



Introduction of PPCEB and De-Escalation Training



De-escalation Training Objectives

- Understand the role of the PPCEB
- Describe the appropriate response to someone in crisis
- Define De-escalation
- Explain the characteristics of someone that is in crisis
- Understand common signs of escalating anxiety
- Understand the barriers to mental health
- Who to contact for help



PPCEB – Progressive Policing and Community Engagement Bureau



Crisis Intervention Specialist



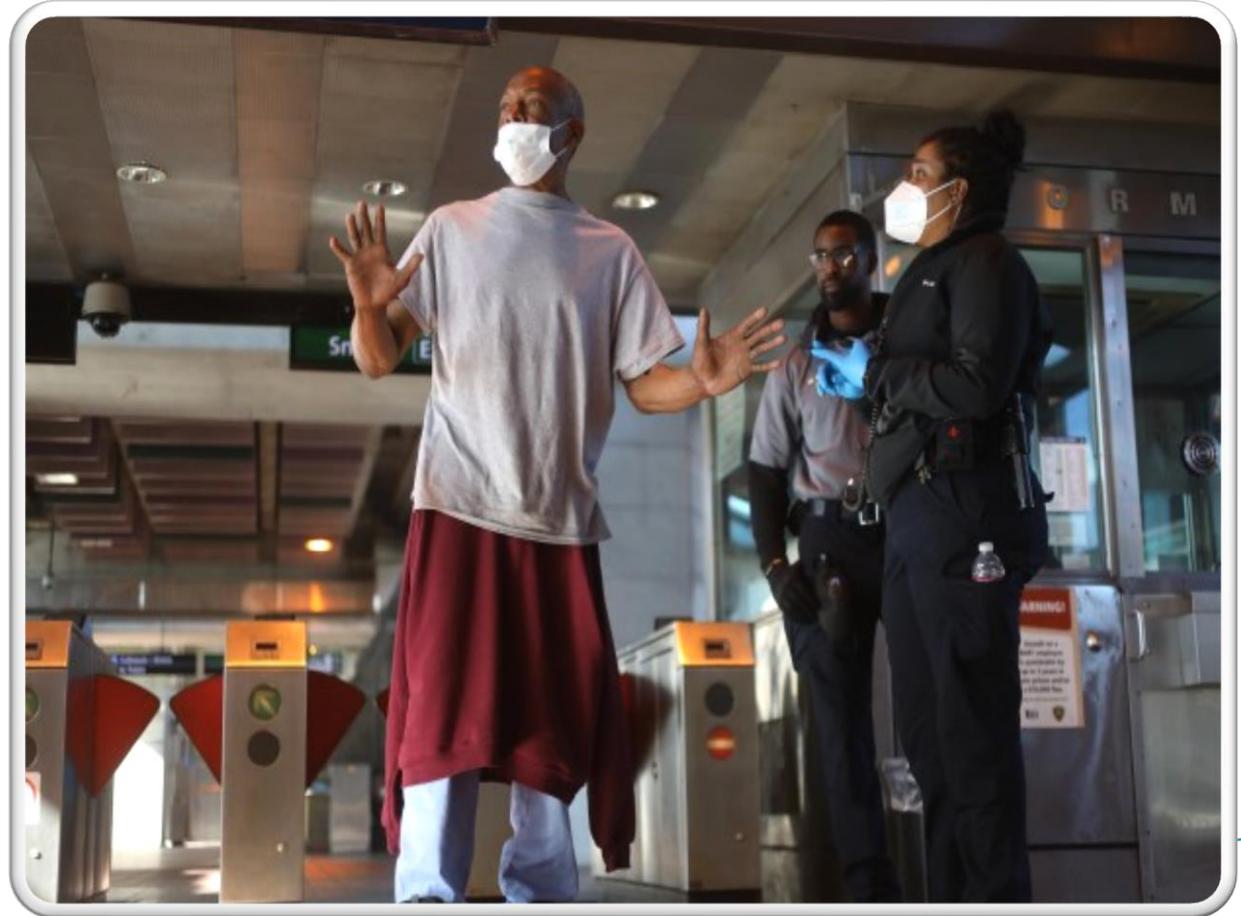
Transit Ambassador



Crisis Intervention Specialist

