

Proposal for:

PHOENIX TRAINING GROUP VIP RESPONSE TRAINING

Workplace Violence Prevention Program



2275 Huntington Drive, #303, San Marino, CA 91108
(833) 630-0300

Info@PhoenixTrainingGroup.com • Website: PhoenixTrainingGroup.com



Table of Contents

Part 1. Company Account References	1
1. Introducer and Contractor Experience.....	1-2
2. Proposer References.....	3-5
3. Testimonials.....	6
Part 2. Training Plans.....	7
1. Description of Proposed Plan for the Instructor Training Program	7
2. Training Program Development.....	8
3. Outline of Business Plan and Format Specific to the Organization.....	8-9
4. Provided Materials for the VIP Response Instructor Training Program.....	9
5. Description of our VIP Response Instructor Training Program	10-14
6. Description of Proposed Plan for Phoenix Training Group to Conduct Classes.....	15
7. VIP Response Compared to other Violence Prevention Programs	16
8. Vision of a Successful Partnership.....	17-19
Part 3. Cost Information.....	20



Part 1: Company Account References

1. Introduction and Contractor Experience

1977-Present: Doc Elliot has been a Violence Prevention educator and instructor for over 40 years, helping to develop the first Nationally recognized and widely-used violence prevention education programs to health facilities, schools and law enforcement in the Country called, Management of Assaultive Behavior, or “MAB.” Doc owned, operated and trained the MAB program since 1977, implementing the successful techniques in every state in the Country until selling that company in 2015.

Recognizing a greater need for a different and updated approach to the escalating violence that the world is experiencing these days, in 2016, Doc Elliot launched another Violence Prevention Company called, **Phoenix Training Group** in order to develop a better, more effective and much more diverse program called **VIP Response Training**, (Violence Intervention and Prevention) that can adapt and apply to all different types of workplace environments, as well as the corporate world and just everyday life for people wishing to better understand how to recognize, remove themselves from, or de-escalate an aggressive or violent situation. By partnering with The Phoenix Training Group, you will have over 40 years of experience of how best to identify, prevent and manage any type of aggression that you or your organization may be encounter. In doing so, you will help to create a safer environment for your employees and people that they serve.

Every business, facility and organization has very different needs and issues. We understand that. Violence is not a “One-Size-Fits-All” dynamic, so the training your employees receive shouldn’t be either. The VIP Response Training is a fully customizable program that is specifically fitted for your organization. So please allow us the opportunity to demonstrate how we can completely *customize* an effective Workplace Violence Prevention Program, personally tailored for your organization at your convenience.

During those years of providing training to thousands of companies, Doc Elliot has built a solid reputation for helping companies develop ways to improve the quality of service they provide, while exceeding their education requirements. It has been a mission to both use the best resources available, or develop the resources and information himself when educating individuals and companies in the host of topics he has offered over the years, including his own Violence and Assaultive Behavior Prevention/Crisis Negotiation training techniques to help people create a safer, smarter and more therapeutic environment to work within.

In doing so, Doc has created award-winning curriculums along with hand-forged and extremely effective foundations for training any type of facility, its employees and management in how to nurture their own abilities of becoming better at what they do, while creating a high standard of compliancy and safety for the companies themselves. The content covered within the workshops are not only the most current and up-to-date material available, but Doc Elliot has worked hard to cultivate a productive and continuous working relationship with local, County, State and Federal regulatory agencies in order to ensure that the training provided is injected with exactly what is necessary to ensure the expected compliancy, along with a better understanding of what is most effective.

When training his specialty of defusing assaultive behavior within the workplace, the main focus is always on preventing and de-escalating aggression and violence before it becomes physical while at the same time, exploring the psychology of how and why we respond the way we do. In turn, we can begin to change our own way of responding and reacting to this sort of behavior. Doc currently trains and consults to hospitals, health facilities and a host of other public and private companies as well as state and federal organizations, using his unique and effective negotiation methods, as well offering the vast collection of other dynamic and comprehensive training workshops and services.



- ✦ President and founder of consulting and training company, Phoenix Training Group, providing state of the art and effective violence prevention education to organizations who experience aggressive behavior within their workplace and wish to be better prepared for the situations that they encounter. Currently working with the Senate, Congress and lawmakers of each State to help develop and implement new and more effective workplace violence laws that help protect organizations and employees who may be exposed to violence within their jobs. Policy and protocol development, clinical program development as well as safety design and architectural unit construction.
- ✦ Past President and founder of consulting and training company, MABPRO International (MAB). Recognized and endorsed Nationally and Internationally, serving thousands of organizations and over a million individuals during the over 40 years, with trainers networked in every state, for consultation and training. In addition while leading MABPRO, Doc has overseen policy writing and implementation for behavioral health facilities, critical care hospitals, ERs, child and adult protective service departments, developmentally challenged and autistic centers, rape crisis programs, motion picture and television studios, corporate companies, schools, labor unions, law enforcement and Federal agencies throughout the U.S. Has also assisted International law enforcement and corrections in helping to develop negotiation-based policies and protocols for their organizations. Doc has also developed compliancy-oriented programs and educational training for organizations on topics such as Crisis and Hostage Negotiation, Violence in the Workplace, Active Shooter Training and Assessment, Suicide Assessment and Prevention, Prisoners Within Healthcare, Involuntary Hold Criteria Education, Risk Assessment, Policy and Procedure Writing, Patient Rights, Cultural Diversity, Team Building, Effective Communication, Sexual Harassment, Elder Abuse, Staff Development, and Self Defense.
- ✦ Direct responsibilities included interfacing with health facilities and their administration, management, human resources, and working staff through a variety of consultation protocols to assess, design, and implement ways to help create safer, more compassionate, and more productive environments for the agencies involved. Actively participated in hospital and facility initiatives, identifying new training modalities, and collaborating with management to ensure access to evidence-based education. Oversight of continuing education process, and appropriate recording and accreditation of all educational activities for staff; class scheduling; and preparation and selection of instructional materials, equipment, and training aids when necessary.
- ✦ Direct interaction with State and Federal regulatory agencies and law makers to help facilities design, implement and regulate policies and procedures within the required compliancy-based training necessary to ensure their continued quality and compliancy. Also initiating meetings with State of California Senators and U.S. Congress men and women who are responsible for authoring and enacting the laws governing facilities to provide quality and compliancy-based training to update and amend current laws, as well as to help create new laws involving workplace violence prevention specific to healthcare. Over the years, Doc Elliot regularly travels to and has become a liaison between healthcare, behavioral health, forensic and law enforcement organizations Nationwide, learning from and contributing to the process of Workplace Violence Prevention and understanding and creating a network of administrations between the facilities and State officials of how better to ensure the safest environment for healthcare and law enforcement while better caring for the clients they serve and protect.
- ✦ Past member of several Hostage and Crisis Negotiation Teams Nationwide including the Federal Crisis and Hostage Negotiation Unit, the International Hostage Negotiator's Association, the California Association of Hostage Negotiators, Texas Hostage Negotiator's Association, the Western States Hostage Negotiator's Association.



