

CIT TRAINING – SITE VISITS

(This is primarily for site visits to inpatient crisis units, day treatment programs, outpatient programs)

Have staff greet the officers when they first arrive and direct them where you want them to go in order to start the tour of the facility. Please wait to start to make sure all the officers are present.

Have designated staff either take them on a brief tour of the facility and/or go over what a typical day is like while the person is there – their routine, any groups, treatment, etc. Have staff ask the officers if they have any questions.

This part of the tour should take no more than 10-15 minutes

Next have the officers sit with identified consumers and have a dialogue exchange. The staff person who is in charge needs to help start the dialogue by asking the initial questions and then continue to monitor the flow of questions and dialogue. If things slow down the staff person can step in and help get it moving again. If things go off track, the staff person can bring it on track.

Ideally if you have enough consumers the officers can break into small groups and visit with the consumers. They can ask questions or just have a dialogue. If you do not have enough consumer participation for small groups ask the one or two consumers you may have to tell their story related to their illness and how they got into your program.

START: Start off with explaining again why the officers are here. The officers are part of a special training called Crisis Intervention Team training so that they can gain expertise in helping persons with mental illness in crisis get into treatment when appropriate. The officers are learning about the different mental illness so they better understand what a person with mental illness is experiencing when they are in crisis. This will help the officer intervene more effectively and help calm the person down to get them to treatment when needed.

Officers need to stay and interact at least 20 - 30 minutes. This can go longer if everyone is interacting well.

Some Suggested Questions to ask to get the group started:

What is their illness?

What medications do they take?

How is the program they are in helping them?

What would you want the officers to know in order to help you next time you are in crisis?

What do you want to ask the officers?

NOTE: ALL CONSUMERS ASKED TO PARTICIPATE SHOULD BE PREPARED AHEAD OF TIME IN ORDER FOR THEM TO UNDERSTAND THE PURPOSE OF THE OFFICERS' VISIT AND TO ENSURE THEY ARE COMFORTABLE WITH THE PROCESS.