Post-Crisis Response

This update is a two-day program for current TCI certified trainers. The TCI Post-Crisis Response.

(TCI-PCR) update provides materials to assist TCI certified trainers in designing and implementing the TCI Post-Crisis Multilevel Response Model (PCR). Topics include, how to address the emotional needs staff may have when managing aggressive clients; how the supervisor, after crisis incidents reflecting, can support front line staff; and utilizing the Post-Crisis Multilevel Response Model (immediate debriefing, LSI, documentation, incident review with staff, and team review).

Program Objectives
Participants will be able to:
• Analyze the effect of a crisis on staff members and the organization
• Demonstrate immediate debriefing strategies
• Use the LSI process more effectively with the youth after crisis
• Use documentation to assist in the post-crisis response
• Demonstrate the incident review process with the staff member(s)
• Demonstrate the incident review process with the team
• Demonstrate the incident review process with the team, using the incident report and the individual crisis support plan (ICSP)
• Develop an implementation plan for the post-crisis multilevel response system

Program Outline
Day 1 provides an overview of the TCI System and focuses on the importance of the supervisor and the post-crisis multilevel response. Participants practice immediate debriefing of staff members and learn how to provide direct supervision to front line staff. Participants also practice all of the physical intervention techniques.

Day 2 continues with a demonstration and practice session on conducting incident reviews with staff members, using critical incident reports and ICSP's, and facilitating a team/unit review. Participants have the opportunity to develop an implementation plan for instituting the post-crisis multilevel response system in their own organizations. All participants are tested with written and competency based tests in order to apply for re-certification.

Materials
Participants who successfully complete the update receive a TCI Post-Crisis Response reference guide, an activity guide, a corresponding student workbook and a CD containing the PowerPoint™ presentation to use in their direct training.

Post-Crisis Response Agenda

DAY ONE
Introduction and Expectations
The Role of Supervision in the TCI System
The Stress Model of Crisis: Staff/Agency Perspective
Immediate Response
Direct Supervision

DAY TWO
The LSI and Documentation
Incident Review with Staff
Incident Review with Team
Implementation Planning
Testing (written and physical)