Welfare Checks

- Level 1
- Level 2





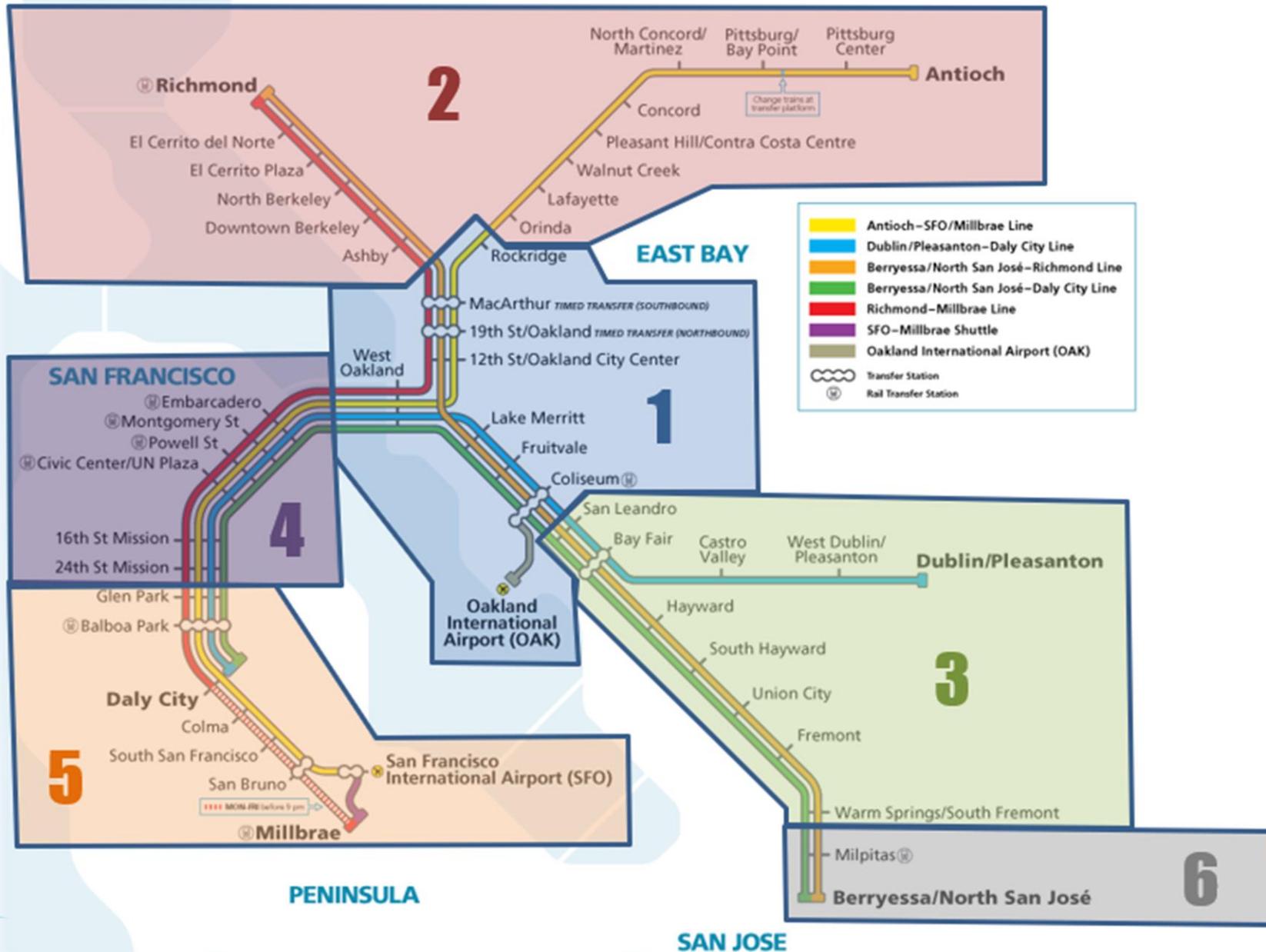
Transit Ambassador

Provide a highly visible uniformed presence



HOW?





Area of Coverage - Zones

Safety First

- Be Assertive
- Be Self-Aware
- Be Non-Threatening
- Give Space
- Have Safety Plan
- Stay Calm
- Listen



Self – Scope - Scene

- Know who you are
- Know where you are
- Know where you are going

De-escalation Training

What is De-escalation?

What is Conflict Resolution?

AVOIDANCE is a conflict resolution technique!



Don't

Things NOT to do?

