

Nonviolent Crisis Intervention[®] Training Program
Situational Application Template (SAT)

A Tool for Viewing Critical Incidents Through
the “Lens” of *Nonviolent Crisis Intervention*[®] Training



INTRODUCTION

This Situational Application Template (SAT) was developed to help you assess how concepts from *Nonviolent Crisis Intervention*[®] training are being—and can be—applied in your workplace. It will be most effective when used in conjunction with the Critical Incident Reporting tool—a resource designed to help you review the important components of documentation, assess your organization’s incident reporting protocol and, ultimately, improve performance, service, and safety within your organization.

This SAT includes the following four parts:

- A **Sample Incident Report** based on the format provided in the Critical Incident Reporting Guide. This four-page report is located on pages 3, 5, 7, and 9 and includes sample participant responses. We have provided it to guide you when you create your own Incident Report.
- On the right side of each Sample Incident Report page is the **Situational Application Template (SAT)**. This template will help you view aspects of critical incidents through the “lens” of the *Nonviolent Crisis Intervention*[®] training program. The side-by-side format of the SAT will help you cross reference areas of the Incident Report with the situational considerations.
- Beginning on page 13, you’ll find a blank Incident Report. This section is perforated for your convenience and may be copied as needed.
- Beginning on page 17, you’ll find a blank Situational Application Template (SAT). This section is also perforated and may be copied as needed.

HOW TO USE THIS TRAINING RESOURCE

The Importance of Creating Sample Incident Reports

When using this resource, we recommend that you create your own sample Incident Reports like the one provided in the beginning of this booklet. The sample report should depict potential scenarios and not reflect actual incidents or individuals from your organization. Creating a sample Incident Report (as opposed to using an actual Incident Report or real documentation) is important for a variety of reasons.

It is crucial to be aware of the potential for those not involved in an actual incident to “judge” staff interventions in their aftermath by simply reviewing written documentation. The SAT will be most effective if staff do not feel put on the spot, judged, or defensive. The goal is to build confidence in staff’s ability to intervene safely and effectively.

You may wish to involve other team members to prepare scenarios for review and discussion. These discussions can be scheduled as a specific Situational Application Training Process event, or may be part of a staff meeting agenda. Using the SAT process is an easy way to meet the objectives of this important part of your organization’s Training Process.

Getting Started

1. Schedule a Situational Application discussion session.
2. Make a copy of the blank Incident Report (pages 13–16) and a copy of the blank Situational Application Template (pages 17–21).
3. Develop a scenario based on the type of situation that might occur in your organization or facility.
4. During your discussion session, give team members a copy of the completed Incident Report to be reviewed and a copy of the blank SAT to write down their ideas.
5. Utilize the SAT process to review the incident and stimulate discussion about how the incident reflects various concepts of the *Nonviolent Crisis Intervention*[®] program. Use program language to reinforce learning and improve consistency in team interventions.

The SAT can be used in other ways as well. For example, use the SAT during the staff debriefing session following a real incident, or use it as a proactive tool to pre-plan outings and prevent acting-out behavior in the community.

SAMPLE INCIDENT REPORT

Author of Report *Thelma Davis*

ENVIRONMENTAL DETAILS

Day: M T **W** TH F S S Date: *July 9, 2008* Time: *2:00* am / **pm**

Exact location of incident (address, floor, room number, area, etc):

227 E Louise Dr. 2nd floor Area A

Just outside the dayroom

Conditions of environment (weather implications, lighting, slippery floor, construction, etc.):

usual day room conditions:

television noise and client interaction

KEY PARTICIPANTS

Team Members/Intervening Staff:

Jimmy Smith - response team member

Darryl Olson - response team member

Lisa Johnson - response team member

Involved Individuals:

David Reynolds - client

Tom Hoover - client

Witnesses:

Joe Goetz - client

Gary Conner - client

Louis Reed - client

Mark Meyer - client

SITUATIONAL APPLICATION TEMPLATE

POINTS TO CONSIDER

ENVIRONMENTAL DETAILS

- Compare with past incidents. Are there any **Patterns** relating to when or where incidents occur or who may be present? Can any of these elements create **Anxiety**?

- Can these conditions be **Precipitating Factors**?

KEY PARTICIPANTS

- Compare with past incidents. Are there any **Patterns** relating to when or where incidents occur or who may be present? Can any of these elements create **Anxiety**?

- Can these individuals be **Precipitating Factors**?

