

Nonviolent Crisis Intervention

*A CPI course

Welcome & Introduction

- ▶ Welcome to Nourishing Hope's Nonviolent Crisis Intervention for volunteers training- we hope that you find this training informative and engaging
- ▶ Please note that this session will be recorded for future use

Your Instructor- Jennie Hull, MA, LCPC

Jennie Hull serves as the Chief Program Officer where she leads the client facing work for the organization, including food distribution, social services, and mental health programs. Jennie has over ten years of experience in mental health as well as management in both for-profit and non-profit sectors, including such organizations as Heartland Alliance and Gads Hill Center. Most recently, Jennie was the practice manager and oversaw new business development of a mid-sized private practice in addition to providing psychotherapy.

In April 2018, Jennie began consulting with Nourishing Hope's Social Services Department. Jennie provided clinical supervision to the clinical staff and collaborated on the strategic planning process for the Social Service program. Jennie was previously the Manager of Client Services at Nourishing Hope from 2013 to 2015, increasing services accessed by 32% and developing a program-specific strategic plan to include counseling, and the Director of Programs until June of 2020.

Jennie is a licensed clinical professional counselor. She received her master's degree from The Chicago School in Clinical Counseling and a bachelor of science from The Ohio State University.



Goals for Training...

- ▶ How to respond to agitated, disruptive, and aggressive individuals
- ▶ Use techniques to control your own anxieties during intervention and maintain best possible professional attitude
- ▶ Work as a team to resolve disruptive and dangerous situations effectively, safely and respectfully

*all terms/definitions come from CPI

Trauma Informed Care

- ▶ What is wrong with you vs what happened to you
- ▶ Actively avoids re-traumatization
- ▶ Safety, trustworthiness/transparency, peer support, collaboration/mutuality, empowerment through voice and choice, cultural/historical/gender issues
- ▶ Reminders:
 - ▶ Person centered language, highlight choice, consistency, cultural sensitivity
 - ▶ Ex: sitting down next to people on the bench

