

Staff Meeting/Training

Jackson County

Date: 2/27/2015

Training/Meeting: Dept. of Mental Health

<u>NAME</u>	<u>SIGNATURE</u>
Sue McKenna	Sue McKenna
SKIP VENCELL	Skip Vencell
Dwayne Stoltz	Dwayne Stoltz
ROBERT A LUCAS	Robert Lucas
Stryder Scofield	Stryder Scofield
Andrea Toram	Andrea Toram
Molly McVerney	Molly McVerney
JESSE NYBERG	Jesse Nyberg
DARCY WELLINGTON	Darcy Wellington
Whitney Dennis	Whitney Dennis
RICH ROSENTHAL	Rich Rosenthal
Levi Clyburn	Levi Clyburn
Steve Goetz	Steve Goetz
Robert Miller	Robert Miller
TRAVIS WRIGHT	Travis Wright
Tim Stevens	Tim Stevens
Adam Aiardo	Adam Aiardo
Paul COBB	Paul Cobb
JEFF KNECHT	Jeff Knecht
Matt Cavallo	Matt Cavallo
Angela Durant	Angela Durant

* Anna D'Amato
* David Christian

"Dealing with conflict in our parks and facilities"

Crisis De-Escalation Techniques

1. Speak softer, more slowly and make eye contact if appropriate
2. Use positive body language. Try and relax. Take deep breaths. Have the client take breaths. Do not cross arms or legs. Sit or stand so you are both at eye level
3. Ask for a break if necessary and give the other permission to exit or walk away. Know where your exits are and leave the person in crisis an exit
4. Meet the client where they are at...and acknowledge their situation
5. Take time to think about the problem and clarify the problem:
What is the real issue?
What do I want to accomplish?
Who is responsible for what?
What, specifically, do I want to change?
6. Use I statements. "I can see you are angry"
7. Repeat messages and clarify often "I think I heard you say... but it sounds like you want".. "Tell me more.."
8. Remember to continue to breath
9. Words that may de-escalate a conflict are: maybe, what if, I feel, it seems like, I think, sometimes, perhaps, I wonder
10. Affirm and acknowledge the position and needs of others. "I can appreciate your situation..", "It sounds hard for you too...", "Thank you for your patience..."
11. Ask open ended questions that do not require yes or no answers..."What are your thoughts about this.."
12. Take another deep breath and wrap up

Police Training DVD, Public Safety 101 handout

All Staff Meeting 3-31-15

Sue McInenna

Steve Goetz

Levi Ciyburn

Scott Mumma

Adam Aioldi

Matt Cavalho

Bruce

DWAYNE STOLTZ

Richard Weed

SKIP VENCILL

Greg McKam

Bradly Shearn

Angela Durant

Pete Young

JEFF KNECHT

Whitney Dennis ☺

Sandi Sherman

Jason Volkert

Molly McNeerney

Jose Garcia

Traus Vyant

Paul Cobb

Jesse Nyberg

Chris Shaul

Lam M: Chung

Tim Sorenson

Struder Scobold

RICH ROSENTHAL

Bev Pomeroy

Bob Miller

DARCY WELLINGTON

CHRIS ROSSING

Adam Aioldi

Public Safety 101: Dealing with Police

CAPRA Standard 8.4.1 Public Safety and Law Enforcement In-Service Training

Educating employees through policies, procedures and training is an essential part of the Medford Parks and Recreation Department's dedication to employee safety and security.

One of the goals of the Department's training is to develop safety awareness in our employees. This awareness enables staff to recognize hazards they may be subjected to through their positions, and to take adequate precautions. This training cannot be effective unless it is a continuous program.

In-service training conducted by Medford Police Department on law enforcement topics included: Emergency Management Planning; Handling Disruptive Behavior; Handling Evidentiary Items; Laws/Ordinances and how to properly contact police with information; and interacting with Police and Fire.

How to properly contact Police with information

1. Determine the nature of the problem
 - a. If it is not a criminal matter, contact your supervisor.
 - b. If it is not an emergent criminal matter, contact the MPD Non-Emergent phone number at 541-245-9940, then contact your supervisor
 - c. If it is an emergency criminal matter, contact 911, then contact your supervisor
2. Secure the scene
 - a. Make sure the area that the crime occurred remains untouched until Law Enforcement arrive
 - b. If people are still on the scene, keep everyone at the scene as long as you can, until Law Enforcement arrive
 - c. If the people (person) is/are moving, observe where they are going to assist Law Enforcement when they arrive
 - i. Do not engage the person if he/she is combative
 - ii. If combative, allow them to leave the area without interfering
 - iii. Do not engage in any physical contact under any circumstances
3. Cooperate with Law Enforcement when on the scene
 - a. Describe what occurred with detail
 - b. Answer any questions they may have of the incident
4. Complete any necessary documentation
 - a. If an accident occurred, complete the appropriate accident form
 - b. For Recreation, write out an incident report detailing the occurrence
5. Update your supervisor
 - a. The supervisor will determine whether you should complete any further documentation or if you should contact the city attorney for any follow-up.