

Online & In-person De-escalation Training for Law Enforcement Officers

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<u>Training police to have the best possible outcomes</u> when interacting with those who are in distress



News Sport Comment Culture Business Money Life & style

News Australia news

Almost half of people shot dead by Australian police were mentally ill

Report says 44 out of 105 fatal shootings in the past 22 years were of people with mental illness

Nick Evershed and Oliver Laughland theguardian.com, Thursday 30 May 2013 08.58 BST 37–50% fatally shot by police had a mental health problem (Canada, UK, Australia & USA)



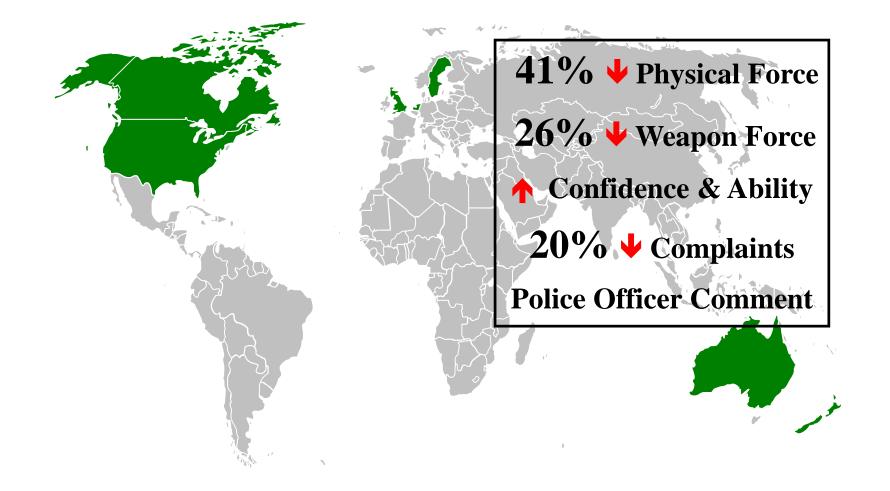
<u>University of Alberta – 5 Year Study</u>

- Department of Psychiatry in collaboration with local Police Service
- 19 training days, 663 officers
- 16 professional actors
- 6 realistic & reproducible hands-on scenarios



- Active listening, verbal/non-verbal communication techniques, deescalation
- Unique actor reactions & feedback





Krameddine et.al, 2013 Silverstone et.al, 2013

Krameddine & Silverstone, 2015 (over **22**,**000** views)



<u>Unit 1- Demo</u> <u>www.protraining.com</u>



Anna

ProTraining

Use communication and empathy to develop trust

Gaining trust is the most important obstacle you face when interacting with an individual who has mental health issues. Thust will help you to achieve positive outcomes, where individuals are willing to do the actions you need them to do to resolve the situation safely. The empathy and communication strategies in this course can help you to gain an individual's trust, and achieve positive outcomes.

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Mental Health Awareness Training

Look positive

Similar to your tone of voice, your body posture and gestures say a lot about the interest and attitude you are taking in an interaction. Which of these two people would you rather talk to? Select the photor to loan more about the rate of different body positions. Then select Tay for some dots of new to check your own body positioning.











Current Organizations Implementing Unit 1



Winnipeg Police Service Waterloo Police Service Bathurst Police Service Peterborough Lakefield Community Police Service Kawartha Lakes Police Service

> University of Alberta MacEwan University University of Saskatchewan University of Guelph University of Toronto York University Training Inc. Vancouver Park Ranger

> Disability Adult Transit YEG Go Transit

Maskwacis Ambulance Authority Government of Canada– Department of Finance



Paradise Valley Police Sweetwater County Sheriffs Boulder County Sheriffs Rhode Island University Fairbanks Police Department University of Oregon



Unit 2: In-Person Interactive Mental Health Training

Edmonton Police Service Winnipeg Police Service Waterloo Police Service University of Alberta MacEwan University University of Saskatchewan York University











Unit 2: CUSTOM In-Person Interactive Mental Health Training

Bus Operators





Currently Creating training for:

- Customer Service Workers
- Paramedics



"Our members are demonstrating an increase in confidence and efficiency in responding to mental health "calls for assistance". They have seen the effectiveness of an empathic, compassionate, and knowledgeable approach to providing assistance."

> Sgt. Stewart Cuzner University of Saskatchewan



Customizable Resiliency Training

Online & In-person Training

Sworn

Leaders

Non-Sworn



Recommendations * See Document

1 All officers receive live action scenario based de-escalation training.

2. The individuals used to portray escalated individual are actors that can give effective feedback.

3. Refresher training can be either in-person or online, and occurs at least every 3 years

4. De-escalation training should be incorporated into all in-person training.

5. All training must be evidence based

6. Following de-escalation training it is important to train police in stress reduction techniques so officers can recall de-escalation techniques taught while under pressure

7. Resilience training



Questions & Next Steps

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