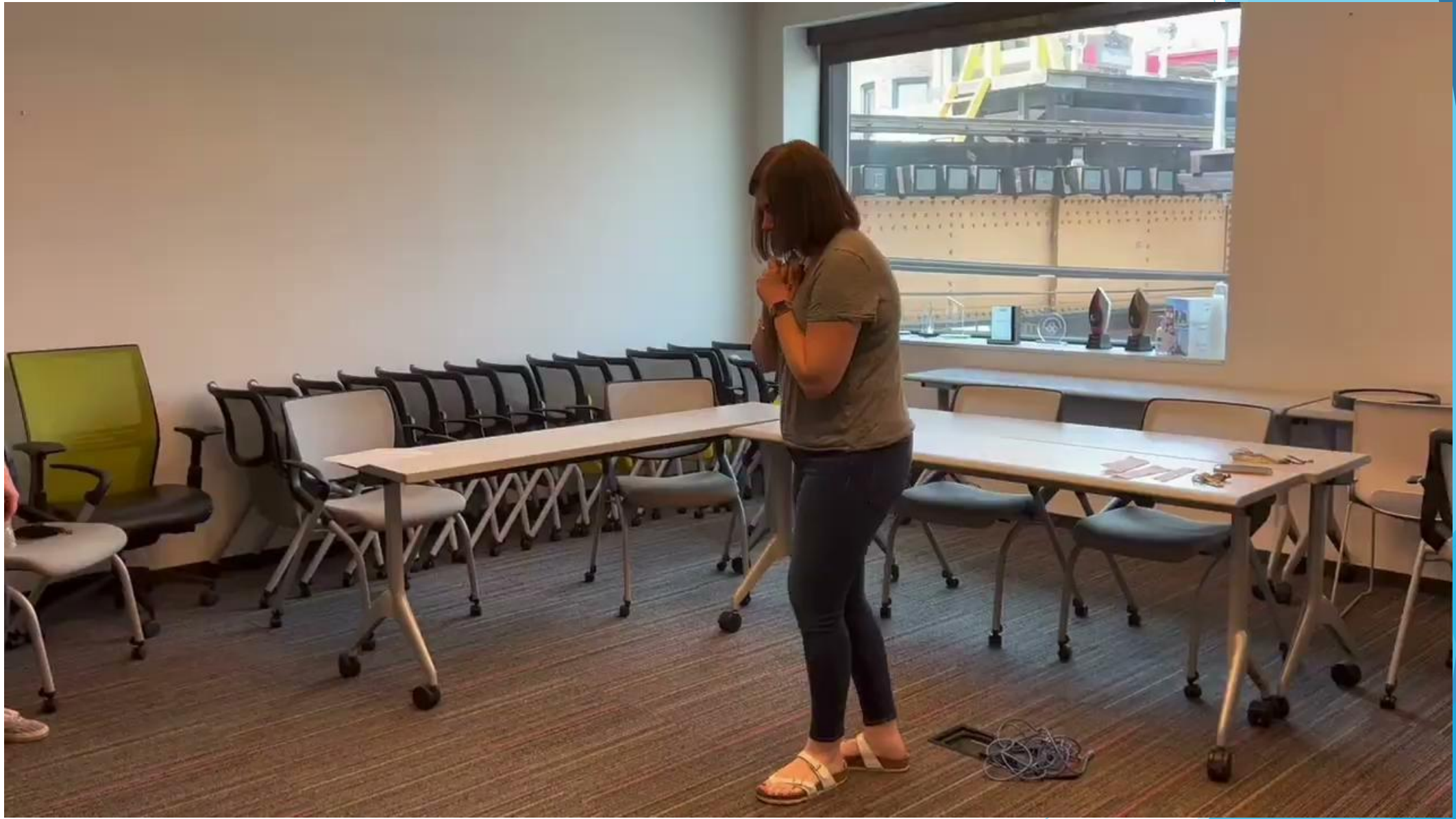
Level 1: Anxiety

- ▶ A noticeable change or increase in behavior
- ▶ Examples:



Level 1 Response

- ▶ Supportive, empathetic, nonjudgmental approach
- ▶ Proxemics: personal space, do not block or corner
- ▶ Kinesics: nonverbal message transmitted by the motion and posture of the body
- ▶ Paraverbal: vocal part of speech (tone, volume, cadence)
- ▶ “CPI Supportive Stance”: leg length/angle
 - ▶ Respect, non threatening, safety





Level 2: Defensiveness

- ▶ Aka “beginning stage of loss of rationality”
- ▶ Questioning:
 - ▶ Information seeking/ give rational response (Volunteers help here!)

