



DE-ESCALATION

TRAINING FOR STREET-FRONT RETAILERS WEBINAR LEVEL 1 AND 2

In these free webinars, we'll explore using supportive communication and de-escalation skills with individuals who may be displaying agitated behaviours in your business or who may be street-involved. For Level 2, participants will apply the skills learned in Level 1 to address specific challenging scenarios including verbally abusive behaviour and intoxication.

Note that it is required to have taken Level 1 before proceeding to Level 2.

Co-Facilitated By:



Rebecca Higgins

A mental health educator since 2010, with 20 years of experience in community health, social services and education and a Masters degree in Social Work.



Jan Krouzil

Lead of Downtown Yonge BIA's Community Engagement Team since 2018, Jan works directly with businesses dealing with escalated situations in real-time. He has also worked in Toronto's social services sector for many years.

Dates

Level 1 Sessions

1. September 19, 2023
9:00am-11:00am
2. September 21, 2023
12:00pm-2:00pm
3. October 03, 2023
10:00am-12:00pm
4. October 12, 2023
2:00pm-4:00pm
5. November 02, 2023
1:00pm-3:00pm
6. November 14, 2023
10:00am-12:00pm
7. December 04, 2023
12:00pm-2:00pm
8. December 08, 2023
10:00am-12:00pm

Level 2 Sessions

1. September 28, 2023
12:00pm-2:00pm
2. October 31, 2023
10:00am-12:00pm
3. November 30, 2023
2:00pm-4:00pm
4. December 11, 2023
10:00am-12:00pm

To RSVP, visit
www.bit.ly/De-EscalationTO

Sessions are capped to a maximum of 25 attendees. Please sign up through the waitlist function if a session is full.