Behavioral Crisis

A behavioral crisis, also known as a behavioral emergency or psychiatric emergency, is a situation where someone's behavior is so out of control that they are a danger to themselves or others. It's an extreme situation that requires immediate treatment to prevent injury.

De-escalation Training

Who do we serve?



Describing Mental Health

What are mental health disorders?

Conditions that affect your thinking, feeling, mood, and behavior. They may be occasional or long-lasting (chronic). They can affect your ability to relate to others and function each day.

What are some types of mental health disorders?

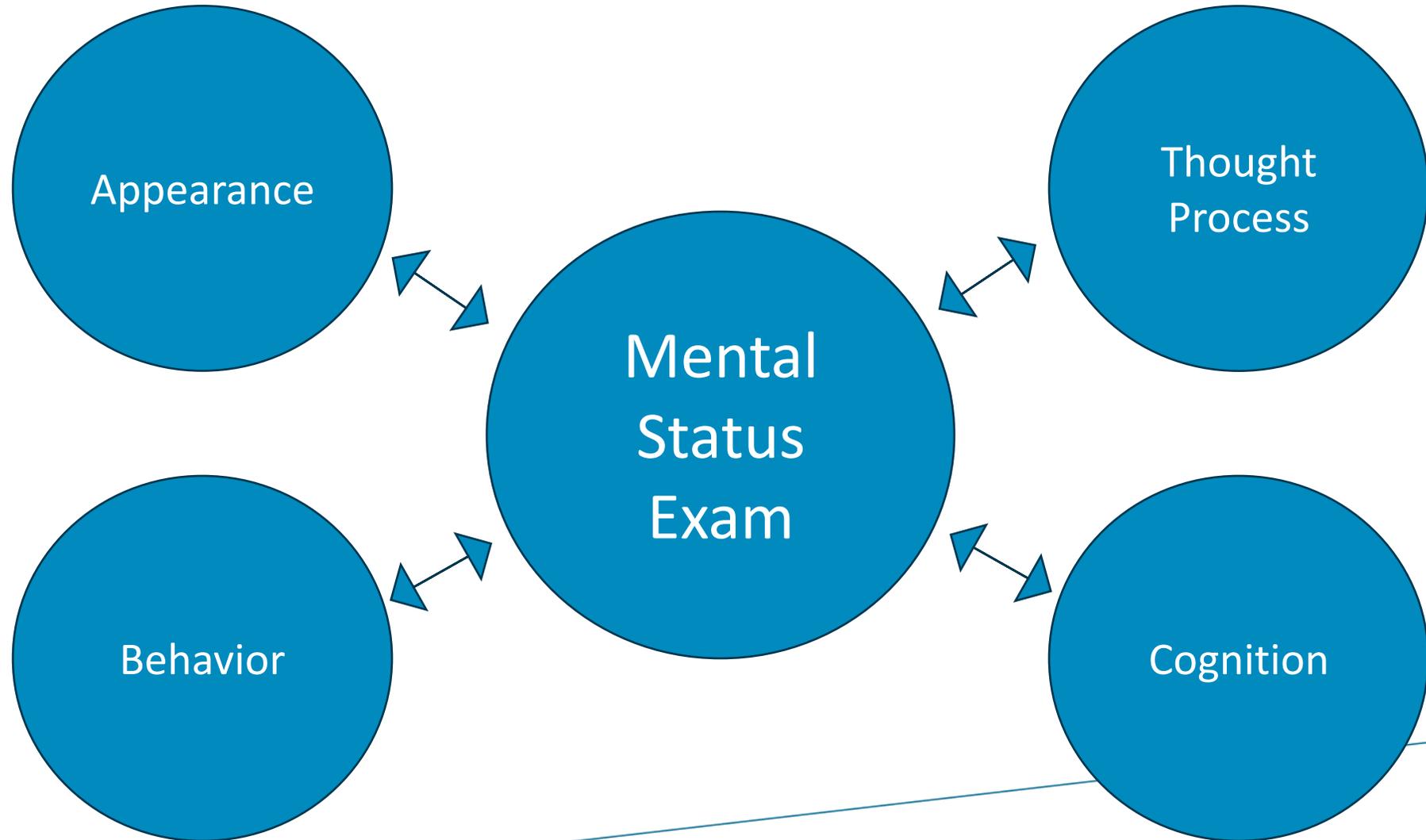


- **What causes mental disorders?**





Components of MSE



Signs of Agitation

- Raised voice
- High-pitched voice
- Rapid speech
- Pacing
- Excessive sweating
- Excessive hand gestures
- Fidgeting
- Shaking
- Balled fists
- Erratic movements
- Aggressive posture
- Verbally abusive

Barriers To Mental Health

- Mental health conditions are common
- Stigma is associated with mental health problems
- Many people are not well informed
- Professional help is not always on hand
- People often do not know how to respond
- People with mental health problems often do not seek help

Because of our time together: Stigma may be reduced; you all will be more informed; you'll know better how to respond compassionately and effectively.

