

Policy #: 543
Title: CRISIS PREVENTION INTERVENTION (CPI)
Date of Initial Approval: 02-01-1996
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Reviewers: MSA Superintendent; MSAB/MSAD Directors; Director of Student Support Services

I. PURPOSE

The purpose of this policy is to provide preventative strategies and a consistent set of responses, for all Minnesota State Academies (MSA) employees, to provide support for students who demonstrate assaultive, disruptive or out-of-control behaviors. This set of preventative strategies and responses are designed to promote the care, welfare and safety of students and employees while simultaneously minimizing harm to both students and employees.

II. NEED

It is essential that MSA employees be knowledgeable and feel confident and prepared to implement techniques according to the principles learned in the Nonviolent Crisis Prevention Intervention (CPI) training.

III. INFORMATION ABOUT NONVIOLENT CRISIS PREVENTION INTERVENTION

A. Preventative Techniques

- i. The use of verbal and non-verbal techniques will be used to de-escalate or defuse a developing crisis.
- ii. Employees will respond appropriately to the four levels of crisis development.
 1. Anxiety = Supportive
 2. Defensive/Verbal Venting = Directives/Setting Limits
 3. Acting-Out = Nonviolent Physical Crisis Intervention
 4. Tension Reduction = Therapeutic Rapport

B. Therapeutic Physical Intervention

- i. The emphasis is always on the care, welfare, safety, and security of the individuals involved.
- ii. Physical restraint will be used only when all verbal and para-verbal techniques have been exhausted and the student presents a danger to themselves or others.
- iii. Implementation of physical intervention should be used only as a last resort.
- iv. Physical control is employed in such a way as to allow the acting out individual an opportunity to regain control

- v. Therapeutic physical intervention should be applied in accordance with the National Crisis Prevention Institute text as taught and practiced in the training course.

C. Post-Intervention: Establishing Therapeutic Rapport

- i. Employees must implement the principles of post-intervention as outlined in the acronym “C-O-P-I-N-G”
 1. C = Control: the student and employee must have the opportunity to regain physical and emotional control before discussing the incident.
 2. O = Orient: discuss and establish the basic facts about happened (This applies to individual discussions with the student and separate discussions as a staff group).
 3. P = Patterns: identify patterns of behavior between the current incident and previous situations.
 4. I = Investigate: brainstorm options/alternatives for more appropriate behavior.
 5. N = Negotiate: ideally, come to a consensus on what options will be implemented.
 6. G = Give: give control and responsibility back to the student as it is the student who must choose to change their behavior.

IV. EMPLOYEE TRAINING REQUIREMENTS

- A. All MSA employees and substitutes who work with students (and contractors as assigned by the Director) must successfully complete an initial 12-hour course on Nonviolent Crisis Prevention Intervention (CPI) within the first year of employment. The 12-hour course will include training for appropriate completion of Incident/Physical Intervention Reports.
- B. After the initial training, all MSA employees, substitutes, and/or assigned contractors who work with students must maintain certification in CPI as provided by the Crisis Prevention Institute, Inc. This requires the successful completion of a 3-hour refresher class each year after the initial training.
- C. Employees who do not possess full CPI certification cannot implement any physical interventions and must request the assistance of other employees who are certified to support Crisis Prevention Intervention responses when necessary.

V. SUPERVISOR RESPONSIBILITIES

Directors/Supervisors of employees who are required to obtain CPI certification are responsible for the following tasks:

- A. Schedule instructors and training for employees, substitutes, and/or contractors to obtain/maintain CPI certification.

- B. Contact the MSA Human Resources Office to register staff for training.
- C. Ensure staff compliance with training requirements.
- D. Monitor staff for appropriate implementation of CPI techniques. Provide additional training and/or other follow-up activities if improper CPI techniques are noted.
- E. Confer with CPI instructors to monitor implementation of CPI techniques.
- F. Provide a copy of a completed CPI workbook in the main office of each area/building that is utilized for student education and/or housing.

VI. HUMAN RESOURCES OFFICE RESPONSIBILITIES

- A. The Human Resources Office will maintain records of employees, substitutes, and contractors' certification in CPI and their participation in refresher courses. The HR office will communicate with directors/supervisors as necessary to follow up with individuals who need training or refreshers.
- B. The Human Resources Office will schedule informational sessions about CPI, including an overview of techniques and strategies that may be used with students, for all new employees who do not provide direct services to students.

VII. INCIDENT REPORTS

- A. An incident is defined as "any out-of-the-ordinary occurrence most especially those that result in possible injury, property damage, the use of physical force, or restraint involving students, employees, and/or visitors; and occurrences which have a psychological, behavioral, or legal impact/component." (Refer to Policy #506: Student Discipline for additional information on incidents and reporting incidents)
- B. All incidents must be documented on the MSA Incident Report Form (Appendix 543-A).
- C. Incident Reports must be written before the end of the employee's work shift and be submitted to the employee's immediate supervisor or designee.
- D. If physical intervention was applied by an employee, the MSA Physical Intervention Report (Appendix 543-B) must be attached to the MSA Incident Report Form.
- E. Supervisors will provide training for accurate completion of both forms.

Appendices:

- Appendix 543A – MSA Incident Report Form
- Appendix 543B – MSA Physical Intervention Report