September 2, 2020

Dear Customer:

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**TRAINING PROGRAMS**
- CPI Prevention First-Healthcare (all 5 modules) - AWHE1001
- CPI Prevention First-Healthcare (modules 1-3) - AWHE1002
- NCI 4 Day Instructor Cert Onsite & DVD Voucher - ISSN0147
- NCI 4 Day Recert OnSite and DVD Voucher - ISSN0148
- NCI 4 Day Renewal OnSite and DVD Voucher - ISSN0149
- CPI 2-Day Renewal Onsite & DVD Voucher - ISSN0150
- NCI 4 Day Instructor Certification and DVD Voucher - OPPN0139
- NCI 4 Day Recert and DVD Voucher - OPPN0140
- NCI 4 Day Renewal and DVD Voucher - OPPN0141
- CPI 2-Day Renewal & DVD Voucher - OPPN0142
- Four-Day Instructor Training Certification Program
- Nonviolent Crisis Intervention Training Program
- Nonviolent Crisis Intervention Advanced Training Program
- Prepare Training Program
- Dementia Capable Care Instructor Certification program
- Dementia Capable Care Foundation Course
- Dementia Capable Care Behaviors Course
- Nonviolent Crisis Intervention with advanced Physical Skills training program
- Specialized Renewal: Autism Spectrum Disorder
- Dementia Capable Care DVD - DVDS0063
- Dementia Capable Care Therapy Applications
- Dementia Capable Care Therapy Intermediate
- Sharing Strategies from the Nonviolent Crisis Intervention Training Program Workshop

**ELECTRONIC PRESENTATIONS**
- Bullying Behaviors Electronic Presentation - PKGS0630
- PTP Topic Module-Workplace Bullying EP CD - PKGS0626
- PTP Topic Module-Giving Bad News EP - ELTT0022, PKGS0627
- PTP Topic Module-Crisis Response Teams EP - ELTT0029; PKGS0635
PTP-How to Document Incidents EP - ELTT0036, PKGS0657
PTP Workplace Substance Abuse Electronic Pres - ELTT0047, PKGS0683
PTP Topic Module-Mental Illness EP USB Flash Drive - ELTT0039, PKGS0662
PTP-After the Crisis: Employee Debriefing Strategies - ELTT035, PKGS0653
Defuse Difficult Conversations-ED Electronic Pres - ELTT0040, PKGS0663
Facing Escalating Situations Alone Electronic Presentation - ELTT0043, PKGS0666
The Angry Smile Online Course - ELRN0001

