



De-Escalation Training: Moving in the Right Direction
Client Services Training
February 2, 2021

De-Escalation training was scheduled to commence during the second half of March 2020, and staff were registered for the in-person sessions. Due to the onset of the COVID pandemic, all in-class trainings were canceled.

We are in the process of converting the De-Escalation curriculum into Virtual Instructor-led training for sessions to begin in the latter part of the 1st quarter of 2021.

Please note that DSS/HRA conducts other trainings which include de-escalation and Trauma informed care which are reported in July as part of reporting relating to **LL175 of 2017**.