

# Homeless Crisis Response Training

**The City of Olympia** provides ongoing Crisis Response Training in compliance with [RCW 43.101.427](#), also known as [The Doug Ostling Act](#). This act established requirements for Crisis Intervention Training (CIT) for all Peace (police) Officers in Washington.

**The Doug Ostling Act requires that all Peace Officers receive a minimum of 8 hours of CIT and take 2 hours of continuing education per year.** Training is provided through the Washington State Criminal Justice Training Commission (WSCJTC). In addition to the 8 hour training the WSCJTC also provides a full 40 hour course. In 2016 the City of Olympia sent 29 of its police officers to this 40 hour course and continues to send new recruits to the WSCJTC 8 hour training. All veteran officers complete at least 2 hours of continuing education per year.

## **40-hour CIT Training:**

This 40-hour Crisis Intervention Team Training class is designed to educate law enforcement officers on becoming a Crisis Intervention Team (CIT) officer.

The course will cover:

- The legal aspects of mental health commitments
- Liability issues
- Mental disorders ( including indicators of mental illness)
- Understanding mental illness
- Documentation
- The interpersonal relations necessary to effectively work with the mentally ill and their families
- The mental health system
- Intervention strategies for dealing with both low and high risk situations.

These courses are also available to non-commissioned staff on a space available basis.

## **De-escalation Training:**

**The City of Olympia** periodically offers a Verbal De-escalation Class to its employees through the Washington Cities Insurance Authority. This spring over 150 frontline employees participated in this 4 hour training.

De-escalation training is designed for Frontline Public Sector Customer Service Providers and Supervisors of Front-line Customer Service Providers. Mr. Graham provides training in "talking down" individuals in emotional and angry states. Most people follow a predictable chain of escalation before they get to the point of physically acting out.

This training teaches students to:

- Learn verbal tactics to assist in diffusing clients/public
- Understand and describe the predictors of violent behavior
- Utilize your agency resources, procedures, and personal safety skill to ensure safety
- Recognize and respond appropriately to dangerous situations in the workplace