2. Proposer References

Cox Health Network

3801 S. National Ave.
Springfield, MO. 65807
Winston Larry D.Min., LSW, BS, Enterprise Educator
Phone: 417.269.8524
E-Mail: Winston.Larry@Coxhealth.com

Phoenix Training Group VIP Response Training Instructor Program

Providing the entire network of 50 Cox Health Facility locations throughout Missouri and tens of thousands of employees with Workplace Violence Prevention education, customized to the specific needs and requirements of each Cox location depending upon the type of services they provide, focusing on specific target areas and issues identified by myself and the organization's administration and education department, performance history and risk assessments. Helped develop specific protocols for each location, as well as to conduct additional requested education from the organization following the positive response from the introduction of the program into the company, including special high acuity violence training with security and law enforcement containment, arrest and active shooter training for the different types of clients they serve, pursuant to the specific environmental situations that sometimes occur while staff are performing their jobs. Regular assessments and meetings are also held to further assist the facility in improving the safety they provide to clients, staff, and visitors by targeting any current situations and environmental changes that might need specialized attention or training to meet the goals of the organization and the requirements of regulatory agencies.

Henry Mayo Newhall Hospital

23845 McBean Pkwy.
Valencia, CA. 91355
Glenda Schneider, Director of Education
Phone: 661.200.1160
E-Mail: magiarkr@henrymayo.com

Workplace Violence Prevention and Specialized Education Resources

Providing the entire staff of Henry Mayo Hospital and offices of psychiatry, social services, behavior health agencies, probation and law enforcement community with Workplace Violence Prevention education, On-site Risk Assessment, as well as Active Shooter Training and Protocols, customized to the specific needs and requirements of each department, focusing on specific target areas and issues identified by myself and the organization's administration, performance history, and risk assessments. This includes the Emergency Department and psychiatric division within the Santa Clarita Valley and 661 area. Regular assessments and meetings are also held within the organization to further assist the facilities in improving the safety they provide to clients, staff, and individuals that they encounter by targeting any current situations and environmental changes that might need specialized attention or training in order to meet the goals of the hospital's needs and facility's requirements of regulatory agencies with which they work.



Yellowstone Boys and Girls Ranch

1732 South 72nd Street West

Billings, MT. 59106

John Dailey, Program & Spiritual Director

Phone: 406.651.2871

E-Mail: johnd@ybgr.org

Phoenix Training Group VIP Response Training Instructor Program

On-going training of over forty instructors in order to provide the entire 400 acre adolescent residential treatment facility group homes and surrounding school districts with Workplace Violence Prevention education, customized to the specific needs and requirements of each department, focusing on specific target areas and issues identified by myself and the facility's administration, performance history and risk assessments. Helped develop Workplace Violence Prevention protocols for the facility specific to their clientele to further assist the facility in improving the safety they provide to clients, staff, and visitors by targeting any current situations and environmental changes that might need specialized attention or training to meet the goals of the facility and requirements of regulatory agencies.

**Child Development School, Department of Pediatrics, UC Irvine Health
Center for Autism**

19262 Jamboree Road

Irvine, CA. 92612

Rose Holland, MSW, Program Manager

Phone: 949.824.2343

E-Mail: rose@thechildrenschool.net

Workplace Violence Prevention and Specialized Education Resources specific to the needs of Children with Autism.

Providing the administration, educators, physicians, social workers, and autism researchers with Workplace Violence Prevention education, customized to the specific needs and requirements of each department, focusing on specific target areas and issues identified by myself and the facility's administration, performance history and risk assessments. Helped develop Workplace Violence Prevention protocols for the facility to further assist the facility in improving the safety they provide to children with autism by targeting any current situations and environmental changes that might need specialized attention or training to meet the goals of the facility and requirements of regulatory agencies.



Community Integrated Work Program – CIWP

1105 Buchanan Road, Suite A
Antioch, CA. 94509
Philip Tramposh/Craig Rose, Regional Directors
Phone: 310.597.9941
E-Mail: Ptramposh@ciwp.org

Workplace Violence Prevention and Specialized Education Resources

Providing the entire network of 14 Regional Center locations throughout Northern and Southern California and several hundred employees with Workplace Violence Prevention education, customized to the specific needs and requirements of each Regional Center location, focusing on specific target areas and issues identified by myself and the organization's administration, performance history and risk assessments. Helped develop non-handon protocols for each location, as well as to conduct additional requested education from the organization following the positive response from the introduction of the program into the company, including special violence prevention and assault evasion training for the different types of clients they serve, pursuant to the specific environmental situations that sometimes occur while staff are performing their jobs. Regular assessments and meetings are also held to further assist the facility in improving the safety they provide to clients, staff, and visitors by targeting any current situations and environmental changes that might need specialized attention or training to meet the goals of the organization and the requirements of regulatory agencies and Regional Centers that oversee them.

Phelps County Medical Center

1000 W. 10th St.
Rolla, MO. 65401
Franz Kindel, Education Coordinator
Phone: 573.458.7553
E-Mail: Franz@maheclibrary.org

Phoenix Training Group VIP Response Training Instructor Program

Providing the network of Facility locations throughout Missouri with Workplace Violence Prevention education, customized to the specific needs and requirements of each Phelps County location depending upon the type of services they provide, focusing on specific target areas and issues identified by myself and the organization's administration and education department, performance history and risk assessments. Helped develop specific protocols for each location, as well as to conduct additional requested education from the organization following the positive response from the introduction of the program into the company, including special high acuity violence training with security and law enforcement containment, arrest and active shooter training for the different types of clients they serve, pursuant to the specific environmental situations that sometimes occur while staff are performing their jobs. Regular assessments and meetings are also held to further assist the facility in improving the safety they provide to clients, staff, and visitors by targeting any current situations and environmental changes that might need specialized attention or training to meet the goals of the organization and the requirements of regulatory agencies.



3. Testimonials

“The Assaultive Behavior/Crisis Negotiation Workshop that I attended from Doc Elliot provided practical, hands-on experience to assist individuals in crisis. Mr. Elliot’s class provided the psychological tools necessary to de-escalate a hostile or suicidal person, helping reinforce the use of non-physical means to provide a safe environment. His professional and soothing demeanor, no nonsense approach to what truly re-escalates a crisis, coupled with his real-life experiences, engages his audience and provides an atmosphere to utilize critical thinking skills in various situations. This information would be highly beneficial for anyone working with the public, including doctors, nurses, office staff and anyone, both clinical or not, who has possible contact with aggressive, suicidal, or potentially violent individuals.”

