

RIGHT RESPONSE:

De-escalation training at no additional cost to you.

When safety is your responsibility, the RIGHT RESPONSE workshop is your essential toolbox for determining the best course of action in any situation to achieve a safe, lasting and positive result. These tools will help you successfully manage aggression or behavioral challenges and help you prevent such incidents from occurring in the future! There are four versions of the workshop which we offer to attendees concurrently to give them just the amount of training they need: Primer, Elements, Elements+ and Advanced.



Certification

Upon completion of a RIGHT RESPONSE workshop, attendees will receive certification which demonstrates learning of important skills for safe and successful crisis management, de-escalation and physical intervention restraints.

- Demonstrates learning of specific skills
- Demonstrates understanding of risks associated with intervention and physical intervention restraint
- Meets job requirements
- Meets policy requirements
- Protects employers from liabilities of untrained staff
- Creates standards of conduct among staff

Re-certification

Regular re-certification is important for ensuring a consistent level of quality conduct and minimizes liability exposure. Agencies that choose to re-certify staff do so for the following reasons:

- Meets policy requirements
- Quality Assurance (which is equally important when staff intervene regularly)
- Protects employers by demonstrating proactive approach to defining staff conduct expectations

Canfield & Associates has been providing workshops to hundreds of clients in the Northwest since 1985. Thousands of attendees have learned and benefited from presenters who are knowledgeable in their field, as well as trained in preparing and presenting material.

Our educational workshops and presentations provide valuable training to your staff at your location. These presentations are informative, specific and will give attendees current tools to better perform their duties. On-site training is the perfect solution for training a few employees or launching a widespread training effort. Design the training to fit the goals important to you. It's completely hassle free and it produces immediate and measurable results. Best of all, this service is available to you at no additional cost.

Lori Sieverkropp, Workshop Coordinator
800.407.2027 ext. 314
lorisieverkropp@canfield-associates.com

Canfield & Associates
451 Diamond Drive
Ephrata, WA 98823
509.754.2027
800.407.2027
509.754.3406 - FAX
www.canfield-associates.com

RIGHT RESPONSE



When Safety
is Your Responsibility . . .

Canfield & Associates
Account Education Program



Focusing on Prevention

Primer Workshop (5 hours)

- Certificate of Attendance
- Occasional or casual contact

The RIGHT RESPONSE Primer workshop is designed for anyone who might encounter an individual with a behavioral escalation. The focus of this workshop centers on preparation and management of oneself for success when needing to de-escalate an individual or avoid their potentially dangerous behavior. Attendees in this workshop will learn the cycle of risk management and response. This process includes a large focus on Prevention strategies, as well as De-escalation techniques. Post-crisis reflection is also a necessary task of risk management and response. Self-Protection or Physical Intervention skills are not taught in this workshop.



Elements Workshop (7 hours)

- 2 year Certification
- Limited daily contact

The RIGHT RESPONSE Elements workshop is designed for caregivers and staff who regularly support individuals with minimal behavioral challenges or minimal aggression risks. All aspects of the Primer Workshop are covered, as well as Self-Protection skills, which are included in this workshop but not Physical Intervention escorts or holds.

Elements+ Workshop (11 hours)

- 2 year Certification
- Regular contact

The RIGHT RESPONSE Elements+ workshop is designed for caregivers and staff who support individuals with identified behavioral challenges but minimal aggression risks. The focus of this workshop centers on proactive strategies to manage the individual's environment and to provide Positive Behavior Support, in order to avoid the need for the use of physical safety techniques. All aspects of the Elements Workshop are covered, as well as Post-crisis follow-up, which is also a necessary task of risk management and response.



Advanced Workshop (14 hours)

- 2 year Certification
- Everyday, one-to-one contact

The RIGHT RESPONSE Advanced workshop is designed for caregivers and staff that support individuals with identified behavioral and aggression challenges. All aspects of Elements+ are covered, as well as the use of Physical Intervention for use as a last resort, in order to maintain safety in the presence of dangerous behavior.