MANUALS AND WORKBOOKS
NCI Instructor Manual - INMA0147
NCI APS Instructor Guide - INMA0148
DCC-Behaviors Instructor Guide - INMA0149
NCI Keypoint Refresher - PWKB0159
DCC-Foundation Workbook - PWKB0145
DCC-Behaviors Workbook - PWKB0204
Nonviolent Crisis Intervention Instructor Manual, Australia/New Zealand, Additional inside pages - INMA0025
Nonviolent Crisis Intervention Instructor Guide, French - INMA0133
Nonviolent Crisis Intervention Instructor Manual, Spanish, Additional inside pages - INMA0144
Prepare Training Program Instructor Portfolio Binder, Additional inside pages - 2-day - INMA0030, INMA0031
Nonviolent Crisis Intervention Instructor Manual, German, Additional inside pages - INMA0083, INMA0082
Nonviolent Crisis Intervention Instructor Manual, UK, Additional inside pages - INMA0011
Nonviolent Crisis Intervention Participant Workbook - PWKB0170
Nonviolent Crisis Intervention Participant Workbook with Blue Card Confirmation - PWKB0120
Nonviolent Crisis Intervention Spanish Participant Workbook - PWKB0191
Nonviolent Crisis Intervention French Participant Workbook - PWKB0172
Nonviolent Crisis Intervention French Refresher Workbook and Leader’s Guide - PWKB0135, PWKB0015
Prepare Training Program Foundation Course Participant Workbook - PWKB0079
Prepare Training Program Workbook, Negotiating Your Way through Conflict - PWKB0087
Prepare Training Program Workbook, Setting Effective Limits - PWKB0086
Prepare Training Program Workbook, Crisis Response Teams - PWKB0030
Prepare Training Program Workbook, How to Document Incidents - PWKB0032
Prepare Training Program Workbook, Giving Bad News - PWKB0080
Prepare Training Program Workbook, Responding to Violence - PWKB0084
Prepare Training Program Workbook, After the Crisis: Employee Debriefing Strategies - PWKB0033
Prepare Training Program Workbook, Opening the Lines of Electronic Communication - PWKB0056
Prepare Training Program Workbook, Situational Application - PWKB0081
Prepare Training Program Workbook, Challenged by Mental Illness at Work - PWKB0144
Prepare Training Program Workbook, Workplace Substance Abuse - PWKB0165
Nonviolent Crisis Intervention Keypoint Refresher Workbook and Leader’s Guide - PWKB0042, PWKB0043
Nonviolent Crisis Intervention Keypoint Refresher Workbook-blue card - PWKB0124
Enhancing Verbal Skills: Applications of Life Space Crisis Intervention Refresher Bluecard Workbook and Leader’s Guide - PWKB0137
Nonviolent Crisis Intervention Refresher Workbook and Leader’s Guide, NZ/AUS - PWKB0060, PWKB0061
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Large Print - PWKB0062, PWKB0071
Nonviolent Crisis Intervention Participant Workbooks -Large Print - PWKB0186
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Braille - PWKB0063, PWKB0072
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Braille - PWKB0189, PWKB0190
Applied Physical Training Refresher Blue Card Workbook and Leader’s Guide - PWKB0130
Nonviolent Crisis Intervention Participant Workbook: Integrating Positive Behavioral Interventions and Support (PBIS) Blue Card Workbook - PWKB0133
Keypoint Refresher Blue Card Workbook, Integrating Positive Behavioral Interventions and Supports (PBIS) - PWKB0125
Autism Spectrum Disorders Refresher Blue Card Workbook and Leader’s Guide - PWKB0131
Bullying Behaviors Blue Card Workbook and Leader’s Guide - PWKB0129
Sharing Strategies Workbook - PWKB0065
Trauma-Informed Care Refresher Blue Card Workbook and Leader’s Guide - PWKB0132
Helping Educators Defuse Difficult Conversations Learners Guide - PWKB0147
Proactive Strategies for Facing Escalating Situations Alone Learners Guide - PWKB0150
Promoting Positive Behavior Using Person-Centered Supports, Part 1 - PWKB0149
Nonviolent Crisis Intervention Hybrid Participant Seats - HYBRO011
Nonviolent Crisis Intervention Hybrid Refresher Participant Seats - HYBRO010
Foundation Course Integrating PBIS Participant Workbook - PWKB0175
Foundation Course Integrating PBIS Facilitator Guide - PWKB0176
NCI Blended Learning Foundation Online Seat and Job Aid Booklet - FLEX0003
Prepare Training Program Workbook Workplace Bullying - PWKB0085
Nonviolent Crisis Intervention Participant Refresher Workbook - PWKB0185

**DVD SERIES**
After the Crisis Series:
Volume I - Establishing Therapeutic Rapport - DVDS0011, VDWB0009
Volume II - Staff Debriefing Strategies - DVDS0012, VDWB0010

Nonviolent Crisis Intervention Training for Bus Drivers Series - PKGS0504
Volume I – Preventing Problem Behavior on Your School Bus
Volume II – Trouble on Board: Managing Crisis Situations on Your School Bus

Nonviolent Crisis Intervention Training for Long Term Providers Series - PKGS0590
Volume I – Calming the Agitated Resident, VDWB003

Advancing Your Verbal Intervention Skills Series - PKGS0545, PKGS0546
Volume I – Understanding Goals, Power, and Relationships
Volume II – “How To” Strategies for Intervening With Challenging Individuals
Volume III – Practice Scenario

