



COURSE OUTLINE: CJS313 - CRISIS INTERVENTION

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Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	CJS313: CRISIS INTERVENTION IN CRIMINAL JUSTICE
Program Number: Name	1225: PROTECTION SECURITY
Department:	CRIMINAL JUSTICE
Academic Year:	2022-2023
Course Description:	This course examines conflict and crisis situations associated with law enforcement. Students will examine the nature of conflict and stress along with intervention and problem solving models and strategies that may be used to manage conflict and crisis situations.
Total Credits:	4
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	<p>1225 - PROTECTION SECURITY</p> <p>VLO 1 Work in compliance with established standards and relevant legislation in the protection, security and investigation fields.</p> <p>VLO 2 Make decisions in a timely, effective and legally defensible manner to uphold protection and security.</p> <p>VLO 4 Act equitably and justly with diverse populations.</p> <p>VLO 6 Prevent and resolve crisis, conflict and emergency situations by applying effective techniques.</p> <p>VLO 8 Monitor, evaluate and accurately document behaviours, situations and events.</p>
Essential Employability Skills (EES) addressed in this course:	<p>EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>



General Education Themes: Social and Cultural Understanding

Personal Understanding

Course Evaluation: Passing Grade: 60%, C

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Stress - examine the nature of stress.	1.1 Describe the physical and mental changes produced by stress. 1.2 Describe the signs and symptoms of a person in crisis. 1.3 Identify strategies for effective crisis intervention. 1.4 Identify stressors common to law enforcement duties. 1.5 Differentiate between intrapersonal and interpersonal stressors. 1.6 Identify strategies that may be used to reduce the negative effects of stress. 1.7 Explain how Post-Traumatic Stress Disorder arises and describe its potential effects. 1.8 Identify some strategies that may be used to assist with reducing the effects of Post-Traumatic Stress Disorder.
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Identify and apply crisis and conflict management skills applicable to law enforcement situations.	2.1 Differentiate between a conflict and a crisis. 2.2 Identify your conflict management style. 2.3 Identify and select the conflict management style most suited to situation management. 2.4 Identify basic criteria for effective communication in a conflict or crisis situation. 2.5 Apply the components of effective listening. 2.6 Identify effective verbal communication techniques. 2.7 Identify common non-verbal communications. 2.8 Recognize indicators of potential violence. 2.9 Mentally prepare for violent encounters. 2.10 Describe the common personality traits of a violent person. 2.11 Identify visible signs of a possibly violent person. 2.12 Explain how the potential for violence during encounters can be reduced. 2.13 Apply effective communication techniques for de-escalating conflict and crisis situations. 2.14 Identify and demonstrate the components of the mediation process and describe how the mediation process can facilitate problem solving.
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Identify and apply problem solving models to law enforcement situations.	3.1 Identify, explain and apply components of the SARA, CAPRA, and PARE problem-solving models.



	Course Outcome 4	Learning Objectives for Course Outcome 4
	4. Recognize indicators and symptoms of mental health illnesses.	4.1 Identify mental illness from a law enforcement perspective. 4.2 Identify some of the common symptoms of mental illnesses. 4.3 Identify personality disorders commonly encountered by law enforcement officers. 4.4 Identify effective techniques for safely intervening with mentally ill persons. 4.5 Identify symptoms of excited delirium.
	Course Outcome 5	Learning Objectives for Course Outcome 5
	5. Recognize indicators of potential suicidal behaviour and intervention techniques.	5.1 Identify how age, gender, and other factors affect suicidal behaviour. 5.2 Identify factors that may contribute to increased incidents of suicide by persons incarcerated in correctional institutions. 5.3 Identify the provisions of the Criminal Code and Mental Health Act of Ontario that apply to suicide. 5.4 Identify suicide intervention techniques.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments (2x10)	20%
Final Exam	30%
Mid Term Exam	30%
Quizzes (4x5%)	20%

Date:

June 24, 2022

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