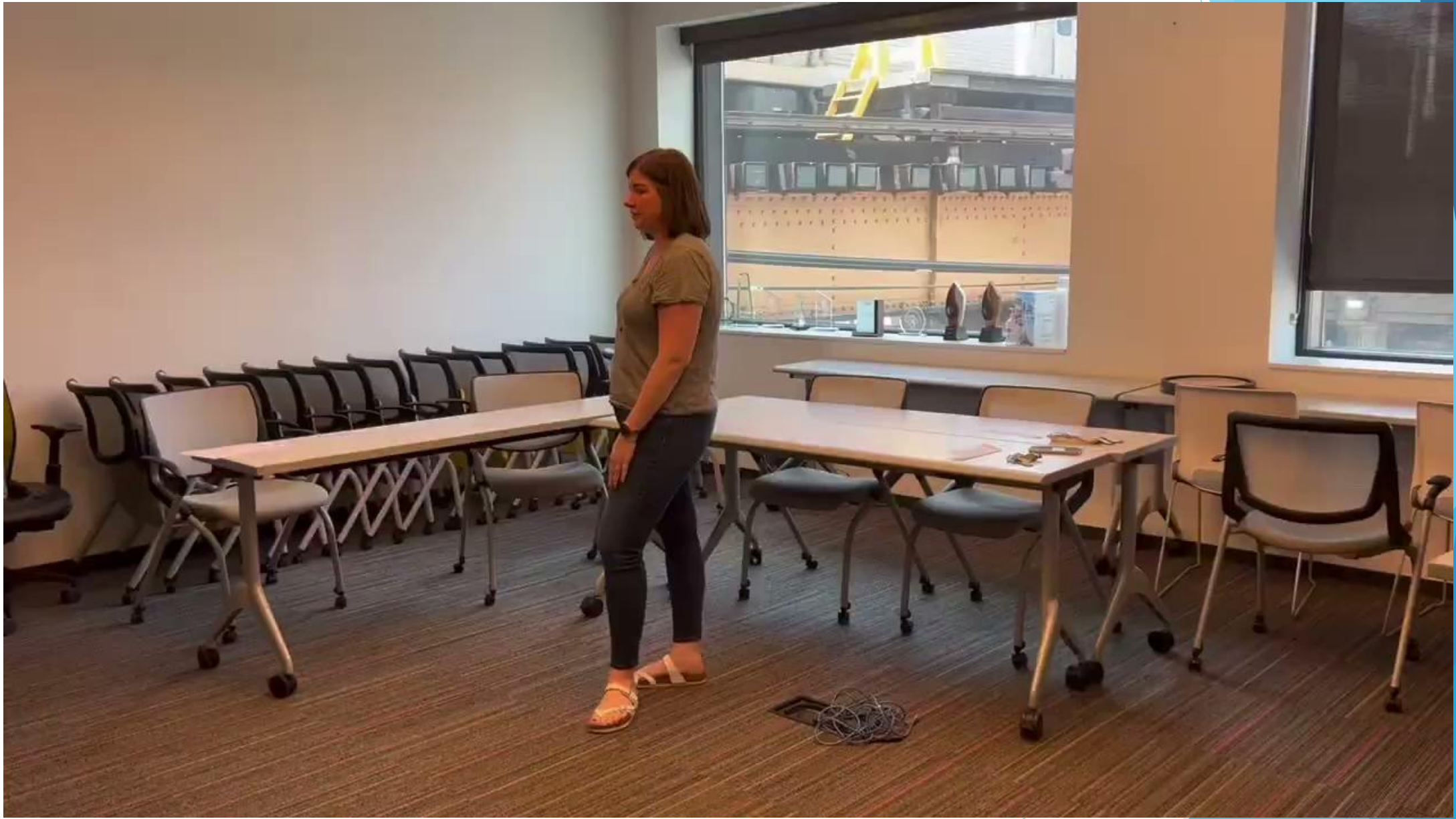
EVERYTHING ELSE: I need you right now!

- ▶ *Refusal: set limits*
- ▶ *Release: remove audience, allow space, state nonthreatening directive*
- ▶ *Intimidation: SEEK ASSISTANCE*
- ▶ *Tension Reduction: establish therapeutic rapport, re-establish communication*

- ▶ Remember: Volunteers inform and educate clients/staff enforce rules







Level 3: “Acting Out Person”

- ▶ Response: leave or police will be engaged
 - ▶ Always give this option before engaging police
 - ▶ **Staff should always be the ones to call police** or they can direct volunteers to do so.
- ▶ Discussion:
 - ▶ What constitutes an “acting out person”
 - ▶ We protect our clients, trauma informed
 - ▶ We do NOT know what our clients’ relationships with the police are
 - ▶ Do not escalate situation

What about you...

- ▶ NO EGO, AMIGO! We all have those days, know when to step away
- ▶ Behaviors and attitudes of staff/volunteers impact behaviors and attitudes of clients
- ▶ Why would someone act out that isn't personal?
- ▶ Precipitating Factors: internal/external causes of an “acting out” behavior which a staff member has little or no control
- ▶ Rational Detachment: the ability to stay in control of one's own behavior and not take the acting out behavior personally
 - ▶ Seek support, remove yourself, know when you need to tap out

Post Intervention... what now

- ▶ Volunteers should seek support from staff
 - ▶ Take care of yourself
 - ▶ Take a break if needed
 - ▶ Staff is here for you, no need to feel uncomfortable with a client
 - ▶ You aren't volunteering to have clients get upset with you, let us step in
- ▶ "Try again"
- ▶ Rebuild rapport/repair relationship

- ▶ Debrief with staff

- ▶ Remember clients have to be here, volunteers chose to be here

Closing Thoughts

- ▶ As volunteers, we are often choosing to spend our time at the Pantry, while our clients are relying on us to meet their basic needs and do not have that same choice.
- ▶ We want to preserve our clients' dignity by making them feel welcome and treating them with respect.
- ▶ When serving clients, we must be mindful of the things we say in their presence – directly or indirectly.
- ▶ If you need support in this area, please let a staff member know.



Questions?

Thank you for your ongoing
volunteer support!

We couldn't do this work without
YOU!