SAMPLE INCIDENT REPORT

DESCRIPTION OF INCIDENT

At 2:00 pm, I walked through the dayroom and noticed client David Reynolds looking out the window and at his watch. I asked him whom he was waiting for and he mumbled something and walked to the south door, opening and closing it quickly. I sat at a nearby table and asked David to join me. He responded, "I'm not joining nobody no more 'cept God." I noted an unusual tone in his voice and asked him what was wrong. He continued looking out the window and went back to the door a few times.

At that time, I was paged and went to the central desk phone, stopping by staff member Jimmy Smith, who was engaged in a phone call and I indicated to him to keep an eye on David. I also walked past client Tom Hoover, who was seated against the wall on the floor and seemed to be watching David. I asked Tom "Why aren't you with your friend David?" because the two are usually inseparable. Tom said something about being busy. I told him I'd be back as I was paged again. I heard David shout, "You're always too busy Doc." Jimmy told David to stop yelling and Tom started laughing.

About 15 minutes later (2:15pm) I returned to area A and saw four other clients with Tom, looking at something in a bag and laughing. I noticed Jimmy was with David on the far side of the room in the corner. I heard David raise his voice and noticed something in his hand that looked like a vinyl bag I've seen him carry before. As Jimmy moved closer toward him, I saw David swinging the bag, then put it behind his back.

SITUATIONAL APPLICATION TEMPLATE

POINTS TO CONSIDER

DESCRIPTION OF INCIDENT

- Any changes in behavior noted prior to incident (**Nonverbal** behavior, **Verbal** exchanges)?

- What **Directives** did staff give? What were responses to **Directives**?

- Was there an emotional release during the verbal exchange? What messages were conveyed in this emotion?

- What **Limits** were set? Were limits enforced? Should they have been? When and how?

- Did the individual make verbal threats? What was staff's response to threats? What follow-up is needed relating to threats made?

- It is not always easy to identify what type of **Question** someone is asking during verbal escalation. What types of questions were asked? How did staff respond to challenging questions?

- How were **Limits** set? Consider the wording used. Were they clear? Were they presented as choices or ultimatums? Did **Limit Setting** impact the situation positively? Were limits enforced? Should they have been? How and when?

SAMPLE INCIDENT REPORT

PHYSICAL INTERVENTION AND OTHER EMERGENCY ACTIONS TAKEN

I told the group of clients with Tom to leave the area. They got up but Tom and one other moved closer to David and were laughing and holding something up toward him. I again gave them directions to leave, which they ignored. Two other clients walked in and also ignored my directions to leave.

I then went to the desk to call for the team response. I saw Jimmy turn around and start talking to Tom who was still laughing and pointing at David. I returned and told the clients behind Tom to leave immediately so they wouldn't be held accountable for this problem. They left the area. Jimmy had his hand extended in a "stop" fashion to David who was now moved back as far as he could to the wall.

Jimmy was turned and talking with Tom. As team members Darryl Olson and Lisa Johnson arrived, David shouted something, swung his bag at Jimmy and Tom, and ran toward me. He stopped near me and said something like, "This isn't fair." I told him, "Let's talk." He dropped to the floor crying.

Police/Security contacted?

Yes

No

Details:

Director/Supervisor contacted?

Yes

No

Details:

Reviewed situation with Susan Jones, Executive Director.

Medical or other emergency assistance?

Yes

No

Details:

No injuries reported or obvious.

SITUATIONAL APPLICATION TEMPLATE

POINTS TO CONSIDER

PHYSICAL INTERVENTION AND OTHER EMERGENCY ACTIONS TAKEN

- Did any behavior exhibited present a danger? To whom?

- Was *Nonviolent Physical Crisis Intervention*SM utilized? In what way?

- How did the Team Members become aware that physical intervention was going to be initiated? What factors contributed to the risks involved?

- Who was the Team Leader? Was it clear? What are the duties of the Team Leader?

- Was the intervention implemented after a solid assessment?

- Sometimes it is difficult to be confident in what one should be doing when the Team Leader's directives are unclear. Could staff involved in this incident have been confused?

- How can Team Members improve their confidence levels in using physical interventions?

- Would an individual staff response have been better? Why or why not?

- Were organization's emergency/crisis response procedures followed?

- How did these actions address risks being presented or improve *Care, Welfare, Safety, and Security*SM?

SAMPLE INCIDENT REPORT

RESULTS/RESOLUTION

Note injuries; property damage:

No injuries, no property damage

Note behavioral consequences:

David was restricted from his privileges for one evening for swinging his bag at the staff and other clients. Tom was restricted from the dayroom for two days for failing to follow the staff's directive to leave.

