



COURSE OUTLINE: CJS313 - CRISIS INTERVENTION

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Approved: Karen Hudson, 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:	2023-2024
Course Description:	<p>This course examines conflict and crisis situations associated with law enforcement duties. Students will examine some of the fundamental causes of conflict and crisis along with non-physical intervention strategies. Escalating behaviours that could lead to anger and violence will be identified. De-escalation techniques will be examined. Identification of symptoms of mental illness and self-harming behaviours will also be discussed in this course. Physical intervention and the use of force will be discussed.</p>
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>



EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.

EES 11 Take responsibility for ones own actions, decisions, and consequences.

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 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.	2.1 Differentiate between a conflict and a crisis 2.2 Describe the signs and symptoms of a person in crisis. 2.3 Identify different Crisis Intervention models 2.4 Identify strategies for effective crisis intervention 2.5 Identify conflict management styles 2.6 Identify and select the conflict management style most suited to situation management 2.7 Identify basic criteria for effective communication in a conflict or crisis 2.8 Apply the components of effective listening 2.9 Explain the Verbal Escalation Continuum 2.10 Identify effective verbal communication techniques 2.11 Identify common non-verbal behaviours
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Identify indicators of escalating behaviours.	3.1 Explain the Anger Arousal Cycle 3.2 Identify methods of personal anger management 3.3 Recognize indicators of potential violence 3.4 Mentally prepare for violent encounters 3.5 Describe the common personality traits of a violent person 3.6 Identify visible signs of potential violence



Course Outcome 4	Learning Objectives for Course Outcome 4
4. Apply de-escalation techniques.	4.1 Apply effective communication techniques for de-escalating conflict and crisis situations 4.2 Identify the components of the mediation process 4.3 Explain how the mediation process can facilitate problem management
Course Outcome 5	Learning Objectives for Course Outcome 5
5. Identify symptoms of mental illness and personality disorders.	5.1 Identify mental illness from a law enforcement perspective. 5.2 Identify some of the common symptoms of mental illnesses. 5.3 Identify personality disorders commonly encountered by law enforcement officers. 5.4 Identify effective techniques for safely intervening with persons exhibiting symptoms of mental illness.
Course Outcome 6	Learning Objectives for Course Outcome 6
6. Identify factors contributing to suicide and self-injury.	6.1 Identify how age, gender, and other factors affect suicidal behaviour. 6.2 Identify factors that may contribute to increased incidents of suicide. 6.3 Identify factors that could lead self-injury.
Course Outcome 7	Learning Objectives for Course Outcome 7
7. Identify and apply the components of non-violent crisis intervention.	7.1 Describe the Crisis Development Model 7.2 Explain the Stages of Crisis & Intervention Strategies 7.3 Identify the purpose and application of Limit Setting 7.4 Explain the purpose of a Risk Assessment 7.5 Apply Decision Making Matrix/Effective Responses 7.6 Explain the purpose of Post Intervention/Assessment

Evaluation Process and Grading System:

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

Date:

June 27, 2023

Addendum:

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