Barriers To Mental Health

Emotional Barriers

- Anger, pride, depression, anxiety, frustration, disappointment, sadness

Physical Barriers

- Buildings or structures, space, distance, elevation, weapon, any object that impedes progress

Other Potential Barriers

- Language, Culture, Bias (overt or implicit), differences in perception or viewpoint, position, financial



Safety TIPS



Personal Space

Challenging Posture

Always protect yourself

Walk away

Your Voice

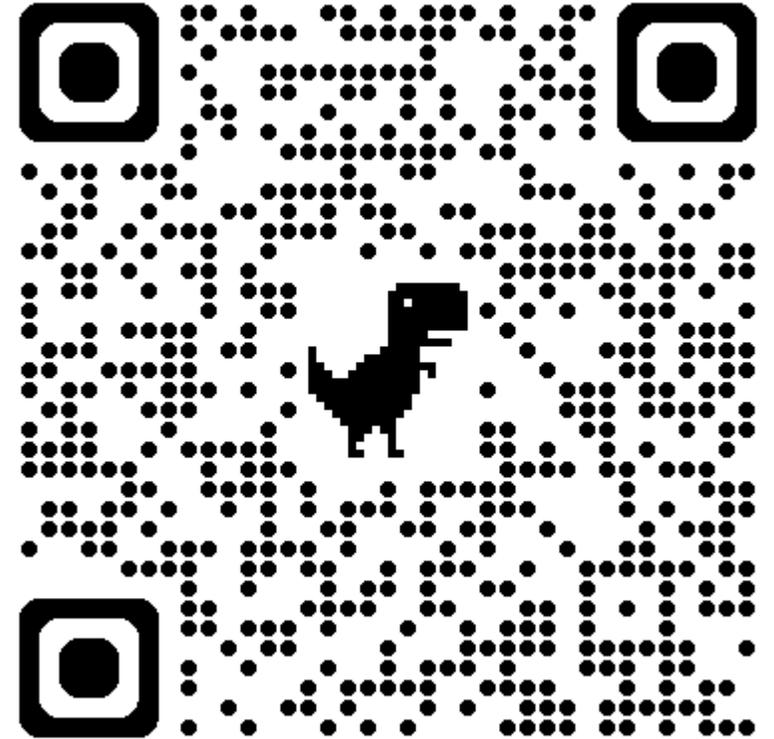
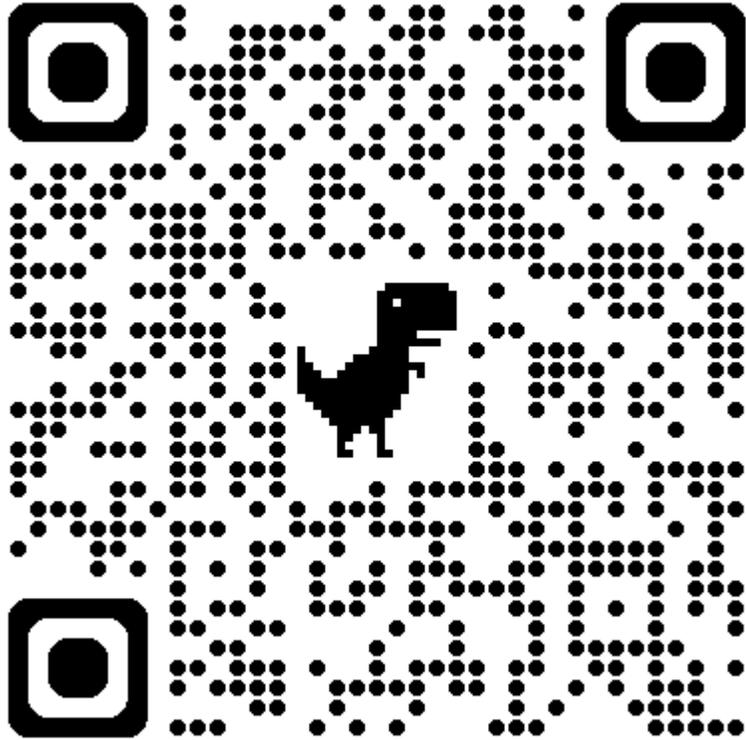
Tone

Inflection

Ask For Help!

