COURSE OUTLINE: SSW226 - NON-VIOLENT CRISIS

Prepared: Leanne Murray, MSW, RSW
Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	SSW226: CPI NON-VIOLENT CRISIS INTERVENTION
Program Number: Name	1203: SOCIAL SERV WORKER
Department:	SOCIAL SERVICES WORKER
Semesters/Terms:	21W
Course Description:	This course will equip students with the skills and confidence to effectively and safely manage and prevent challenging behavior. Participants will learn communication skills to effectively intervene with people who may be anxious, disruptive or demonstrating escalating behaviors. Participant will learn skills to diffuse situations and disengagement skills that attend to care, welfare, safety and security of those involved in crisis situations. Successful completion results in a certificate in Non- Violent Crisis Intervention, through the Crisis Prevention Institute. The course will be scheduled in a one-day workshop format. Participants are required to complete on-line learning modules in advance of class time and attend all aspects of training to receive a satisfactory grade and be eligible for the certificate and a satisfactory grade.
Total Credits:	1
Hours/Week:	0
Total Hours:	15
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: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**1203 - SOCIAL SERV WORKER** VLO 1 Develop respectful and collaborative professional and interpersonal relationships that adhere to professional, legal, and ethical standards aligned to social service work. VLO 3 Integrate a practice framework within a service delivery continuum, addressing the needs of individuals, families and communities at micro, mezzo, macro and global levels, and work with them in achieving their goals. VLO 4 Plan and implement accessible and responsive programs and services, recognizing the diverse needs and experiences of individuals, groups, families and communities, and meeting these needs. VLO 6 Develop strategies and approaches that support individual clients, groups, families and communities in building the capacity for self-advocacy, while affirming their dignity and self-worth. VLO 7 Work from an anti-oppressive, strengths-based practice, recognizing the capacity for resilience and growth of individuals and communities when responding to the diverse needs of marginalized or vulnerable populations to act as allies and advocates. VLO 9 Work with individuals, groups, families and their communities to ensure that service provider strategies promote social and economic justice, and challenge patterns of oppression, discrimination and harassment, and sexual violence with clients, coworkers and communities.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.

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Essential Employability Skills (EES) addressed in this course:	**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. **EES 2** Respond to written, spoken, or visual messages in a manner that ensures effective communication. **EES 4** Apply a systematic approach to solve problems. **EES 5** Use a variety of thinking skills to anticipate and solve problems. **EES 8** Show respect for the diverse opinions, values, belief systems, and contributions of others. **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.
Course Evaluation:	Satisfactory/Unsatisfactory & A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Other Course Evaluation & Assessment Requirements:	Students must complete CPI On-line modules prior to scheduled training day. Students must attend, participate and contribute in the training day and successfully complete on-line and in class training activities/quiz to receive a Satisfactory Grade and be certified in CPI Non-Violent Crisis Intervention.
Books and Required Resources:	CPI Participant Job Aid. Nonviolent Crisis Intervention. Blended Learning by Crisis Prevention Institute Publisher: CPI Non Violent Crisis Intervention On line Modules Human Service Workers by Crisis Prevention Institute Publisher: CPI

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Define the CPI crisis development model.	1.1 Identify the four distinct behavior levels of CPI crisis development model. 1.2 Build ability to convey values of care, welfare, safety and security in practice situations. 1.3 Identify examples of common behavioral responses of people who may be escalating or experiencing distress, anxiety, crises. 1.4 Recognize and apply appropriate attitude and skill to each behavior level learned.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
Demonstrate skills in non-verbal and verbal communication that support successful diffusing and disengagement skills in interactions with others.	2.1 Understand the importance of non-verbal, para-verbal, personal space/proxemics, body posture and touch in interactions with others. 2.2 Learn strategies to effectively communicate that emphasize prevention and de-escalation of crisis situations in a respectful and safe manner.

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	2.3 Recognize that interactions with others are reciprocal and how our behavior/responses can impact the behavior of others. 2.4 Identify and apply effective verbal interventions corresponding to the CPI Verbal Escalation Continuum model taught. 2.5 Display ability to show effective listening skills, empathy, and appropriate limit setting skills.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
Recognize the contributing factors that may lead to crisis behaviors and apply rational detachment and relational skills to address effectively.	3.1 Identify and acknowledge common underlying factors that may lead to levels of distress and/or escalating behaviors. 3.2 Develop skills in maintaining a calm, respectful and safe attitude using rational detachment approach during a crisis intervention. 3.3 Understand the reciprocal relationship between your response/behavior and those you may support and interact with. 3.4 Build skills in convey the SSW values and CPI values of care, welfare, safety and security in crisis situations. 3.5 Recognize and understand common causes of fear and anxiety both of clients and professionals involved in a crisis situation.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
Demonstrate understanding of risk and professional judgment and decision-making process to effectively intervene in crisis situations.	4.1 Identify and apply the CPI Decision-making matrix for risk assessment. 4.2 Recognize the concepts of reasonable, proportionate, and least intrusive approaches to behaviors posing a risk. 4.3 Describe relevant legal and professional guidelines for best practice related to risk management. 4.4 Describe CPI disengagement skills and physical intervention skills. 4.5 Demonstrate and practice disengagement skills that apply to low, medium or higher level risk behaviors that may comprise safety. 4.6 Recognize and engage in the process of post-vention and crisis debriefing with clients and within professional teams as an important part of crisis resolution and prevention.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
Demonstrate critical thinking, problem solving and effective interpersonal and personal communication skills relevant to employment situations that may require an effective crisis response.	5.1 Use critical thinking and problem solving skills in developing appropriate decisions and actions with respect to potential crisis situations in the human service workplace. 5.2 Display skills in verbal and non-verbal communication skills (ie empathy, listening, paraphrasing, supportive stance, etc) that facilitate effective and respective relationships with others. 5.3 Recognize areas of personal strength and areas of growth with respect to workplace skills and workplace methods to prevent and maintain safety and care of those involved in human service organizations. 5.4 Successfully complete both the on-line learning modules and in class training.

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	Evaluation Type	Evaluation Weight
Evaluation Process and Grading System:	Completion of on line and in class training	100%

Date: June 30, 2020

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

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