- Adam Herdina, Psy.D. – L.A.P.D. Police Psychologist/Crisis Negotiation Team – Los Angeles, CA.

“As a practicing Psychiatrist within the medical community and Medical Director of Las Encinas Psychiatric Hospital in Pasadena, California, I have known Doc Elliot for fifteen years now. During that time, I have watched as Doc has distinguished himself in every aspect of clinical psychiatry and in doing so, has created a respected reputation of being able to understand and solve just about every situation that he is faced with. He has a unique gift of possessing an intuitive understanding of very complex problems concerning the assessment of potentially explosive and violent situations before they occur and handles crisis with great courage, skill and confidence. Not only can Doc handle these very challenging situations superbly within the psychiatric setting, but he also has the ability to share his knowledge by educating others with his very creative, pertinent and entertaining training, using a rare combination of wisdom and empathy. I recommend his training highly.”

- Dr. Joseph Haraszti, Ph.D. – Los Angeles Media Resource Psychiatrist – Pasadena, CA.

“Since implementing Doc Elliot’s program several years ago, our incidents of escalation and Restraints have decreased significantly from one or two per day, to one or two per six months. Our staff who care for “at risk” youth within youth ranches, local schools and teens who at times become very aggressive, are employing the lessons taught in the seminars when faced with situations in our State-wide organizations. It has been a pleasure having Doc provide us with the support and level of education that actually works.”

- John Daily. – Program and Spiritual Director, Yellowstone Boys & Girls Ranch – Billings, MT.

“Doc Elliot has been instructing our facility in violence prevention classes for some time now and the employees who have attended have commented on how informative Mr. Elliot’s classes are, in comparison to classes they have taken in the past. I decided to sit in on one of the classes given by Mr. Elliot and found that the class was very interesting and enjoyable. His teaching style is professional and supportive, demonstrating effective hands on techniques and very realistic situations. He consistently displays excitement and kept the participants interested. At the end of the class, all participants were able to demonstrate and verbalize all of the required objectives. I have also found Mr. Elliot to be flexible, motivated and very approachable. It is refreshing to meet such a motivated, sincere and positive person. Doc Elliot is a professional instructor with excellent leadership qualities. I am confident that he would be an asset to any facility needing his services and would continue to exceed your expectations.”

- Kathi Hemphill, RN, BSN, Director of Education, Emanate Health – Glendora, Covina & West Covina, CA.

"As Director of several healthcare organizations over the years, I have seen a positive impact on my staff's level of composure and confidence in anticipating behavioral issues with patients and working to de-escalate in constructive ways. We have used other programs such as CPI in the past and by far, this is the best program I've worked with. There is a noticeable decline in incidences along with staff anxiety about potential behavioral problems whenever Doc's program is applied to the organizations."

- Marcia Potter, RN, MA, PN, CEO, SynTact Solutions/Director of Clinical Resources – Los Angeles, CA.



Part 2: Training Plans

1. Description of Proposed Plan for the Instructor Training Program

In terms of a training plan by using Phoenix Training Group, we suggest that there be a meeting with representatives from each department that the training will be implemented for, or within a series of administrative meetings at locations convenient for the organization, in order to evaluate the needs of the individual departments and how best to expedite the process of customizing the training as efficiently as possible. We will also discuss the resources available from Phoenix Training Group that will not only help the organization achieve the best possible training experience, but also how to best use the on-going resources available within Phoenix Group in order to give the best possible training now and in the future.

Based upon those conclusions and information gathered, we will develop training plans specific to the different departments and locations for which they will be providing the training and even individuals within the departments that may be at risk. We will then plan training dates covering the geographic areas collectively within the areas that the departments are located. The training can be done at the host facility and/or at any location that Phoenix Training Group is hosting the training.

The four and five day training can be during the week and over weekends, whichever is best for the scheduling and travel of the staff who are chosen for the training. Once the trainings have been completed, the staff who are certified can return to their facilities and then, assisted by Phoenix Training Group, will be able to develop their own structured curriculum that best suits the departments of the facilities for which they work. Phoenix Training Group will always be available to help the instructors to develop their training plans and curriculums in accordance with where they will be training and how best they can function as a trainer.

The PhoenixTrainingGroup.com website and online Instructor's Club will assist the instructors with the ability to access information, read and download updates and announcements, communicate with myself and other trainers from around the country or within the network of facilities we train for to gain insights on how best to teach their classes. We personally want every new instructor to succeed in their roles as VIP Response Training instructors collectively for their benefit, the benefit of the organizations and to represent the Phoenix Training Group company as a dynamic and effective trainer.

We recommend that before the new trainer teaches their first class, that myself or a representative from Phoenix Training Group actually teach a full-day class at the facility that the new trainer works with, in order for the new instructor to understand more how the class is structured and taught. The instructor also has the opportunity to attend any classes outside of their facilities for the same reason. We feel that it is important for the instructors to have experience watching classes if necessary, in order to better gauge the pacing of the class should go for the maximum effectiveness.

Individuals who attend the trainings have different learning and retention skills and therefore the results for some may be that they become great instructors right from the beginning, where others may have an issue of speaking in front of groups of people. So the actual assisting of the new instructor at their locations often helps them to overcome any of those hurdles. And we have found that this also serves as a tool to set the bar for the instructor to strive for when teaching their own classes.

The standards for training are very important to our company when allowing a trainer and the facility for which they train for. To better assist the new instructors to be the best trainers that they can be, we offer an array of continuing and always available resources that the new instructors can pull from so that they can provide the level of effectiveness, safety, protection, and compassionate responses necessary for their training curriculums at the facilities that they will be conducting classes at.



Instructors who have attended and assisted classes that were set up for their facilities and taught by a seasoned VIP Response trainer once the staff have become instructors, have reported a much deeper understanding of the material, how it applies to their facility, and a quicker absorption of how to implement and train the courses to their staff.

Once the instructor has reached a level where they and the facility feel that they are prepared to conduct a class on their own, or with other co-instructors, they will then have the opportunity to speak with us at any time in relation to how they and the facility feel that they are performing. With that, we will always be available to offer feedback and resources of how to create the ability for them to improve for the benefit of themselves and the facility for which they train. Newly certified instructors are always welcome to attend any and all classes that Phoenix Training Group is hosting or teaching, no matter where, without charge, and as many times as they feel necessary to help them to understand how better to teach their own classes, but generally, almost all new instructors have the ability to train soon afterward without this option, especially if the instructors teach in tandem. This offer to sit in on classes at any time, includes any other instructor training classes they wish to attend within the timeframe of their current status as instructors.

The training they receive should be sufficient to prepare them for the classes they are to teach, but there are so many complexities to the subject and the fact is that, presenting a multi-hour class in front of a group of people, some new trainers who have never taught an education class sometimes need to see how the classes are taught before they feel comfortable to take on their first class alone. This is why we work hard to provide them and their organizations with as much follow up assistance as possible in order for them to be not just any trainer, but a trainer who is the best at teaching the VIP Response program.