- x7000
- (510) 464-7000
- (510) 200-0992 (text)
- BART Watch app
- 211 when no one is available
- 988 National number





What Do You Say?

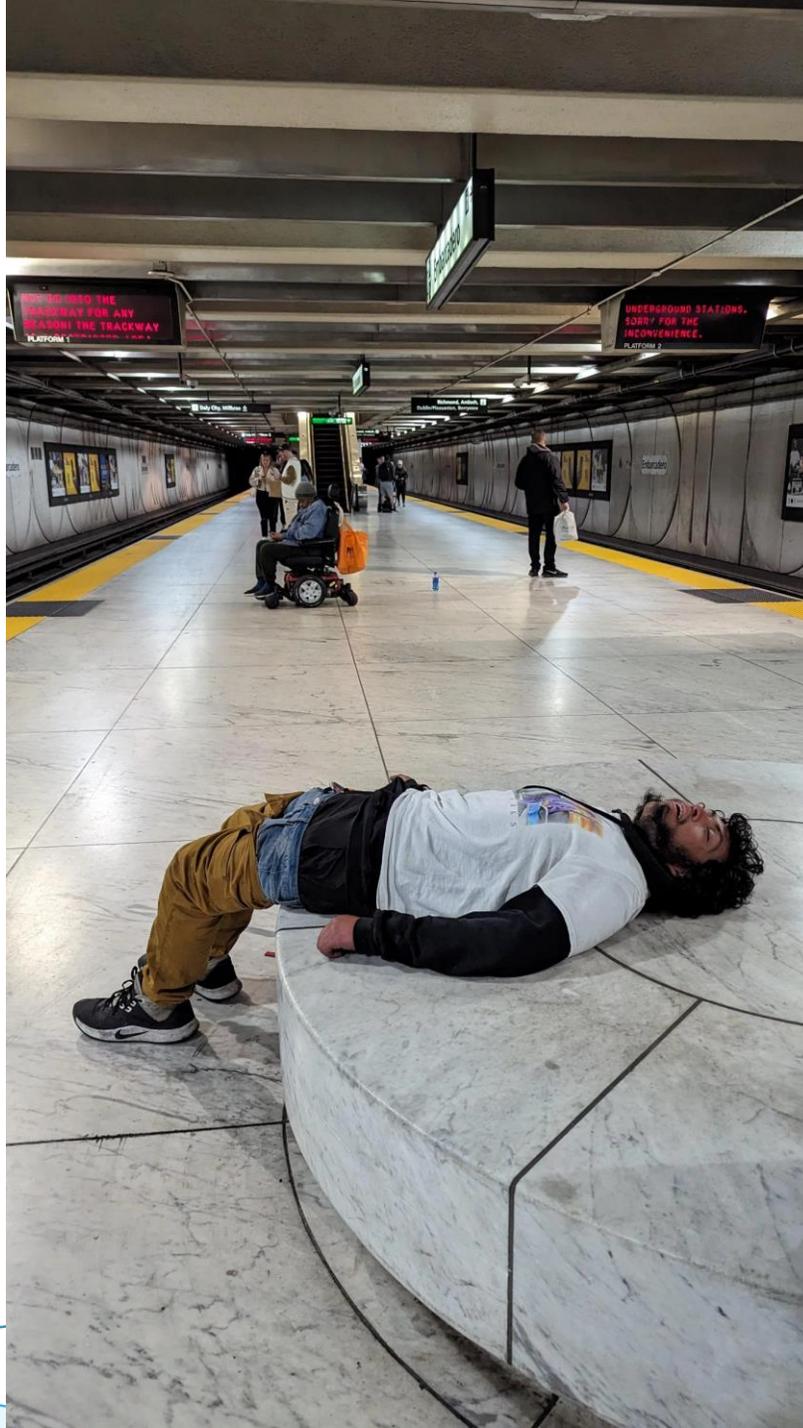
- Station
- Location
- Description
- Behavior



ANTIOCH

 **BART Entrance**
Proof of payment required beyond this point







Thank You

