

*Proposal for:*

# **PHOENIX TRAINING GROUP VIP RESPONSE TRAINING**

*Workplace Violence Prevention Program*



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## Part 1: Company Account References

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### 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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. 10<sup>th</sup> St.  
Rolla, MO. 65401  
Franz Kindel, Education Coordinator  
Phone: 573.458.7553  
E-Mail: [Franz@maheclibrary.org](mailto: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.





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## Part 2: Training Plans

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### 1. 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 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.

### 2. Provided Materials for the VIP Response 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 training.

### 3. 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, 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.



#### 4. VIP Response Compared to other Violence Prevention Programs

	Decision Criteria	Competitors	Phoenix Training Group
1	Completely <b>Customizable</b> to the organization's needs.	Attendees 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 staff members need to bring back to the clients of the facilities.
2	Able to adapt to the acuity of the organization instead of one size fits all approach	All other programs 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 <b>Free</b> , 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 attendees with linear, easy-to grasp Training for Dummies texts that anyone can learn.
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	Access to in-person and online resources.	Other programs do not provide additional resources.	Phoenix Training Group provides a range of in-person and online resources such as relevant news, articles, laws, and regulations.
8	Discounts in tuition for larger groups or special training requests.	Other programs do not offer much in the way of discounts at all.	Phoenix Training Group frequently runs attractive specials to organizations. Offering discounts throughout the year for large groups and special requested training.
9	Program location can be chosen by the organization.	With other programs, the training location is not a customizable option.	Phoenix Training Group has the ability to conduct any and all training virtually from our office or the organizations facility. It can consist of an in-person training or a combination of blended learning.
10	Follow-up support from Phoenix Group throughout 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 attendee as well as the organizations that employ them. Phoenix Group routinely visits contracted facilities to ensure that staff members are as successful as they can possibly be.
11	Official Certificates of completion provided at a reasonable cost. (Free)	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 Training at a reasonable and flexible cost. (\$70.00 for initial and \$60.00 for recert)	Other program prices include hidden fees.	Phoenix Training Group rates are charged per person. For returning staff members the rate is reduced.



## 5. 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

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

<u>8 Hour Standard Initial Provider VIP Response Training</u> .....	\$70.00 per person
<u>6 Hour Standard Initial Provider VIP Response Training</u> .....	\$65.00 per person
<u>4 Hour Standard Re-Certification VIP Response Training</u> .....	\$60.00 per person
<u>Mileage for on-site training from California</u> .....	\$0.56 per mile
<u>Hotel for on-site training: (\$130.00 per night for one night)</u> .....	\$130.00

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

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The Phoenix Training Group is pleased to provide the specified facility with this proposal to provide VIP Response 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.

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Respectfully,

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Doc Elliot

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