2. Training Program Development

As for how we will develop the training plan, that is already in place and ready to be applied to the process stated above. The only training plan development will be in relation to the specific needs of the individual facilities involved and how we will help assess those needs from meetings with the representatives of each of the departments in order to customize the trainings to their requirements and needs. This is done by customizing some of the trainings with an emphasis on whatever the facility would see as most important to focus on, or within a general focus for an array of departments.

The timeframe of hours per class will be recommended with a standard eight hours for initial/provider classes and four hour re-certification classes, but ultimately, the organization has the ability to design the hours of training around the needs of the facilities as long as they recognize each training as a VIP Response class. Facilities may create the hours of training to be two, three, four, six, eight, twelve and even two day sixteen hour classes as long as they award a Phoenix Training Group-generated certificate for the class. Many of the organizations break up classes to fit the curriculum around the needs of specific departments and client contact or lack thereof. The bottom line is that the organizations have the ability to customize the training to what needs that each one requires and Phoenix Training Group will always be available to help.

3. Outline of Business Plan and Format Specific to the Organization

Training Format: Phoenix Training Group will coordinate with the directors of this project to provide the four or five day, VIP Response Workplace Violence Prevention Instructor Training program to certify the chosen individuals as official VIP instructors so that they can provide their facilities with the training necessary to comply with all State and Federal policies and requirements. Based upon the determination of where the trainings should be held, we will begin the scheduling for these classes as soon as the decision to choose Phoenix Training Group as the preferred program has been made. Once the training has been completed, the instructors will process all paperwork necessary regarding the training and oversee the implementation and maintenance of the program from there forward.

Maintenance of Training Follow up: Phoenix Training Group will retain records sent in from the instructors regarding the certificates where it will be placed into our certificate database where it will be kept for reference, compliancy, and retrieval for any future requests, verifications, and re-certifications.



Myself and other trainers will be available for the new instructors and their facilities to assist in developing class plans and help teaching the actual classes if the instructors require any further refreshing of the curriculum.

Phoenix Training Group will maintain certification records to notify the instructors of updates, changes to the policies, how to stay compliant within their certifications, and when and how to submit their paperwork and the disbursement of any new and revised materials. Before the instructors' certification expiration dates arrive, Phoenix Group will notify them of what is required to maintain their certification properly. Once the instructors' three-year re-certification is up, then the selected instructors will attend a two-day re-certification class so that their certification will roll over for the next following three years.

Phoenix Group will also conduct any additional VIP Response Training classes requested by the facility in the event that the facility instructors are for any reason unavailable, or have leave the organization, leaving the facilities with no instructors. The pricing for those additional classes will be negotiated upon the regular rate of training at that time and agreed upon the facility and Phoenix Group.

Coordination with any departments from the organization will be continually maintained in relation to updates, issues, and changes that may need to address or initiate. As a result of those issues, we will then appropriately assess or reassess the needed changes and develop methods of implementing those directives. This includes direct focus and specific levels of training for different areas of healthcare such as ED, clinical settings, behavioral health, and fringe staff that may have limited access to environments that are potentially volatile, as well as with the organization's online interface platforms with online training if requested.

4. Provided Materials for the VIP Response Instructor Training Program

Materials for the on-going classes once the employees become instructors will be provided for **Free**, with all workbooks, handouts, skill assessments, tests, evaluations, class signs and PowerPoints included as a part of the price of instructor training. Once the employee has completed the training, they and the organization will receive a USB drive with all materials needed to plan for and conduct their classes. Besides the official Phoenix Group VIP Response Certificates that the organization will be responsible to purchase for each employee that attends and passes any training conducted by the instructors, there are no additional costs after the instructor training has been completed. The price for certificates are only \$3.00 per unit, just enough to cover printing and processing.

Additional Resources: Phoenix Training Group will provide a proprietary and exclusive section of the PhoenixTrainingGroup.com website, where instructors will be able to log in and access updates, workbooks, training materials, videos, fresh copies of paperwork, announcements, compliancy issues, new and relevant laws that could affect healthcare and the facilities, communicate with other instructors and even other facilities. In addition, in the future there will be the provisions for on-line, de-escalation Simulation programs and DVD-oriented programs and training related to this training, both as refreshers and new material, as well as other trainings that Phoenix Training Group provides. Any updates for workbooks and materials will also be shared with the organization at no extra costs as well.

- Bound, in-color text workbook packed with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.
- Stapled grey scale text workbook packed with with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.
- Stapled grey scale packet of lesson points, exercises and condensed amount of psychology-based information in conjunction with the PowerPoint presentation for the expansion of material covered.
- Downloadable, bound, in-color text workbook packed with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.



5. Description of our VIP Response Instructor Training Program

Four Day Standard VIP Response Instructor Training:

This Phoenix Training Group program is a newly redesigned and much improved four day VIP response Instructor Training Workshop offered to organizations that wish to provide the best in Workplace Violence and Crisis Prevention Training for their employees and the clients they serve. Attending this training will help to create a higher level of understanding and confidence that will resonate into every aspect of life, ensuring a much safer and more compassionate atmosphere for anyone, whether they work within the volatile critical healthcare field or not.

This program goes far beyond any aggressive behavior training offered before, while at the same time addressing the important issues surrounding safety, liability, compliancy, as well as the compassionate treatment of the clients we serve. Being the most current and compliancy-friendly training available, this program will fulfill any regulatory and compliancy requirements, while demonstrating to the accreditation agencies that your facility is willing to go beyond what's just simply necessary and not only provide, but actually exceed, what's best for the facility and its employees, while focusing on preventative measures instead of reactive ones.

During this program, incoming instructors will learn new skills, work on sharpening old ones, and enjoy the entertaining and informative format of the class, which is rooted in a strong psychology and crisis negotiation-based, real world system of learning.

This fully customizable, de-escalation and workplace violence prevention program will cover the essential and trusted methods of crisis negotiation, which when used in the stages before any physical intervention or assault that personnel might be faced with, will in most cases prevent the need for any physical intervention. And in the event that the intervention becomes physical in nature, the program will then address the methodology to protect those in danger and defend oneself humanely and safely for both parties, as well as how to help effectively manage the assaultive situation, individually or as a group.

This program is a must for any facility that strives to develop a cohesive and productive team of individuals to represent itself as a caring and compassionate staff force. Feeling safer and more confident to deal with difficult situations is especially important these days as the world has taken such an unpredictable turn, and being able to act quickly and defensively has become an essential survival tool to emulate.

The customization of this training is a key importance when it comes to educating a skilled and multi-dimensional group of employees within a facility, whether large or small. Some staff require more comprehensive and introductory training in the philosophies of this program, while others possess specialized skills and education that warrant a less intensive format. Still others are not as involved as much within the daily client contact that would excuse them from a portion of the information offered.

