March 9, 2021

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
French Canadian NCI 2nd E Blended Learning Online Course - BLEN20NCIFC
Spanish NCI 2nd E Blended Learning Online Course - BLEN20NCISP

**ELECTRONIC PRESENTATIONS**
Bullying Behaviors Electronic Presentation - ELTT0025, PKGS0630
PTP Topic Module-Negotiating Your Way Through Conflict EP - ELTT0020, PKGS0625
PTP Topic Module-Workplace Bullying EP CD - ELTT0021, 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
NCI 2nd Edition Blended Learning Online Course - BLEN20NCI
VI Blended Learning Online Course - BLEN20VBI
Intro to ASD & NCI Blended Learning Online Course - BLEN20NCIAS
Introduction to Trauma (online course) and NCI Online Course - BLEN20NCITR
Promoting Positive Behavior Using Person-Centered Supports Module 1 - ELTT0042, PKGS0665
Promoting Positive Behavior Using Person-Centered Supports Module 2 - ELTG0046, PKGS0682
APS GPI EP (Blended) - ELPR20ADVBGPG
APS GPI EP (Classroom) - ELPR20ADVCGPG
APS CI EP (Blended) - ELPR20ADVBCI
APS CI EP (Classroom) - ELPR20ADVCCI
ASD GPI EP (Blended) - ELPR20NCIASBGPG
ASD GPI EP (Classroom) - ELPR20NCIASCGPG
ASD CI EP (Blended) - ELPR20NCIASBCI
ASD CI EP (Classroom) - ELPR20NCIASBCI
NCI 2nd Edition GPI EP (Blended) - ELPR20NCIBGPG
NCI 2nd Edition GPI EP (Classroom) - ELPR20NCICGPG
NCI 2nd Edition CI EP (Blended) - ELPR20NCICBGPG
NCI 2nd Edition CI EP (Classroom) - ELPR20NCICICGPG
Trauma GPI EP (Blended) - ELPR20NCITRBGPG
Trauma GPI EP (Classroom) - ELPR20NCITRCGPG
Trauma CI EP (Blended) - ELPR20NCITRBCI
Trauma CI EP (Classroom) - ELPR20NCITRCICI
VI GPI EP (Blended) - ELPR20VBIBGPG
VI GPI EP (Classroom) - ELPR20VBICGPG
VI CI EP (Blended) - ELPR20VBIBCGPG
VI CI EP (Classroom) - ELPR20VBICCGPG
French Canadian NCI 2nd E GPI EP (Blended) - ELPR20NCIBGPGFC
French Canadian NCI 2nd E GPI EP (Classroom) - ELPR20NCICCGPGFC
French Canadian NCI 2nd E CI EP (Blended) - ELPR20NCIBCIFC
French Canadian NCI 2nd E CI EP (Classroom) - ELPR20NCICCIFC
Spanish NCI 2nd E GPI EP (Blended) - ELPR20NCIBGPSP
Spanish NCI 2nd E GPI EP (Classroom) - ELPR20NCICGPSP
Spanish NCI 2nd E CI EP (Blended) - ELPR20NCIBCISP
Spanish NCI 2nd E CI EP (Classroom) - ELPR20NCICCISP

MANUALS AND WORKBOOKS
Dementia Capable Care 2nd Edition Participant workbook - PWKB20DCC
Dementia Capable Care 2nd Edition Instructor Guide - INMA20DCC
French Canadian NCI 2nd E Participant Workbook - PWKB20NCIFC
French Canadian NCI 2nd E Blended Learning and classroom combined Instructor Guide - INMA20NCIFC
Spanish NCI 2nd E Participant Workbook - PWKB20NCISP
Spanish NCI 2nd E Blended Learning and classroom combined Instructor Guide - INMA20NCISP
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 - PWKB0032
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 - HYBR0011
Nonviolent Crisis Intervention Hybrid Refresher Participant Seats - HYBR0010
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
Advanced Physical Skills Participant Workbook - PWKB20ADV
Advanced Skills Blended Learning and classroom combined Instructor Guide - INMA20ADV
NCI 2nd edition Participant Workbook - PWKB20NCI
ASD NCI Blended Learning and Classroom combined Instructor Guide - INMA20NCIAS
NCI 2nd Edition Blended Learning and classroom combined Instructor Guide - INMA20NCI
Trauma Blended Learning and Classroom combined Instructor Guide - INMA20NCITR
Verbal Intervention (VBI) Participant Workbook - PWKB20VBI
VI Blended Learning and classroom combined Instructor Guide - INMA20VBI
Advanced Skills Competency Assessments - YCMAS20ADV
NCI 2nd Edition Competency Assessments - YCMAS20NCI
VI Competency Assessments - YCMAS20VBI

