

# You are invited to attend a Non Violent Crisis Refresher class

## Why it is important

This course reinforces the nonviolent crisis intervention techniques demonstrated in the initial course as follows:

- Review recognition of warning signs that allow for early intervention
- Demonstrate verbal and nonverbal techniques to avoid a violent confrontation
- Review personal safety techniques that can minimize injury if physically assaulted

## Who should attend?

This class is designed mainly for clinicians, but **all** team members are welcome to attend.

## Prerequisite

Participants must have previously completed the “**Non Violent Crisis Initial**” (course code 1610)

## Webinar date and times (choose **ONE** session to attend)

**Friday, March 30:**

- **8:30 a.m. to 12:30 p.m. [or](#)**
- **1:30 to 5:30 p.m.**

This course has been converted to a virtual format due to the COVID-19 situation. Please enroll in the class and you will be contacted with further instructions.

## Registration

Register through I-Learn by browsing for: **1612 Non Violent Crisis Refresher**. After registering, you will receive a confirmation email for the event with further details.



## Objectives

The information shared in this course will help you to:

- Identify useful nonverbal techniques for controlling disruptive behavior
- Identify verbal techniques used to de-escalate verbal acting out
- Demonstrate physical principles of personal safety techniques to avoid client and team member injury if behavior escalates to a physical level
- Provide the best care and welfare for individuals in your facility
- Develop team intervention strategies