This is why the structure of the program is multi-faceted to conform to the needs of the facility being taught and why the trainer needs to be flexible enough to be able to customize the class for the specific target audience and facility involved. In the case of the specified facility needs, there will be emphasis on this since there may be more than one facility to where the instructors will return to, so a focus on customizing the principles and curriculums will be addressed for this to be more effective for any different facility requirements and environments.

All employees who are involved within this Instructor Training program will receive structured and comprehensive VIP Response workbooks, packed with real-world, psychology-based information, along with customizable reading and electronic educational materials, helpful for the employees in understanding the philosophies and practical uses of VIP Response Training. Legal information and laws will also be provided to instructors in order to better understand how to protect themselves, the staff they train, and the facilities for which they train for.



All participating facilities will be provided with USB drives with proprietary and comprehensive compliancy-focused sign-in sheets, competency checklists, post tests, waivers, PowerPoint presentations, evaluations, handouts, and class signs.

The following pages are the descriptions of each day's content:

Day 1.

- ☞ Completion of contracts, paperwork, and establish goals of the training.
- ☞ Demonstration of the VIP Response lecture portion of the class, taught to develop a sense of content and pacing that help make up an effective training.
- ☞ Development of individual and team plans for the remainder of the training to fully customize the class for each of their facilities or organizations.
- ☞ Understand the concept of when and whether employees have the legal right to step in physically when faced with an aggressive or potentially assaultive individual, as well as realize that a gray area exists between each employee's interpretation of their own level of perceived threat which dictates their response to the aggressive individual.
- ☞ Understand the concept that every intervention or response between the employee and an individual threatening or inflicting violence, needs to involve the team approach and intervention, rather than a singular one if the outcome is to be a successful and therapeutic conclusion, and that this approach is essential to creating and strengthening the team within the facility. Students will also examine the importance of thinking preventatively while performing exercises to fully understand the thought process of preventative and critical thinking.
- ☞ Understand the concepts forged from standard crisis negotiation training, of focusing on what is behind any aggressive behavior instead of focusing on the behavior itself, to create an understanding of the root causes of the situation instead of the situation itself. Once this concept has been established and demonstrated, the participants will be able to help direct the incident from a volatile one into a calmer and therapeutic intervention that will not simply end as a "controlled" incident, but instead one in which the aggressive individual actually benefits therapeutically from the process.
- ☞ Understand their own reactions to aggressive, assaultive, or potentially assaultive behavior in a therapeutic way that is beneficial for both themselves and the aggressive individual by examining their recognition, reactions, and response to violence or aggression. This in turn will act as a powerful learning tool in understanding more about the instinctive reactions we exhibit while faced with an aggressive situation and how to recognize and manage our own reactions in order not to escalate a potentially aggressive situation. Emphasis will be made on this concept so that the attendees will be able to clearly identify and avoid a reaction that will cause an incident to become volatile when it could have been prevented. Attendees will learn how these same principles apply to our own lives as well, realizing that if we are not able to effectively de-escalate ourselves within stressful situations outside of a facility we work within, then we most likely will not be able to calm a situation while working within the facility without learning these very important dynamics.
- ☞ Understand the three important elements of the custom-developed "Intervention Triad," which includes concepts and examples of Teamwork, Communication, and effective Plan of Action, known to all employees involved in the response when dealing with an escalating, aggressive, or violent encounter, to help ensure a successful and therapeutic resolution to the situation.
- ☞ Understand the importance of using one experienced Team Leader when responding to an escalated, aggressive, or assaultive situation and that only the Team Leader, either chosen or elected, should be the one communicating with the escalated or hostile individual, so as to direct or re-direct the focus



between the employee and the client, and therefore better lead the encounter to a more successful and therapeutic resolution.

- ☞ Wrap up of the day and preview of the next day's events.

Day 2.

- ☞ Understand the five phases of the Assault Cycle and how it maps out and explains the physical, emotional, and psychological behavior responses, and how it applies to the clients, employees, and the facility's milieu.
- ☞ Learn and review the B.E.N.D. Model Flow Chart in order to understand the simple algorithm process while encountering a potentially violent person or situation from start to finish and how to direct it in a positive direction based upon negotiation skills and the ability to follow the flow of where the proven process guides us.
- ☞ Understand both internal and external factors responsible for triggering escalation and assaultive behavior, and how to effectively assess and respond to the individual situation to help calm and resolve the encounter to assist in preventing a physical response.
- ☞ Understand the importance of body language, both exhibited by clients and employees.
- ☞ Understand the crisis negotiation-based concept of using re-direction and/or distraction techniques when confronted with an escalated, aggressive, or assaultive interaction between employees and clients, or unknown individuals when facility resources offering assistance might not be available yet, and so how to use either singular and/or a team-oriented response to de-escalate and protect oneself in the process.
- ☞ Understand the twelve elements of Active Listening during the negotiating process.
- ☞ Understand and demonstrate the concepts and importance of a distinct Plan A, Plan B, and Plan C protocol during a team-oriented effort, as well as the Crisis Negotiation-based twelve step Active Listening Format to help ensure the staff are negotiating correctly and creating an environment of calm instead of chaos. Students will be able to map out the steps for their own situation, to build a better team and therapeutic outcome to the crisis, as well as to help the patient realize a healthier decision-making process.
- ☞ Understand the importance and content of an appropriate and therapeutic dialogue between the employee and the escalated, aggressive, or assaultive individual during the de-escalation or physical containment process, and how this either can calm or fuel a situation. Examples will be learned of what dialogue to offer and how to deliver that dialogue so the escalated or aggressive encounter will be more likely to resolve with a successful and therapeutic outcome.

Day 3.

- ☞ Continue to demonstrate and understand the compassionate, non-injurious, regulatory agency-compliant, and simple yet effective evasive self-defense techniques when faced with an assaultive or potentially assaultive encounter.
- ☞ Understand and demonstrate the debriefing process between the employees and the aggressive individual, when appropriate, or when the individual is a client of the facility. We will address this section to establish the possible reasons for the aggressive act, how we as staff can help to prevent a similar incident from happening in the future, and to help the aggressive individual process the therapeutic value of the incident. By doing this, the employees can also learn how to read the individual's early warning signs better, as well as how the client can learn how to communicate more effectively to the employees, all with the intent of preventing a further act of aggression occurring from



that individual in the future. In the case where an incident has occurred, then the recording of that incident to meet the facility's and any outside agency's documentation requirement will be discussed.