Persons verbally notified:

Shift Supervisor: Karen Moore

Therapist: Don Graves

Persons receiving copy of report:

Client files

Shift Supervisor: Karen Moore

Executive Director: Susan Jones

Signature of author of report: *Thelma Davis*

Date/Time of report completion: *july 9th, 3:30 p.m.*

SITUATIONAL APPLICATION TEMPLATE

POINTS TO CONSIDER

RESULTS/RESOLUTION

- Were there any signs that the individual was entering **Tension Reduction**? In what ways did staff begin to re-establish rational communication with the individual?

- What indications did individuals give that would prompt a change in the course of action staff members were taking?

- How was harm minimized? How was **Care** communicated?

- Who needs to be involved in **Postvention** in order to re-establish productive communication?

- Were all required notifications made? Which individuals notified or given copies of report will be informed about or involved in **Postvention** action?

- Do other individuals at organization need to be followed up with in some way to minimize rumor and potential anxiety? How do policies dictate this is done?

CLOSURE

POINTS TO CONSIDER

- Staff members' own feelings and emotions can be expressed outwardly during critical incidents. Were there any expressions or actions by staff that may have positively or negatively impacted the incident?

- Did the responses of staff members match behaviors exhibited? What circumstances would make staff response protocol vary (in this situation or others)?

POSTVENTION

- Consider the scenario that would follow this incident with the goal of re-establishing optimal levels of communication and **Therapeutic Rapport** with the individual who acted out.

- Assuming all who need to be involved in this process have calmed, and are in **Control** of their behavior, what questions or statements would help **Orient** the individual to factual points of reference in order to best debrief the situation?

- Based on the incident description, what type of **Patterns** should be examined with the individual in order to **Investigate** alternatives for future situations?

- What would be minimal points of agreement you would hope to **Negotiate** with the individual to **Give** closure to this incident?

INCIDENT REPORT AND SITUATIONAL APPLICATION TEMPLATE

Pages 13-16 contain a blank **Incident Report**. We recommend using this blank report in the following way:

1. Make a copy of the blank Incident Report.
2. Develop a scenario based on the type of situation that might occur in your organization or facility, and prepare an Incident Report.
3. During your training session, give Team Members copies of the completed Incident Report to be reviewed.
4. Utilize the SAT process to review the incident and stimulate discussion about how the incident reflects various concepts of the *Nonviolent Crisis Intervention*[®] program. Use program language to reinforce learning and improve consistency in the team.

Pages 17-21 contain a blank **Situational Application Template (SAT)**. We recommend using this blank report in following way:

1. Make a copy of the SAT for use with the sample Incident Report.
2. Schedule a Situational Application discussion session.
3. Provide Team Members with copies of a possible scenario based on your facility, population served, and environment.
4. Utilize the SAT to review the incident and stimulate discussion about how the incident reflects various concepts of the *Nonviolent Crisis Intervention*[®] training program.

INCIDENT REPORT

Author of Report _____

ENVIRONMENTAL DETAILS

Day: M T W TH F S S Date: _____ Time: ____:____ am / pm

Exact location of incident (*address, floor, room number, area, etc.*):

Conditions of environment (*weather implications, lighting, slippery floor, construction, etc.*):

KEY PARTICIPANTS

- Names/Titles of staff involved.
- Names/Address/Phone of witnesses.
- Names/Address/Phone of injured individuals.
- Names/Address/Phone of involved individuals.

Team Members/Intervening Staff:

Involved Individuals:

client visitor
 employee other _____

Witnesses:

client visitor
 employee other _____

INCIDENT REPORT (CONTINUED)

DESCRIPTION OF INCIDENT

- Chronological order (start to end).
- Note the point report writer became alerted/involved.
- What preceded incident?
- Staff interventions used.
- Responses to intervention attempts.
- Resolution.

INCIDENT REPORT (CONTINUED)

PHYSICAL INTERVENTION AND OTHER EMERGENCY ACTIONS TAKEN

- Details of physical aggression exhibited.
- Staff responses to aggressive behavior.
- Length of physical intervention.

Police/Security contacted? yes no

Details:

Director/Security contacted? yes no

Details:

Medical or other emergency assistance? yes no

Details:

INCIDENT REPORT (CONTINUED)

RESULTS/RESOLUTION

Note injuries/property damage:

Note behavioral consequences (restrictions, loss of privileges, etc.):

Persons verbally notified (name/title/date/time):

Persons receiving copy of report (name/title):

Signature of author of report: _____

Date/Time of report completion: _____

SITUATIONAL APPLICATION TEMPLATE

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CPI is the worldwide leader in providing crisis prevention and intervention training. Since 1980, more than 6 million individuals from business and human service organizations have participated in CPI's training programs. Please contact us for further information.

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