DIVISION OF PUBLIC AND BEHAVIORAL HEALTH
Policy # CRR - 3.3 CONFLICT PREVENTION AND RESPONSE TRAINING (CPART)
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POLICY:

It is the policy of the Division that all Registered Nurses (RNs) and Mental Health Technicians (MHTs) working in an inpatient, Psychiatric Observation Unit (POU), or forensic settings; Forensic Specialists, and Correctional Officers, become certified in Conflict Prevention and Response Training (CPART) within six months of hire and become re-certified annually thereafter. It is further the policy that all Division employees, working with persons served, participate in Conflict Prevention and Response Training (CPART) within six months of hire and become re-certified biannually thereafter. It is further the policy that all MHDS Agency employees working with persons served, participate in Conflict Prevention and Response Training (CPART) within six months of hire.

PURPOSE:

CPART is an instructional course for staff working with persons served by Division agencies. CPART focuses on verbal deescalation/intervention techniques and conflict resolution to reduce the potential for verbal or physical abuse, to provide traumainformed care, and to decrease the likelihood of injuries to people served and/or others. Emphasis is placed upon positive behavioral techniques that modify the environment and emphasize verbal intervention, with application of specific defensive techniques and restraint techniques only as a last resort. Physical restrictive intervention techniques are used only when there is an imminent danger to the health and safety of the person served and/or others in inpatient, POU, or forensic settings.

SCOPE: Division Wide - Mental Health Agencies

PROCEDURES:

- I. Essential Functions An analysis of duties for all RNs and MHTs working in an inpatient, POU, or forensic settings; Forensic Specialists, and Correctional Officers requires CPART certification as an essential function for these positions. The need for all or a portion of CPART training for other mental health services staff will be determined by each individual's supervisor and approved by the agency director.
- II. Work Performance Standards Each Division agency shall include the requirement of CPART certification and the use of its techniques in the Work Performance Standards of RNs and MHTs working in an inpatient, POU, or forensic setting; Forensic Specialists, and Correctional Officers in accordance with NAC 433.060.

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- III. Certification Requirement for Probationary Employees (RNs and MHTs assigned to inpatient, POU, and forensic settings; Forensic Specialists, and Correctional Officers)
 - A. Newly employed Division RNs working in an inpatient, POU, and forensic settings; MHT, Forensic Specialists, and Correctional Officers must become CPART certified within six months of employment by successful completion of a minimum 8 hour Division sponsored CPART course. Documentation may be provided in the form of a Certificate of Completion provided to the employee upon successful completion of the training; and/or by recording the outcome of the CPART training in the employee's NEATS transcript.
 - B. Should the employee fail any portion of the CPART requirement, the employee shall then be given individual instruction by a Division Certified CPART instructor and an additional opportunity to pass the CPART requirement within a 30-day period.
 - C. If a probationary employee who is required to successfully complete all or part of CPART is unable to complete the required areas of CPART certification within the aforementioned 30-day period, the CPART instructor shall document the failure and notify the employee's supervisor, agency personnel department, and the agency director. The employee may be dismissed from probation for inability to perform an essential function of the job.
- IV. Temporary Waiver (RNs and MHTs assigned to inpatient, POU, and forensic settings; Forensic Specialists, and Correctional Officers)
 - A. If a permanent employee, assigned as an RN or MHT in an inpatient, POU, or forensic setting; Forensic Specialist, or Correctional Officer is unable to become CPART certified due to a physical limitation, the CPART instructor shall notify the employee's supervisor, agency personnel representative, and the agency director in writing as to the specific CPART technique(s) the employee is unable to perform.
 - B. The agency director, in consultation with the agency's personnel representative and the employee's supervisor, shall make a determination to grant or deny a temporary waiver for the technique(s) specified by the CPART instructor. The determination shall be in writing to the employee with a copy to the employee's supervisor and the agency's personnel office.

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- C. Should the temporary waiver be approved, the employee shall be required to perform all CPART techniques not covered by the temporary waiver.
- D. The employee shall provide a note from his/her doctor describing physical limitation(s), treatment prescribed, and the anticipated date of medical recovery.
- E. The employee shall be CPART trained and re-tested upon a medical clearance.
- V. Re-Certification (RNs and MHTs assigned to inpatient, POU, or forensic settings; Forensic Specialists, and Correctional Officers)
 - A. With the exception of a temporary waiver or failing the waiver provision, if a permanent employee, assigned as an RN or a MHT in an inpatient, POU, or forensic setting; Forensic Specialist, or Correctional Officer is unable to become CPART re-certified after the re-test then the CPART instructor shall document the failure in writing and notify the employee's supervisor, agency personnel representative, and the agency director. Upon concurrence of the employee's supervisor, agency personnel representative, and agency director, the agency may:
 - 1. With the assistance of the Division Administrator, attempt to locate a position within the Division or the Department of Health and Human Services in which CPART is not required;
 - 2. Refer the employee to State Personnel for job development assistance; and/or
 - 3. Refer the employee to the Bureau of Vocational Rehabilitation.
 - B. A CPART certified employee assigned as an RN or MHT in an inpatient or POU setting will be required to re-certify annually by successful completion of a minimum 8 hours of CPART training. A CPART certified employee assigned as an RN, Forensic Specialist, or Correctional Officer in a forensic setting will be required to re-certify by successful completion of a minimum total of 8 hours of CPART training biannually.

