


# PRE-TRAINING MEMO & CHECKLIST: THINGS FOR AGENCY PERSONNEL TO DO BEFORE THE CRISIS **TRAINER TRAINING** CLASS


**READ BEFORE  
TRAINER  
TRAINING**

1.  **AGREEMENT:** A Training Agreement tailored to your agency will be emailed to you. Have the appropriate administrative individual in your agency sign the **Training and Consultation Agreement** and return the signed agreement to KWC-LLC (scanned/emailed, via US Postal mail...whatever is easiest for you). Sign the first page and initial Attachment A; return both pages. The signed agreement needs to be returned PRIOR TO the dates of training.

2.  **TRAINEE LIST:** Complete the “Trainer Training Trainee List” for the individuals who will be attending from your agency. For each individual your agency will be sending to the crisis trainer training, please provide the following info: first/last name, gender, position/title, work location, date of initial/basic crisis training (or if not known, then date of most recent refresher course). Please double check the spelling of trainee names – names as they appear on this form will be used to create each individual’s certificate following training. The form will be supplied to you. Sample → MUST be returned PRIOR TO training dates.

	<b>Crisis Management:</b> Verbal Intervention, Personal Control and Defensive Techniques	<b>TRAINER TRAINING TRAINEE LIST</b>				
<b>Trainer Training Class – Dates: TBA</b> Agency: _____						
<b>PROSPECTIVE TRAINEE LIST</b>						
<small>Please enter the following information on the trainees scheduled to attend the above training.</small>						
#	Last Name	First Name	Gender	Position/Title	Work Location	Date of Completion of full 3-day crisis training (Clayton program) and/or most recent Refresher Course
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
<small>When complete and finalized, return this form to your KWC-LLC contact and also cc a copy to Kevin Walsh at <a href="mailto:kw@kwc-llc.com">kw@kwc-llc.com</a>. Thank you.</small>						

3.  **COMPLETE THE SITE APPROVAL FORM: OPTIONAL AT THIS TIME.** If you are hosting the training class in your agency, complete and return the Site Approval Form attesting to the capability of your agency to meet the Covid-19 requirements. This form will be provided prior to the training class. **At the present time this is optional – the agency may elect, or not elect, to follow strict Covid precautions during this training. If elected, then complete and return this form.** KWC understands that each agency may have its own Covid-19 policy and procedures. It is our goal during the pandemic to keep trainees and Master Trainers safe. We will defer to your Covid-19 procedures but strongly recommend that masks and social distancing be followed during the training classes. If the agency to use precautions during the pandemic the Master Trainer will collect Release Forms for each Trainee as well. THE SITE APPROVAL FORM (at right) ONLY APPLIES TO AN AGENCY HOSTING A TRAINING CLASS.

	<b>KWC Trainer Training SITE APPROVAL FORM</b>
<small>Agencies wishing to host a KWC Trainer Training Session must demonstrate the capability to provide a site that reduces the risk of transmission of COVID-19 among participants. Please complete this form to verify that your site is capable of hosting KWC Trainer Training Sessions. Please complete this form and return it to KWC via email <a href="mailto:kw@kwc-llc.com">kw@kwc-llc.com</a> prior to the training.</small>	
YOUR NAME (primary contact) _____	
YOUR PHONE _____	
TRAINING DATES (if known) _____	AGENCY (number of trainees) _____
TRAINING LOCATION (provide name of the site and full address) _____	
<small>© 2020 KWC (KWC-LLC)</small>	
<p>1. Can your site provide a clean, uncluttered training room(s)?  <small>(Sufficient space that all of the trainees in a classroom size room          (800) can maintain social distance (defined as 6 feet apart)?</small> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>2. In addition to seated, classroom space for 800(00), does your training room          (800)000 sufficient space in the front of the room for two individuals to          demonstrate personal control techniques (PCT) and defensive maneuvers? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>3. Can your training room be equipped with either a whiteboard or          a whiteboard for this training day? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>4. Will your agency be able to supply hand sanitizer and surface disinfectant          during the training day? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>5. Trainees are responsible for bringing their own PPE (approved mask          and gloves). However, can your agency supply backup PPE (if necessary          needed) during the training? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>6. The training room must not be occupiable anyone during the          training days (e.g., at meals, or taking a break/visit, etc.). Is this possible? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><small>Any other relevant notes/comments on training space:</small></p>	
<p><small>Please sign to verify that your agency can supply a training room that meets the requirements?</small></p> <p>Agency Representative Signature: _____ DATE: _____</p> <p><small>(Please complete form to Kevin Walsh via US Mail or email to <a href="mailto:kw@kwc-llc.com">kw@kwc-llc.com</a>)</small></p>	

4.  **PCT REVIEW: VERY IMPORTANT!** All trainees who attend this course must have taken and passed the BASIC crisis management class. Remind all prospective trainees who will be attending the course to: (1) Acquire a copy of the **Trainee Handbook for Crisis Management Training**. This is the trainee booklet that goes with the basic crisis management course and shows diagrams and directions for all of the personal control techniques (PCTs). Note that the entire Trainee Handbook is contained at the back of the KWC Trainer’s Manual which is in possession of agency trainers who have been trained

by KWC; (2) ALL trainees should read the handbook and PRACTICE all of the techniques in it to refresh their memories BEFORE the beginning of the trainer training course.