**OTHER DVD/VIDEOTAPES**
Developing an Effective School Crisis Response Team
Effective Documentation of School Incidents
Maximize Effectiveness, Minimize Risk in the use of Nonviolent Physical Crisis Intervention
Nonviolent Physical Crisis Intervention II-DVD - DVDS0071
Nonv Phys Crisis Interv II (Spanish Subtitle) DVD - DVDS0073
Effective Limit Setting DVD-NCI Enhanced - DVDS0082
Preventive Techniques II DVD-NCI Enhanced - DVDS0083
How To Excel at Verbal Intervention II DVD-NCI E - DVDS0084
Facing Conflict with Confidence DVD-NCI Enhanced - DVDS0085

**VIDEO WORKBOOKS**
Fights at School - VDWB0001
Crisis Response Teams - VDWB0011
Negotiating Your Way through Conflict, HS - VDWB0012
You Can Mediate, HS - VDWB0013
Documentation: Your Best Defense - VDWB0015
Weapons in the Workplace - VDWB0016
Breaking Up Fights - VDWB0017
Managing Your Anger, HS - VDWB0021
Managing Your Anger, ED - VDWB0022
The Power of Listening, ED - VDWB0023
The Power of Listening, HS - VDWB0024
How to Stay Safe When Intervening Alone - VDWB0025
Preventing Problem Behavior - VDWB0026
Trouble on Board workbook, ED - VDWB0027
Understanding Goals, Power & Relationships - VDWB0060
Strategy for Intervention - VDWB0061
The Preventive Techniques II - VDWB0069
Effective Limit Setting - VDWB0074
How to Excel at Verbal Intervention II - VDWB0075
The Preventive Techniques II - VDWB0083
Effective Limit Setting - VDWB0082
How to Excel at Verbal Intervention II - VDWB0084
Facing Conflict with Confidence: Practical Solutions for Negotiating and Mediating Disputes - VDWB0085

VIDEO-ON-DEMAND
The Preventive Techniques II - VODS0001
Effective Limit Setting - VODS0002
Facing Conflict with Confidence - VODS0006

POSTERS
Art of Setting Limits Poster - YPSFD100
7 Principles for Effective Verbal Intervention Poster - YPSFD101
10 Tips For Crisis Prevention Poster - YPSFD102
Avoid a Power Struggle Poster - YPSFD103
Rational Detachment Poster - YPSFD104
Spanish 10 Tips for Crisis Prevention (Folded) - YPSFD18
Spanish Art of Setting Limits (Folded) - YPSFD19
Spanish How to Break Up a Fight (Folded) - YPSFD20
Spanish Verbal Intervention Tips (Folded) - YPSFD21
Care Welfare Safety and Security (Folded) - YPSFD33
Evaluation Framework Poster-NCI - YPSFD79
Principles for Disengagement Poster-NCI - YPSFD80
The Opt-Out Sequence Poster-NCI - YPSFD81
A Verbal & Nonverbal Response Poster-NCI - YPSFD82
Principles for Holding Poster-NCI - YPSFD83
Decision Making Matrix Poster GPI Oversized - YPSFD84
Decision Making Matrix (15 pack) - PKGS0676
NCI Decision Making Matrix Poster – Folded - YPSFD85
French-Care Welfare Safety and Security-NCI E - YPSFD86
French-Evaluation Framework Poster - YPSFD87
French-Principles for Disengagement Poster - YPSFD88
French-The Opt Out Sequence Poster - YPSFD89
French-A Verbal and Nonverbal Response Poster - YPSFD90
French-Principles for Holding Poster - YPSFD91
French-Decision Making Matrix Poster - YPSFD92
CHN-NCI Evaluation Framework Poster - YPSFD93
CHN-NCI Principles for Disengagement Poster - YPSFD94
CHN-NCI The Opt Out Sequence Poster - YPSFD95
CHN-NCI The Verbal and Nonverbal Response Poster - YPSFD96
CHN-NCI Principles for Holding Poster - YPSFD97
CHN-NCI Decision Making Matrix Poster - YPSFD98
CHN-NCI Care Welfare Safety and Security - YPSFD99
Decision Making Matrix Poster - PSTR0079

