

APPENDIX F

Code White: Nonviolent Crisis Intervention (NCI) Training Levels

There are 4 levels of NVCi training:

1. **NCI with Advanced Physical Skills** : Designed for those individuals in departments with the most code whites. This course will teach you tools to lead a code white situation, use restraints and de-escalate aggressive situations.
2. **Nonviolent Crisis Intervention** : Designed for individuals in the Community Based Mental Health and Addiction Programs. This course will give you the tools to support de-escalating aggressive situations. This course does not provide training in the use of restraints.
3. **Verbal Intervention** : Designed for individuals in departments that will respond to code whites. This includes Housekeeping, etc. This course will give you the tools to support in a code white situation including de-escalating aggressive situations.
4. **Nonviolent Crisis Intervention Awareness – Working with Patients and Caregivers (An Approach to Safe De-Escalation)**: All other hospital staff and volunteers will participate in the on-line training that is focused at de-escalating situations and understanding the Code White policy.