**NOTE: The trainer training course is not intended to teach the various personal control techniques...it is assumed that those who come to the trainer's course already know them. Much valuable time will be lost in the trainer training classes if it is necessary to explain and re-train individuals in the various personal control techniques. The trainer training course focuses on teaching individuals how to train others in the program. Review of the techniques prior to the trainer training course is vital for those who desire to become trainers! Thanks.**

Individual copies of the Trainee Handbook for Crisis Management Training can be purchased from KWC for \$39.95 postpaid. Send an email to [wallvine.kw@gmail.com](mailto:wallvine.kw@gmail.com) .

5.  **ESTABLISH DATES AND LOCATION FOR TRAINING:** If a date and location have not already been specified for the training, schedule a training class in one of the two following ways:

**First**, if the number of trainees from your agency is sufficient, KWC-LLC will send a Master Trainer to your agency to carry out the training at your site.

**Second**, if it is not possible to have a full class at your site, KWC-LLC will seek to combine your staff members with other trainings at other agencies in your area; you may be asked if your agency would be willing to host such a combined training.

### PLEASE READ THE FOLLOWING CAREFULLY

6.  **OTHER RELEVANT ISSUES:**

- **Seriousness and Risk Reduction.** The use of this crisis management program includes *personal control techniques (PCTs)* that involve controlling consumers physically. THIS IS A SERIOUS MATTER that involves a certain amount of risk. Use of the procedures as trained, and following related decision rules and so forth, helps to reduce that risk. Agencies need to set a sufficiently high bar of proficiency for staff members to attain in order to be certified to use these techniques with consumers. In general, KWC does not certify your staff members in the basic training; your agency certifies your staff members and therefore for standards to remain in place, they must be monitored by your agency. Overall, everyone involved with this program and the use of PCTs needs to be imbued with the seriousness of the use of personal control techniques.
- **DDD Policy Requirement.** If your agency serves consumers of NJ/DDD, then the agency needs to comply with DDD Circular #19. This policy circular can be found on the website of NJ/DDD.
- **Agency Policy/Procedure.** Your agency should have policy/procedure documents that cover the use of restraints. The procedures should include the documenting of behavior incidents that require the use of restraints (a sample recording sheet is included in the Trainer's Manual). Additionally, agency policy/procedure should cover the general review of the crisis management program and specific reviews of restraint incidents. A data system should be established to track all incidents that include the use of PCTs.
- **Tracking of Training and Annual Refresher.** The tracking of staff member training in this package needs to be carried out by your agency's Personnel/Human Resources department inasmuch as active staff members require an annual refresher course as per NJ/DDD Circular #19. The circular states that staff members must: "...at least annually, demonstrate proficiency in those

techniques for which they have been trained.” KWC does not routinely provide annual refresher sessions. Rather, in the KWC program, this is covered in the “annual refresher” section and is carried out by each agency’s trainers.

- **Training Team.** Your agency should allow staff members who have been certified by KWC as “trainers” a regular time to meet, practice techniques, discuss issues, and share training methodologies in order to maintain a “tight” training program and to avoid “trainer drift.” Ideally, the agency should create a “training team” of individuals who have been certified as trainers by KWC who will provide consultation and oversight of the training program throughout your agency.
- **Training Course Duration.** Originally, and currently, the basic crisis management course is designed as a 3-day training class as presented in the Trainer’s Manual. KWC recognizes that some agencies need to provide this course in a 2-day format. If that is the case, it is recommended that the two training days be extended to a full 8 hours; ***KWC strongly recommends against, and does not support, training the crisis management course in a single day training session.*** The exception to this is if the agency is not training the PCTs and/or defensive maneuvers during the class. If training in a 2-day format, it is critical that certain elements *not* be removed from the training. Experience has shown that some agencies have removed *practice* and *role-playing* elements from the training to “save” time. KWC warns against this practice. Doing so is like asking someone to learn to drive a car or to serve a tennis ball by only instructing them verbally. It is critical that trainees have ample time to practice and to take part in role-playing activities (as described in the Trainer’s Manual) prior to testing and certification.
- **Practice.** These activities (practice and role-play) consolidate training and bring together all of the elements of crisis management – verbal techniques, decision rules, and the correct application of PCTs. Such sessions during the training also provide trainers the opportunity to observe trainees directly which is an invaluable instructional and evaluative tool.
- **Trainee Freedom and Equipment.** When training the crisis management class to staff member trainees, it is important to provide the necessary time to both trainers and trainees to successfully complete the training. Cell phones and other “work” distractions should be minimized during training classes such that only emergencies are addressed. It has been noted in some training classes that cell phones provide fairly constant interruptions. Such interruptions need to be minimized while staff members are “in class” to promote continuity in the training workshops. Training classes should not be held in public view of other staff members or consumers. Furthermore, agencies are urged to outfit their training room/space with the appropriate equipment to facilitate CMT training that includes personal control techniques (e.g., mats); additionally flip charts, or a white board, etc. are usually needed by trainers when training this course. During the Covid-19 pandemic, precautions should be taken and necessary safety equipment should also be provided.
- **Trainee Handbook.** It is highly recommended that when training the Basic Course to agency staff members that trainees are provided with a personal copy of the “Trainee Handbook” which is appended to the Trainer’s Manual (in the back of the binder). If the cost of providing individual copies to trainees is prohibitive, the agency should provide a copy to each trainee for use during the training. Additionally, the organization needs to make copies available in all residential and program spaces employing the program for ongoing staff use and reference. Agencies that have taken part in KWC trainer training classes are permitted to copy the Handbook as needed. Copies can also be purchased from KWC.