OTHER PRODUCTS
NCI Blended Learning Foundation Job Aid Booklet - FLEX0001
NCI Blended Learning Refresher Online Seat & Workbook - FLEX0009
NCI Blended Learning Seat and Job Aid 10-pack Registration Add-On - FLEX0010
Set of 3 Overhead Markers - PKGS0171
Master Level Refresher Training Kit - PKGS0318
Training Diary at a Glance - PKGS0447
Critical Incident Reporting Tools - PKGS0448
CWSS Stress Release Balls (Set of 5) - PKGS0449
PTP Foundation Workbook and Certificate - PKGS0513
PTP Foundation Workbook and Pin - PKGS0514
PTP Foundation Workbook, Certificate and Pin - PKGS0515
All 10 Teaching Models - PKGS0521
All 10 Teaching Models with Carrying Tube - PKGS0522
Verbal Escalation Challenge - PKGS0564
Key Point Refresher Workbooks & Certificates - PKGS0571
Key Point Refresher Workbooks & Pins - PKGS0572
Key Point Refresher Workbooks, Certificates & Pins - PKGS0573
ACLS Manual-5 with LACLS - PKGS0580
ACLS Manual-5 with ACLS - PKGS0581
ACLS Manual-5 with LACLS and ACLS - PKGS0582
Dementia Therapy Resource Kit - PKGS0586
PTP Instructor Kit – Revised - PKGS0589
French-NCI Electronic Presentation CD Package - PKGS0613
NCI Blue Card Participant Workbooks & Certificates - PKGS0637
NCI Blue Card Participant Workbooks & Pins - PKGS0638
NCI Blue Card Participant Workbooks, Pins, & Certs - PKGS0639
NCI Blue Card Key Point Refresher Workbooks &Certs - PKGS0640
NCI Blue Card Key Point Refresher Workbooks & Pins - PKGS0641
NCI Blue Card Key Point Refresher Wkbks,Certs&Pins - PKGS0642
NCI Participant & Key Point Workbook Package - PKGS0644
NCI Participant & Key Point Blue Card Wkbk Package - PKGS0645
ACLS with Scoring Trifold Card - PKGS0649
LACLS with Scoring Trifold Card - PKGS0650
French-NCI Blue Card Participant Workbooks & Certs - PKGS0654
NCI Part Wkbk & Decision Making Matrix Job Aid - PKGS0678
Promoting Positive Behavior Part 2 EP - PKGS0682
NCI Enhanced Competency Based Training Tool Kit - PKGS0685
Participant Workbook & Certificate-NCI Enhanced - PKGS0688
Participant Workbook & Pin-NCI Enhanced - PKGS0689
Workbook, Pin & Certificate-NCI Enhanced - PKGS0690
Dementia Therapy Resource Kit with Instruct Manual - PKGS0691
Allen Diagnostic Module Placemat & Instruct Manual - PKGS0692
CHN-NCI Decision Making Matrix (15 Pack) - PKGS0693
CHN-NCI Enhanced Competency Based Training Tool Kit - PKGS0694
NCI E Workbook & Decision Making Matrix Bundle - PKGS0695
French-NCI E Blue Card Participant Workbook & Cert - PKGS0696
French-NCI E Blue Card Participant Workbook & Pin - PKGS0697
French-NCI E Blue Card Part Workbook, Pin, & Cert - PKGS0698
NCI E Laminated Teaching Tools with Carrying Tube - PKGS0699
NCI E All Laminated Teaching Tools - PKGS0700
NCI E Participant and Refresher Workbook Bundle - PKGS0701
NCI E Refresher Workbook and Certificate - PKGS0702
NCI E Refresher Workbook and Pin - PKGS0703
NCI E Refresher Workbook, Certificate & Pin - PKGS0704
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CDN-Display Items for DCC - YD ISP16
NCI-Enhanced Instructor Kit - YPKG110
NCI-Enhanced GPI Materials - YPKG111