**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
Volume II – Safely Managing the Combative Resident

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

CPI's 2-Volume Series on Domestic Violence:
Volume I - Assessing the Danger
Volume II - Developing a Safety Plan for Victims

Nonviolent Crisis Intervention Training Series: - PKGS0615
Volume I – The Preventive Techniques II
Volume II – Nonviolent Physical Crisis Intervention II

Nonviolent Crisis Intervention Training for Educators Series:
Volume I - The Disruptive Child, - DVD50001
Volume II - The Disruptive Adolescent, - DVD50002
Volume III - Fights at School, - DVD0004, VDWB0001
Volume IV - Reading, Writing and Weapon, - DVD50005, VDWB0002

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
How to Set Limits With Students - VDWB0003
Negotiating Your Way through Conflict  ED - VDWB0004
You Can Mediate  (ED) - VDWB0005
Crisis Response Team for Educators - VDWB0006
Documentation of School Incidents - VDWB0007
How to Excel at Verbal Intervention - VDWB0008
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
Louder Than Words - VDWB0018
Under the Influence - VDWB0019
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
Dementia Therapy Self Study - VDWB0068
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 - VDWB0076, VDWB0085
Calming the agitated resident - VDWB0036
Safely Managing the Combative Resident - VDWB0037

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
Care, Welfare, Safety and Security Poster - YPSTR20VBI01
Disengagement Skills Poster - YPSTR20VBI02
Physical Skills Review Poster - YPSTR20VBI03
Crisis Development Model Poster - YPSTR20VBI04, YPSTR20DCC08
Verbal Escalation Continuum Poster - YPSTR20VBI05
Spanish-Rational Detachment Tips Poster - YPSTR20NCISP06
Spanish-Safe Realism Poster - YPSTR20NCISP07
Spanish-Role of Practice Partner Poster - YPSTR20NCISP08
Spanish-Limit Setting Poster - YPSTR20NCISP09
Spanish-Opt-Out Sequence Poster - YPSTR20NCISP10
Spanish-Decision Making Matrix Poster - YPSTR20NCISP11
Spanish-Holding Skills Poster - YPSTR20NCISP12
Spanish-12 Pack of Posters - YPPSTR20NCISP

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
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NCI-Enhanced Flex Renewal Instructor Kit - YPKG133
Spanish NCI Instructor Kit - YPKG134
Posters for GPs - YPKG135
French-NCI-E Renewal Instructor Kit - YPKG136
ASD Renewal Instructor Kit - YPKG143
Posters for GPs-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
NCI Blended Learning Online Course & Advanced Skills Wkbk - PBLEN20ADV
Intro to ASD & NCI Blended Learning Online Course and Workbook - PBLEN20NCIAS
NCI 2nd Edition Blended Learning Online Course & Wkbk - PBLEN20NCI
Introduction to Trauma (online Course), NCI Course (online course) and NCI Workbook - PBLEN20NCITR
VI Blended Learning Online Course & Wkbk - PBLEN20VBI
Introduction to Trauma (online Course), VI Course (online course) and VI Workbook - PBLEN20VBITR
Intro to ASD & NCI Blended Learning Online Course and Workbook - PBLEN20NCIAS , PBLEN20VBIAS
French Canadian NCI 2nd E Blended Learning Online Course & Wkbk - PBLEN20NCIFC
Spanish NCI 2nd E Blended Learning Online Course & Wkbk - PBLEN20NCISP

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Our products may be ordered by:

1. Phone (1-800-558-8976) with a purchase order or a credit card;
2. Online (www.crisisprevention.com) with a purchase order or a credit card;
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.
10850 W. Park Place, Suite 250 Milwaukee, WI 53224

If you need additional information, please feel free to contact our office toll-free at 1-800-558-8976.
Sincerely,

Nathan E. Cromer Esq

Nathan E. Cromer
CPI General Counsel

Updated March, 2021