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- VI. Termination of Employment (RNs and MHTs assigned to inpatient, POU, or forensic settings; Forensic Specialists, and Correctional Officers)
 - A. If a permanent employee, assigned as an RN or MHT in an inpatient, POU, or forensic setting; Forensic Specialist, or Correctional Officer is unable to become CPART re-certified or accommodated within the state system in accordance with waiver standards due to a medical condition, the agency will follow the steps outlined in NAC 284.611. If these steps are unsuccessful, the employee may be medically separated as provided in NAC 284.611.
 - B. If a permanent employee, assigned as an RN or MHT in an inpatient, POU, or forensic setting; Forensic Specialist, or Correctional Officer is unable to become CPART re-certified for non-medical reasons, the agency may pursue disciplinary action up to and including termination of employment for failure to maintain a current occupational certification.
- VII. Training: Certified CPART Trainers and Certified CPART Trainer of Trainers
 - A. Certified CPART Trainers shall provide training support in the provision of CPART instruction to MHDS agencies. CPART Trainers shall provide training support to other agencies within the state that do not have Certified CPART Trainers. The Division of MHDS will assure that there is an adequate number of CPART Trainers state-wide to meet the needs of the Division.
 - B. To serve as an MHDS Certified CPART trainer, an employee must meet the following criteria:
 - 1. Certified CPART Trainers may be MHTs, RNs, Forensic Specialists, Correctional Officers, or any other designated agency employee with appropriate experience and qualifications including:
 - a. CPART Trainers who are MHTs, Forensic Specialists and Correctional Officers must have at least two year of experience in their respective disciplines; be a Technician III or higher (for MHTs); and have successfully completed or be current with Division and Agency Certification requirements;
 - b. Successful completion of the CPART course at the community college level, if available; or a

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- commensurate course at the agency approved by the CPART Oversight Committee;
- c. Complete a minimum of 24 hours of teaching CPART with supervision of a Division Certified CPART Trainer;
- d. Successful demonstration of CPART philosophy, skills, and techniques both in the work setting and to a Division Certified CPART Trainer of Trainers;
- e. Approval of CPART Trainer Candidate's supervisor, Agency Director or designee, and the Agency's Training Representative;
- f. All agency required trainings must be current; and
- g. Employee must agree to commit to actively participate as a Division CPART Trainer for a period of no less than 18 months.
- C. To serve as an MHDS Division Certified CPART Trainer of Trainers, an employee must meet the following criteria:
 - 1. Be a Certified CPART Trainer for at least 18 months;
 - 2. Successfully demonstration of CPART philosophy, skills, and techniques both in the work setting and to a Division Certified CPART Trainer of Trainers;
 - 3. Have the approval from a Division Certified CPART Trainer of Trainers, Agency director or designee, and the Agency's training representative, and the employee's supervisor.
 - 4. Have active participation in the annual MHDS Division CPART Trainer of Trainers Meeting and/or active participation as a member of the CPART Oversight Committee.
- D. CPART Division Trainer of Trainers' Meeting
 - To maintain consistency within and amongst agencies, CPART Trainer of Trainers will meet annually, for a Trainer of Trainers Meeting. This meeting will address curriculum issues, training, and policy issues; as well as needed changes in training that may emerge from needed changes in training, and other relevant concerns related to CPART. CPART Certified Trainers may be included in the annual CPART Division Meeting.

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VIII. Oversight Committee

- A. A CPART Oversight Committee has been established for the purpose of implementation of best practices and quality assurance related to conflict prevention and response training. The Oversight Committee will consist of at least one member from each of MHDS' mental health and developmental services agencies and one member from MHDS' Central (Division) Office. The CPART Oversight Committee may also include consultants in the areas of physical therapy, occupational therapy, evidence-based practice in any of the areas covered by CPART (e.g., trauma informed care, co-occurring disorders, and developmental issues), quality assurance, research methodology, or other specialty areas relevant to the provision of CPART instruction.
- B. The CPART Oversight Committee will meet at least quarterly to address relevant concerns including, but not limited to: training issues, best practices, evidence-based practices, training opportunities, quality assurance, and/or research needs.

Administrator

Attachment A: CPART Physical Skills Checklist

EFFECTIVE DATE: 11/2/01

DATE REVIEWED/REVISED: 08/15/05; 10/12/07; 4/1/11, 5/20/11 SUPERSEDES: 2.015 – Conflict Prevention and Response Training

Certification Requirements

APPROVED BY MHDS ADMINISTRATOR: 11/2/01, 5/20/11 APPROVED BY MHDS COMMISSION: 5/20/11, 5/17/13

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CPART Physical Skills Checklist

Attachment A

	COMPETENCY DEMONSTRATED			COMPETENCY DEMONSTRATEI	
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Verbal Techniques / Scenario Activity			Head Lock Escape		
Instructor Comments:	'	1	Instructor's Comments:	1	•
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Wrist Escape			One Person Escort		
Instructor Comments:	•		Instructor's Comments:		•
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Wrist Escape #2			Two Person Escort and Chair		
(GATE)			Escort		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Parry/Block Technique			Wall Containment (2) Person		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Clothing Escape			Separating Combatants		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Biting			Throwing Heavy Objects		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
			Arm Position (3) Person		
Hair Pull Escape			Containment		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Assisted Hair Pull Escape			Leg Position (3) Person		
(Finger Weave)			Containment		
Instructor Comments:			Instructor's Comments:		
TECHNIQUE	YES	NO	TECHNIQUE	YES	NO
Choke Escape			Other:		
Instructor Comments:			Instructor Comments		

agree to comply with the approved techniques. My signature also represents an understanding of the annual recertification requirement being an expected condition of my continued employment.

Employee Signature:	Date:
Trainer's Signature:	Date:

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