GPI Day 1 Materials-NCI Enhanced - YPKG112
French-NCI Enhanced Instructor Kit - YPKG113
French-GPI Day 1 Materials-NCI Enhanced - YPKG114
French-NCI-Enhanced GPI Materials - YPKG115
PTP GPI Materials - YPKG124
Chinese-NCI Enhanced Instructor Kit - YPKG125
Chinese-NCI Enhanced GPI Day 1 Materials - YPKG126
Chinese-NCI Enhanced GPI Materials - YPKG127
NCI-E Renewal Instructor Kit - YPKG128
NCI E PBIS Instructor Kit - YPKG129
NCI-Enhanced Flex Instructor Kit - YPKG130
GPI Day 1 Materials-NCI Enhanced Flex - YPKG131
NCI-Enhanced Flex GPI Materials - YPKG132
NCI-Enhanced Flex Renewal Instructor Kit - YPKG133
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Posters for GPIs - YPKG135
French-NCI-E Renewal Instructor Kit - YPKG136
ASD Renewal Instructor Kit - YPKG143
Posters for GPIs-Enhanced ASD - YPKG144
US-DRC Promotional Folder - YPKG59
CDN-DRC Promotional Folder - YPKG60
GPI Day 1 Materials-DRC - YPKG61
GPI Day 1 Materials-DCC - YPKG63
DCC Participant Kit Therapy Applications - YPKG65
DCC Instructor Kit ICP - YPKG66
DCC Intermediate Kit - YPKG71
CDN-GPI Day 1 Materials-DCC - YPKG78
NCI Hybrid Refresher Job Aid Booklet, HYBR0012
Hybrid Refresher Online Seat and Job Aid Booklet - HYBR0013
NCI E Laminated Teaching Tool-Crisis Develop Model - PSTE0011, PKGSOP01
NCI E Laminated Teaching Tool-Precipitating Factors - PSTE0012, PKGSOP01
NCI E Laminated Teaching Tool-Team Intervention - PSTE0013, PKGSOP01
NCI E Laminated Teaching Tool-Nonverbal Communication - PSTE0014, PKGSOP01
NCI E Laminated Teaching Tool-Paraverbal & Verbal - PSTE0015, PKGSOP01
NCI E Laminated Teaching Tool-Physical Intervention - PSTE0016, PKGSOP01
NCI E Laminated Teaching Tool-Verbal Escalation - PSTE0017, PKGSOP01
NCI E Laminated Teaching Tool-Postvention Coping - PSTE0018, PKGSOP01
NCI E Laminated Teaching Tool-Decision Making Matrix - PSTE0019, PKGSOP01
Bus Driver Laminated Reference Cards (ED) (10) - TRCD0007
Driver Laminated Reference Cards (10) - TRCD0008
Training Transfer Job Aid Card - TRCD0015
Setting Limits Job Aid Cards 15 PK - TRCD0017
Decision Making Matrix Job Aid (15 pack) - TRCD0026
Decision Making Matrix Job Aid (1 each) - TRCD0031
French-NCI Decision Making Matrix Job Aid Card - TRCD0036
CHN-NCI Decision Making Matrix Job Aid Cards(15 Pack) - TRCD0037
All 10 laminated teaching tools - PKGSOP01 (PKGS0521)

WORK BOOK BUNDLES
DCC-Foundation and Behaviors Workbook - PKGS0710
Nonviolent Crisis Intervention Participant Refresher Workbook and Nonviolent Crisis Intervention Participant Workbook - PKGS0701
PBIS Participant and Refresher Workbook Package - PKGS0667
NCI Participant Workbooks & Pins - PKGS0002
NCI Participant Workbooks & Certificates - PKGS0003

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3. Fax (414-979-7098) with a purchase order, letter of authorization or credit card;
4. Mail with a check, credit card number, letter of authorization or purchase order.
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Sincerely,

Nathan E. Cromer Esq

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