- ☞ Effectively use the debriefing process with the affected employees to examine and forensically dissect the incident itself, to learn from the outcome why the incident occurred and what staff might have done to prevent the situation in the first place.
- ☞ Discuss the VIP Response Training materials for the classes that they each will use for their individual facilities and how to apply what they have learned to merge the two together for the training, as well as the follow-up process to maintain their certifications.
- ☞ Understand and demonstrate humane, non-injurious, regulatory agency-compliant, and simple yet effective evasive self-defense techniques when faced with an assaultive or potentially assaultive encounter, derived from some of the oldest protective arts ever developed. This section is approached very carefully, and the emphasis on defending minimally and escaping immediately to protect oneself and obtain assistance from support staff, is stressed heavily to create a safe and more effective solution to the situation. It must be understood that the evasive techniques taught within this workshop are extremely aggressor-friendly and not designed to injure the assaultive person, only evade them quickly without using an aggressive response in return, even when the individual is attempting to use deadly force.
- ☞ Wrap up of the day and preview of the next day's events.

Day 4.

- ☞ Understand and demonstrate the simple, physical containment intervention techniques, using two, three, four, and five-person team-coordinated efforts, as well as how to use the extra support staff who might also respond to the situations. During this training section, the staff will be able to implement and practice the techniques that they will be teaching while helping to develop a more efficient and coordinated team for the employees they train by each participant having the chance to be a team leader during the exercise. Discuss what each participant learned from the workshop, ways to develop and enhance the teamwork within the facility, as well as to examine their own issues and responsibilities of how to create a more compassionate, effective, and therapeutic staff.
- ☞ Discuss the Phoenix Training Group materials for the classes that they each will use for their individual facilities and how to apply what they have learned to merge the two together for the training, as well as the follow-up process to maintain their certifications. Wrap up and final thoughts and instructions, followed by certificates being awarded to the new instructors and what plans they have for training now that they are certified while also developing their own plans to become the best Instructors for themselves as well as for their organizations.

Optional 5th Day High Acuity Containment and Evasion VIP Response Instructor Training

As an addition to the four-day Instructor Training, this optional 5th Day High Acuity Containment and Self-Defense Training is specially designed for those who have completed the four-day Instructor Training and are expected to respond to violent situations and people as a part of their job description. This one-day intensive add-on course is customized for the organizations that deal with violent situations routinely and have employees that will be part of a team who would safely and compassionately control the violent person as a part of their jobs. Completing the four-day Instructor Training is a prerequisite for attending this 5th Day Training.



Day 5.

- ✦ Explore the goals of the training for each person attending and how it applies to their organization.
- ✦ Discuss each person's role within their specific employment environment and what rights, policies and restrictions they may have that would be relevant to them attending the optional 5th day of training.
- ✦ Demonstrate higher acuity physical containment intervention techniques, using two, three, four, and five-person team-coordinated efforts, as well as how to use the extra support staff who might also respond to the situations. We will also discuss the possible use of the participant's own weapons and mechanical restraints that may be introduced while containing the conflict, or while waiting for outside law enforcement to arrive. During this more intensive training section, the staff will be able to practice the techniques much more, helping to develop a more efficient and coordinated team for the employees they train. This training would be appropriate for both security officers, or hospital police as well as for hospital staff.
- ✦ Discuss the introduction of higher-level violence to staff and the higher acuity response allowed or forced into as well as the non-invasive self-protection techniques that are appropriate and safe to both staff and patients. Participants will be exposed to such situations as individual assaults that could overpower the staff and the use of weapons such as knives and guns. This training would be appropriate for security officers and hospital police more than for hospital staff.
- ✦ Introduce videotaped role-play scenarios involving several different types of patient or visitor aggressive behavior, using individual and team-oriented interactions by the participants in order to develop more effective de-escalation and negotiation techniques. Once presented with the escalated, aggressive, or assaultive situations, then students will be able to respond appropriately, either individually or within the team-oriented approach, to de-escalate or physically contain the situation, arriving at the best solution while doing so. Following the role-play scenarios, participants will then review the videos forensically to discuss ways that the staff correctly or incorrectly reacted to or resolved the situation, how they might have been ineffective, what they did to help the incident, or how they contributed to the escalation process. This training would be appropriate for both security officers, or hospital police as well as for hospital staff. Effective use of the debriefing process with the affected employees to examine and dissect the incident itself, so as to learn from the outcome why the incident occurred and what staff might have done to prevent the situation in the first place.
- ✦ Wrap up and final thoughts and instructions, followed by additional certificates being awarded to the new instructors that have elected to complete the 4th day of training, and how they will implement the higher acuity responses while keeping the staff, patients, visitors and themselves safe while also developing their own plans to become the best Instructors for themselves as well as for their organizations.

6. Description of Proposed Plan for Phoenix Training Group to Conduct Classes

If your organization chooses to have Phoenix Training Group organize the training on-site and travel to you in order to train your employees instead of certifying a select number of employees to become instructors, then we suggest that there be a meeting with the directors of whichever department are responsible for organizing and overseeing the education for employees. Once we have a clear direction of what sort of training the organization requires, then we can meet with the representatives from each department that the training will be implemented for, or within a series of administrative meetings at locations convenient for the organization, in order to evaluate the needs of the individual departments and how best to expedite the



process of customizing the training as efficiently as possible. We will also discuss the resources available from Phoenix Training Group that will not only help the organization achieve the best possible training experience, but also how to best use the on-going resources available within Phoenix Group in order to give the best possible training now and in the future.

Based upon those conclusions and information gathered, we will develop training plans specific to the organization as well as the different departments and locations for which they will be providing the training for, including the departments that may be at risk the most. We will then plan training dates covering the geographic areas collectively within the areas that the departments are located. The training can be done at the host facility and any facility within the network that the organization owns or oversees.

In terms of materials necessary for the training if Phoenix Group provides the classes for employees, Phoenix Group will either provide the organization with all necessary paperwork and materials needed for training for employees free of charge so that the organization can print them for the classes, or Phoenix Group can provide the paperwork and materials for an extra fee attached to the invoice for each class. The paperwork is divided up into four categories of choices that the organization has to choose from, or a combination of all.

- Bound, in-color text workbook packed with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.
- Stapled grey scale text workbook packed with with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.
- Stapled grey scale packet of lesson points, exercises and condensed amount of psychology-based information in conjunction with the PowerPoint presentation for the expansion of material covered.
- Downloadable, bound, in-color text workbook packed with psychology-based information, problem-solving lessons and written as well as employee-participation exercises.

In addition, Phoenix Training group is developing a video and virtual reality-based de-escalation simulation training called VIP Sim-Resonse that will be able to train staff with live, evidence-focused exercises that will be recorded so that organizations can observe how staff behave and react to crisis and escalated situations during the classes, instead of having to wait until the staff are assigned to their departments to see how they behave and react to crisis situations during their shifts. Organizations will be able to see the evidence-based knowledge learning curve prior to having the employees demonstrate their skills on the floors, providing much more leadership opportunities and lower risk of employee mistakes.

This VIP Sim-Resonse program will be available to the organizations if they decide to choose instructor training as well, with additional training provided once we launch that service.



