

Employer \_\_\_\_\_  
Job Title \_\_\_\_\_  
Employee # \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Telephone # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Cellular # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Fax # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Email \_\_\_\_\_

**Return Registration with to:**

Epicare Associates, Inc.  
585 Bloomfield Ave. Suite 5C  
West Caldwell, NJ 07006  
Credit Cards Accepted  
Go to [www.epicare.com](http://www.epicare.com) for link to  
online registration.

**For more information contact:**

Epicare Associates, Inc.  
(973) 228-4250  
Email: [enlombardi@epicare.com](mailto:enlombardi@epicare.com)

**Privacy Statement**

**Epicare Associates, Inc.** reserves the right to make changes in speakers, and/or schedules. We are not responsible for problems stemming from registrants' organization's hardware or telecommunications services. Recording of conferences and webinars is strictly prohibited. If any meeting is cancelled, for any reason, including acts of God, strikes, etc., the liabilities of *Epicare Associates, Inc.* is limited to a full refund of tuition and fees only.

**Cancellation Policy**

Epicare reserves the right to cancel any program, at any time. If a class is cancelled due to insufficient enrollment or unforeseen circumstances, a full refund will be provided.

***For participant cancellations:***

- » You may send a substitute; however, you must call or email and give Epicare that person's name 2 days in advance.
- » Cancellations permitted up to 14 calendar days prior to the event, full registration refund less \$25.00 administrative charge.
- » Cancellations up to 7 calendar days, 50% refund.
- » No refunds will be issued 7 calendar days prior to the event.

**Certificates**

Your fee includes a contact hour certificate. Replacements are \$5.00 each.



***Presents***

**CRISIS  
INTERVENTION  
IN THE  
WORKPLACE  
TRAINING**

***1-877-4-EPICARE***  
**[WWW.EPICARE.COM](http://WWW.EPICARE.COM)**

*Visit us on the web for course  
selections, dates, locations and  
special rate offers.*

## **Purpose:**

This interactive program provides the participants with the knowledge and skills to appropriately respond to crisis situations which may be potentially violent in the workplace.

## **Objective:**

### **Module 1:**

- Complete a self-assessment of their knowledge of Crisis Intervention.
- Define workplace violence.
- State the risk factors of workplace violence for health care workers.
- Recognizing key characteristics of Gang members
- List three criteria of potential violence.
- Self assess their verbal and nonverbal communication which may have an effect on other's behavior
- Define horizontal violence
- Correlate the JCAHO Patient Safety Standards to crisis intervention

### **Module 2:**

- Identify factors that may contribute to potentially violent behavior.
- State the factors of anxiety escalation and the appropriate interventions.
- State the factors of verbal and nonverbal communication which may escalate and de-escalate crisis situations.
- Employ limit-setting techniques in a therapeutic environment.
- Describe Staff interventions to diffuse anger.

### **Module 3:**

- Cite the criteria for assessing assaultive behavior.
- State the benefits of a designated team leader.
- Utilize personal protective maneuvers in a crisis situation

### **Module 4:**

- Define restraints.
- Verbalize the least restrictive measures prior to restraint and seclusion.
- State the risk factors for restraint use.
- Demonstrate the use of physical restraint.
- Describe the legal implications of restraint documentation.

---

---

## **Agenda:**

- 8:00 – 9:30am Module 1
  - Assessment
  - Worksite Analysis
  - Video
- 9:30 – 9:45pm Break
- 9:45 – 11:15am Module 2
  - Video
  - Anxiety Escalation Chart
- 11:15 – 12:45pm Module 3
  - Video
  - Violent Outburst
  - Case Studies
- 12:45 – 1:45pm Lunch
- 1:45 - 3:15pm Module 4
  - Workbook w/interactive
  - Post Test
  - Competency Checklist
- 3:15-3:30pm Break
- 3:30 – 4:00pm Review/ Evaluation

## **Faculty:**

### **Sally Ann Corbo, Ed.S., APN-BC, NEA-BC**

Sally is the President of Epicare Associates, Inc. a consulting firm specializing in outsourced training for healthcare organizations. She has an extensive teaching background and was previously the Director, Nursing Education at The New York Hospital-Cornell Medical Center. She is certified by the American Nurses Association as a Clinical Specialist in Adult Psychiatric and Mental Health Nursing and Nursing Administration Advanced

### **Marianne Howard Siewers MS, APRN-BC**

Marianne originally started as a certified CPI Instructor in 1986. She has been in Psychiatric Nursing for 31 years, employed by the City of New York in numerous psychiatric nursing positions: Director of Psych ED, Director of Mobile Crisis and Director of Psych Nursing. Marianne is certified in Adult Mental Health Nursing by ANCC.

---

---

Epicare Associates, Inc. is an approved provider of continuing nursing education by New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission On Accreditation. P#195-9/13-16

Provider approved by the California Board of Registered Nursing, Provider #CEP16279

Epicare Associates, Inc.; Provider #PCE5526; For continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences.