices to assist them in managing their own behaviors through the crisis moment. Empowering and listening to the consumer is a consistent staff attitude and approach. Consumer involvement is required within our debriefing process as well. Our research and development team assist organizations with staff and consumer satisfaction surveys.

Strategy Six: Debriefing Techniques

The *Nonviolent Crisis Intervention*[®] training program dedicates an entire unit to re-establishing a Therapeutic Rapport with individuals following a crisis. CPI recognizes debriefing to be one of the most critical aspects of restraint/seclusion reduction initiatives. The model utilized in the program is geared for use with both staff and consumers who were involved in crisis situations. The tool can also be utilized to debrief bystanders who may have been retraumatized, or, at a minimum, confused by the crisis they witnessed. Debriefing becomes a critical part of establishing the culture of *Care, Welfare, Safety, and Security*SM.