7. VIP Response Compared to other Violence Prevention Programs

Decision Criteria	Competitors	Phoenix Training Group	
1	Completely Customizable to the organization's needs.	Instructors all receive the same training with the same materials.	Phoenix Training Group meets with each organization first to find out the specific requirements of what the Instructors need to bring back to the different employees of the facilities.
2	Able to adapt to the acuity of the organization instead of one size fits all approach	Most all other program train only for lower acuity violence and cannot meet the needs.	Phoenix Training Group meets the needs of any and every organization's acuity and violence level, ranging from the careful treatment of 6 year old children within Autism Centers, all the way to extremely dangerous forensic prisoners.
3	Able to train multiple programs outside of workplace violence.	Other programs train only one outdated program to all facilities	Phoenix Training Group offers an array of trainings ranging from variations of Violence Prevention, Active Shooter, Suicide Prevention, Sexual Harassment, Anti-Bullying, etc.
4	Training materials such as workbooks, handouts, PowerPoints, digital supplies provided free.	Other programs charge up to \$17.00 for each workbook per person, per class plus extras.	Phoenix Training Group provides all materials for Free , including workbooks, handouts, PowerPoints, class signs, digital materials, advertising materials, access to laws and class resources, photos and videos for physical technique practice.
5	Program easy to learn and easy to teach.	Other programs offer materials hard to digest	Phoenix Training Group provides Instructors with linear, easy-to grasp Training for Dummies texts that anyone can teach.
6	Program and materials updated regularly and provided free of charge.	Many other programs are teaching from 30 year old workbooks.	Phoenix Training Group is constantly updating our materials to adapt to the laws, changing healthcare environment and the world around us while still maintaining the VIP/MAB fabric.
7	Instructors access to all other Instructors through VIP Instructor Portal.	Other programs do not provide much contact with other Instructors.	Phoenix Training Group provides an online portal, called the VIP Club that we encourage all Instructors to join so they can interact and bond with all other Instructors Nation-wide.
8	Discounts in tuition for larger groups of Instructors Trained.	Other programs do not offer much in the way of discounts at all.	Phoenix Training Group frequently runs attractive specials to organizations, such as for every 5 Instructors sent, you get 1 for free, so if 25 Instructors are sent, you would get 5 for free.
9	Instructors able to attend Instructor Training repeatedly throughout their contracted time.	With other programs, once an Instructor has completed the course, that's all they can offer.	Phoenix Training Group encourages all new Instructors to attend any and all classes offered by Phoenix Group within their contracted time, including as many Instructor Training or classes at any other organization's location as they wish.
10	Follow-up support from Phoenix Group throughout Instructor's contracted time.	Other programs offer no follow-up other than to contact organizations upon time to re-certify.	Phoenix Training Group offers continuous follow-up for every Instructor as well as the organizations that employ them. Phoenix Group routinely visits contracted facilities to ensure that the Instructors are as successful as they can possibly be.
11	Official Certificates of completion provided at a reasonable cost.	Other programs charge up to \$17.00 per class, per person for certs.	Phoenix Training Group provides certificates for only \$3.00 per unit for all organizations who choose Instructor Training and certificates are provided for free for facilities we train for.
12	Price of Instructor Training at a reasonable and flexible cost.	Other programs charge from \$2,000.00 to \$4,000 per person for each Instructor	Phoenix Training Group charges only \$1,200.00 per person for the standard 4-day Instructor Training, with the optional 5 th day training for higher acuity organizations that require more containment-oriented training at only an additional \$500.00.



8. Vision of a Successful Partnership

Whether you choose to train your employees to become instructors, or have Phoenix Group come to you in order to train your staff, we already have a good idea of how we will implement the process of gathering staff members from the hospitals to train and create one program of successful education and in turn help to ensure a higher level of efficient, effective safety for those who work within the healthcare field you provide, while keeping your goal to lay a solid foundation of compassionate treatment of those for whom they care. I have always been both a patient and staff advocate in striving for the highest possible model of integrity and excellence when training staff members to become better people and stewards of compassionate understanding and care, as well as employees to the companies for which they work.

Our outlook has always been that if we give staff the tools to become better human beings for themselves through self-reflective education, they will use that knowledge to help others with a viral effect that ends up trickling down to those individuals for whom they care. I have spent several years on a mission to amend, change, or create State and Federal laws that govern and effect healthcare itself, as well as the administration and staff who are responsible for adhering to or putting those laws into place. I will also be developing new and innovative ways to access those resources and information through the PhoenixTrainingGroup.com website where hospitals and trainers will have access to those resources in order to help their facilities stay more informed and their staff more prepared.

In addition, we ensure that our training emphasizes the importance of the client's rights and needs, and we are diligent in our efforts to communicate that the privacy policies for the benefit of the clients and the patient rights are always kept in the forefront of the principles of training. It has been important for us to make sure that we are providing the most correct and updated information, which has prompted us to develop relationships with organizations such as the Governor's office in Sacramento, Congressmen and Congresswomen, California, CAL-OSHA, National Nurse's Associations, Patient's Rights, CMS, The Joint Commission and other Federal, State, County and City organizations Nationwide. Inspired by the possibility of providing training to facilities such as yours, we have developed a section within our website that will be available twenty-four hours a day as a resource department when you need clarification on laws and protocols.

We believe that by this merger of goals and opportunities, which are quite similar in nature, we can serve to stabilize a potentially volatile environment when it comes to workplace violence and the healthcare industry. Between my over forty years of experience learning from and developing programs for forensic and healthcare organizations, and the resources we either have or have access to through the many State and Federal agencies I work alongside, I know that we will be able to create a better understanding and effectiveness overall when it comes to workplace violence prevention, while bringing the facilities closer to the core values and commitment of providing the excellence that makes up what Healthcare is all about.

Much like the values held by facilities to provide a compassionate and collaborative environment of trust and integrity, our goal for the training is to provide that excellence, accountability, and ethical responsibility to provide the best possible training for the staff who take on the challenge to pass on that training to the thousands of employees that work at these facilities in helping those who come to them for help.

We at Phoenix Training Group do not look at the training we provide as simply a means to compliancy, but an opportunity to pass on valuable education to employees that will in turn affect the way clients are treated by those who have the insight and heart to implement the principles that are taught. The goal of the training itself is to provide as much of that insight while assisting the participating employees in developing the skills necessary to recognize the signs of a person escalating to the point of possible violent behavior, and then to confidently intervene after recognizing those signs of escalation by a client, co-worker, visitor, or intruder, in hopes of avoiding a possible violent situation, or reacting correctly to one already occurring.



As peacekeepers and role models, the collaboration between Phoenix Training Group and the specified facility, Healthcare will be that of a driving force of collective preventative information and conflict resolution within the daily values of each employee, rather than one of reaction and constantly trying to fix problems after the fact. Once staff have become instructors, they will feel more comfortable teaching how to properly recognize warning signs of a potential crisis within the workplace, whether the individual who is perpetrating the assault is directing it toward others or themselves.

