

Creating Safe and Respectful Environments – CD Training Tool User’s Guide

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I. Introduction

Welcome to the Creating and Respectful Environments CD Training. You are in possession of a powerful presentation tool that can be used in a variety of ways to train your officers and staff in the philosophy and techniques of “Creating Safe and Respectful Environments.”

The CD presentation is approximately one hour long and includes interviews with Juvenile Detention Officers from around New Jersey, video of Lead Trainer Frank Picone presenting key concepts, and a video demonstration of the 16 Strategies at work.

After reviewing the CD, your staff will be directed to a website where they will take a quiz to assess their level of knowledge (see “Online quiz guide” in section IV, below). If the learner achieves a satisfactory score she or he will receive a certificate indicating successful completion of the training. You or your administrator will be able to track these scores using an online data tracker. This will help your facility ensure that all officers and staff meet minimum basic standards for Creating Safe and Respectful Environments.

Learning Objectives

This CD training will help you and your staff accomplish the following objectives:

- Identify ways to create safe and respectful environments.
- Gain insight into why youth in detention behave the way they do.
- Examine how an adolescent’s home environment affects his or her behavior.
- Explain the effects of mental health disorders in detained youth.

- Recognize the earliest warning signs of an impending crisis.
- Learn 16 Strategies for de-escalating youth and gaining more cooperation.
- Examine team strategies to provide professional and consistent care to every child, every shift.

CD Table of Contents (hr:min:sec)

1. Introduction and overview (00:01:10)
2. Professionalism (00:04:50)
 - a. How do young people get to be the way they are? (00:06:48)
 - b. Professionalism is...(00:09:00)
 - c. Do not counter-attack (00:12:01)
 - d. Why do kids ask “Who’s working tonight?” (00:14:49)
 - e. The man on the subway (00:15:56)
 - f. Journey to war (00:19:24)
 - g. Survival skills discussion (00:26:02)
3. Creating Safe and Respectful Environments (00:29:30)
 - a. External and Interpersonal Environments (00:29:40)
 - b. Let’s have a party (00:31:00)
 - c. The crisis cycle (00:35:00)
 - d. Pre-crisis warning signs (00:40:20)
 - i. Interpersonal (00:40:52)
 - ii. Environmental (00:42:26)
 - iii. Personal (00:44:15)
4. 16 Recommended Strategies (00:47:55)
 - a. Pre-crisis strategies (00:48:09)
 - i. Reinforce physical and emotional safety (00:48:10)
 - ii. Setting limits (00:49:44)
 - iii. Positive reinforcement (00:51:36)
 - iv. Modeling (00:54:24)
 - v. Communication (00:55:04)
 - vi. Validation of feelings prior to redirecting (00:55:42)
 - vii. Choices rather than orders (00:57:10)
 - viii. I statements (00:58:32)
 - ix. Giving youth a way to comply with dignity (1:00:49)
 - b. Crisis Approaches (1:01:45)
 - i. Staff should know and practice protocols (1:01:45)
 - ii. Isolate rebels (1:02:08)
 - iii. Crisis review meetings (1:03:53)
 - c. Post-crisis Approaches (1:03:55)

- i. High levels of supervision and structure (1:03:55)
- ii. Restore physical environment (1:04:43)
- iii. No war stories (1:05:19)
- iv. Follow all policies and procedures at all times (1:05:55)

5. Full video vignette of strategies in action (1:06:18)

II. Suggested Uses for CD Training Tool

Use with an individual trainee

Individuals need only to sit at a computer and allow the CD to progress through the training modules. For convenience, it is best to provide the training on a computer that has internet access so that the trainee can access the online self-knowledge assessment directly after the presentation. A link to the assessment is provided at the end of the training. The trainee can click the link and will be taken directly to the quiz.

The trainee can move back through the presentation as many times as he or she needs in order to feel confident with the material. If providing handouts, be sure to provide these prior to viewing the training. The Power Point handout can be used for note taking during the presentation.

Use with a group of officers and/or staff

If using with a group of trainees, it would be best to have a projector and adequate sound. Often computer speakers will suffice if the group is not too large.

For a more robust training experience, it would be useful for the facilitator to stop the CD at different points and encourage group discussion. It is recommended that the facilitator view the CD presentation prior to showing to a group and identify places she or he would like to break for discussion.

Enclosed with this packet is a Group Leader Discussion Guide that lists several activities and prompt questions to be used with a group of trainees.

Use the full vignette as a training exercise

For staff and officers who have previously received Creating Safe and Respectful Environments training, the full uninterrupted vignette can be viewed on its own as a training exercise.

Have group members refer to the 16 Strategies handout while watching the vignette and mark when they see one of the strategies in use. Pause when members point out a strategy being used in the vignette and discuss the approach and whether it had a positive effect on maintaining the environment. Discuss other possible approaches and their likely outcomes for the resident and the environment.

III. Online Quiz Guide

To reach the online quiz, your staff and officers can follow this link:

<http://www.ubhcisweb.org/JJC>

Staff and officers will be prompted to create a user login by supplying their name, birth date, and the last four digits of their social security number. They will be able to select from a drop-down menu the type of facility they work in and their specific work places, as well as their job title or role.

The quiz will provide 10 questions. The quiz will randomize questions for every new user so that the quiz is different each time someone takes it. A passing score of 70% (7 questions) is required to get a certificate. Users can take the quiz multiple times if necessary to obtain a passing score. Once the user has passed the quiz, he or she will be taken to a screen where a certificate of completion can be printed.

Administrators and authorized users from each facility will be able to log in to the online quiz system and see which of their staff and officers have completed the quiz successfully. The username and password for each authorized user will be provided by the Violence Institute of New Jersey.

IV. Contact information for technical assistance

Amy S. Jacob, LCSW
Training and Consultation Specialist
The Violence Institute of New Jersey, UBHC-UMDNJ
151 Centennial Avenue, Piscataway NJ 08854
Ph:(732)235-4155 Fax:(732)235-5828
jacobas@umdnj.edu