

## **Preventing and Managing Crisis Situations (PMCS)**

PMCS is an OMH program designed to provide inpatient staff with the competence and skill necessary to prevent and manage crisis situations. PMCS has proven to be an effective tool in enhancing the safety of both staff and recipients in a crisis situation, with the main focus on prevention through the development of staff competencies in day to day effective interactions. The program presents elements of trauma-informed, recovery-focused and person-centered care. All inpatient staff in OMH operated facilities, who engage in direct interaction with those we serve, are required to attend an initial two-day program, and a one-day program annually thereafter. Competency assessments for the employment of non-verbal/verbal calming techniques and physical interventions are conducted in each class.

Program components include:

- Foundational principles of a crisis prevention, trauma-informed, recovery-focused and person-centered manner of care
- Awareness and understanding of aggression and identification of the factors influencing aggression.
- Assessment of the potential for a crisis
- Intervention strategies and factors affecting staff performance
- Verbal and non-verbal de-escalation techniques
- Defensive and restrictive physical interventions
- OMH Restraint and seclusion policy statutes
- Crisis follow-up and methods to improve outcomes

The OMH Bureau of Education and Workforce Development (BEWD) offers a five-day PMCS train-the-trainer program for both state and non-state providers. Participation in this five-day TTT provides trainer candidates with the knowledge and ability they will need to deliver this curriculum to staff within their own organizations. The PMCS program has been specifically designed for OMH inpatient staff. While the focus of this program is the prevention of crisis situations and the elimination/reduction of coercive responses to a crisis, physical interventions are included as part of this program. It is the responsibility of any non-state agency that uses the program to determine which, if any, interventions taught as part of this program are applicable/appropriate for use by their agency's staff, based upon their own program considerations, settings, policies and objectives.