At the same time, staff will gain the invaluable psychological element of understanding why we humans react the way we do in ways that might provoke or escalate the situations with which we're faced. Once this methodology has been examined and learned, attendees will be able to train staff on how to react appropriately, defuse effectively, or respond physically if necessary, while ensuring the safety of themselves, the clients, and any personnel or individuals within the milieu of the facility.

The core principles of why I began teaching healthcare workers in the first place and why I have remained diligent in possessing the passion of doing so for over forty years, is even more important now than it was when I first began—to work with facilities and organizations as a team to create and provide the greatest possible environment for staff, clients, and anyone who enters a healthcare facility with the hopes of being treated fairly, compassionately, and as a valued human being.

The Phoenix Training Group workplace violence prevention program accomplishes that goal, or I wouldn't offer it as something I would put my name on. I feel that those who have developed and maintain the example of what Healthcare stands for as an institution of excellence and integrity while treating individuals who are in need are no different in their mission. Therefore, the relationship between a facility and Phoenix Training Group are on track with each other and have the same core principles and goals within their ministry to those who seek the understanding and care afforded to them by being a part of the Healthcare Industry.

It has been told to us too many times to count by individuals who have attended our training, that we have a distinct passion for what we do and how we teach, and I would have to agree. Nobody can do what we do for as long as we have and still love it, without having passion for it. It is clear that the people who make up the Healthcare administration have the same passion for what they do and how everyone does it, from the top seats on the board, all the way to the line staff who carry on the mission and values laid forth by the current administration.

There may be other companies that do what we do and who perform what they believe is the best product for your needs, but it's not just about product—it's about making a difference, and there's nothing greater than two forces who have a passion for what they do and how the world is affected by them, to join in that mission together.

I personally guarantee that once the program is implemented across the board within all of your facilities, the administration, your staff, the hospitals for which you are responsible, and the clients you serve will experience a marked improvement in the quality of care and customer service you provide, and that is at the core of the Mission you adhere to as a caring and compassionate organization.



Regulatory Compliances: Phoenix Training Group VIP Response Training complies with all State and Federal standards and requirements such as the AB-508, AB-1083, AB-30, SB-1299, Health and Safety Codes 1257.7 and 1257.8, Title 22, MO. HB-652, along with all standards required by The Joint Commission, CMS, OSHA, SEIU union, and the National Association of Insurance Commissioners, specific to healthcare and workplace violence. VIP Response Training is also recognized by the following regulatory compliancy organizations, along with many others, as a valid and accepted choice for a violence prevention program:

Just some of the National Healthcare Organizations that recognize and support the need for Phoenix Training Group Education:

- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- Center for Medicaid and Medicare Services (CMS)
- National Alliance for The Mentally Ill (NAMI)
- National Association of Psychiatric Health System (NAPHS)
- American Organization of Nurse Executives (AONE)
- American Psychiatric Nurses Association (APNA)
- Hospital Association of Southern California (HASC)
- The California Board of Registered Nursing (BRN)
- California Board of Behavioral Sciences (BBS)
- California Mental Health Directors Association (CMHDA)
- Accreditation Council on Developmental Disabilities (ACDD)
- Occupational Safety and Health Administration (OSHA)
- California Occupational Safety and Health Administration (CAL-OSHA)
- California Department of Health Services-Facilities Licensing
- California Community Care Licensing (CCL)
- California Association of Social Rehabilitation Agencies (CASRA)
- National Alliance on Mental Illness California (NAMIC)
- California Alliance of Child and Family Services (CACFS)
- California Mental Health Advocates for Children and Youth (CMHACY)
- National Association of Social Workers (NASW)
- California Mental Health Planning Council CMHPC)
- California Council of Community Mental Health Agencies (CCCMHA)
- Mental Health Association in California (MHAC)
- California Psychological Association (CPA)
- California Psychiatric Association (CPA)
- Missouri Nurses Association (MONA)
- Emergency Nurses Association (ENA)
- National Nurses United (NNU)



Part 3: Pricing Information

Pricing of Training: General compensation for the four and optional fifth day of Phoenix Training Group’s VIP Response Workplace Violence Prevention Instructor Training:

Standard 4-Day VIP Response Instructor Training without Containment Portion.....\$1,200.00

5th Day High Acuity Containment & Physical Control VIP Response Instructor Training...\$750.00

170 Page, In-Color Instructor Training Text Workbook packed with psychology-based information, problem-solving lessons and written as well as Instructor-participation exercises.....\$50.00

Handouts and USB drive with digital materials for organization classes.....Free

*(*All Phoenix Training Group VIP Response Instructor Training courses are subject to negotiations and discounts with contracted organizations)*

(Travel and hotel accommodations may be negotiated if over 100 miles from San Marino, CA.)

Pricing of Training: General compensation if Phoenix Training Group conducts the VIP Response Workplace Violence Prevention Training at your organization:

8 Hour Standard Initial Provider VIP Response Training.....\$70.00 per person

4 Hour Standard Re-Certification VIP Response Training.....\$60.00 per person

2 Hour Introductory Certification VIP Response Training.....\$50.00 per person

4 Hour High Acuity Containment & Physical Control VIP Response Training....\$80.00 per person

2-Day 16 Hour Forensic High Acuity VIP Response Training.....\$160.00 per person

4 Hour Active Shooter VIP Response and Control Training.....\$80.00 per person

On-Site Active Shooter Drill with Video Capture and De-briefingContact for price

On-Site POST Approved Shoot/Don’t Shoot Simulation Training for Security.....Contact for price

On-Site Risk Assessment with Photo Capture and Written Report.....Contact for price

On-Line VIP Response Abbreviated Workplace Violence Prevention Training.....Contact for price

*(*All Phoenix Training Group VIP Response Training courses offered are subject to negotiations and discounts with contracted organizations)*

(Travel and hotel accommodations may be negotiated if over 100 miles from San Marino, CA.)



The Phoenix Training Group is pleased to provide the specified facility with this proposal to provide VIP Response Instructor Training for your employees. We look forward to serving your organizations and meeting your needs. I'm confident that our relationship in providing training for you and your employees will be a long and productive one. I appreciate the opportunity to provide you with these and any other educational programs you might feel would be helpful to you and your facilities. Please feel free to contact us at any time with questions or comments you may have.

Thank you for the opportunity to serve your Educational and Workplace Violence Prevention Needs.

Respectfully,

Doc Elliot

Doc Elliot, President
Phoenix Training Group, Southern CA.
2275 Huntington Dr. #303
San Marino, CA 91108

Phone: 833.630.0300
E-Mail: Info@PhoenixTrainingGroup.com
Website: PhoenixTrainingGroup.com