

PROTECTING PEOPLE FROM HARM: CRITICAL INCIDENT INVESTIGATION (CII) TRAINING

SAMPLE COURSE AGENDA FOR LONG-TERM CARE ORGANIZATIONS

DAY 1

Part I: Introduction to the Investigation Process

9:00 a.m. – 9:30 a.m.	Introductions
9:30 a.m. – 10:15 a.m.	Obstacles Faced When Conducting Critical Incident Investigations Exercise Small group discussion Class discussion
10:15 a.m. – 10:30 a.m.	Break
11:00 a.m. – 12:00 p.m.	Foundations of Incident Management and Critical Incident Investigations in Human Service and Healthcare Organizations Exercise Small group discussion Class discussion
12:00 p.m. – 1:00 p.m.	Lunch (on your own)
1:00 p.m. – 2:15 p.m.	Foundations of Incident Management and Critical Incident Investigations (continued)
2:15 p.m. – 2:30 p.m.	Break
2:30 p.m. – 3:30 p.m.	Foundations of Incident Management and Critical Incident Investigations (continued)
3:30 p.m. - 4:30 p.m.	It Is What It Is: Terms We Need to Know Lecture Class discussion

Homework:	CIIM Module 1:	Concepts and Definitions
	CIIM Module 2:	Rules of Speed, Thoroughness, and Objectivity
	CIIM Module 3:	Structuring the Competent Investigation
	CIIM Module 5:	Testimonial Evidence
	CIIM Module 10:	Allegations of Abuse, Neglect, and Employee Disciplinary Action
	Appendix IV:	Organizing the Investigation – Other Tools and Checklists

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Day 2

Part II: Identifying and Collecting Evidence

9:00 a.m. – 10:30 a.m.	Evidentiary Rules: Classifying Evidence and Structuring Quality Investigations Exercise <ul style="list-style-type: none">• Small group discussion• Class discussion
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. - 12:00 p.m.	Testimonial Evidence: Developing the Framework for Effective Witness Interviews Lecture Exercise: Role Play #1 <ul style="list-style-type: none">• Small group practice• Class discussion
12:00 – 1:00 p.m.	Lunch (on your own)
1:00 p.m. - 2:30 p.m.	Testimonial Evidence: Developing Detail and Organizing the Witness Interview Lecture Exercise: Role Play #2 <ul style="list-style-type: none">• Small group practice• Class discussion
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 4:30 p.m.	Testimonial Evidence: Developing Detail and Organizing the Witness Interview (continued)
Homework:	
CIIM Module 4:	Physical and Demonstrative Evidence
CIIM Module 6:	Documentary Evidence – Preparing Witness Statements
CIIM Module 7:	Documentary Evidence – Identifying and Collecting Relevant Business Records of the Organization
CIIM Module 8:	Preparing the Critical Incident Investigation Report
CIIM Module 9:	Reconciling Evidence and Determining Outcomes and Conclusions
Appendix II:	Critical Incident Investigation Report Format
Appendix III:	Sample Critical Incident Investigation Report

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Day 3

9:00 a.m. - 10: 15 p.m.	Documentary Evidence: Developing Written Statements Lecture/demonstration Practice exercise <ul style="list-style-type: none">• Individual exercise• Class discussion
10: 15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 12:00 p.m.	Documentary Evidence: Developing Written Statements (continued)
12:00 p.m. – 1:00 p.m.	Lunch (on your own)
1:00 p.m. – 2:15 p.m.	Evidentiary Rules: Physical and Demonstrative Evidence Lecture Exercise: Physical and Demonstrative Evidence <ul style="list-style-type: none">• Small group discussion• Class discussion
2:15 p.m. – 2:30 p.m.	Break
2:30 p.m. – 4:30 p.m.	Reconciling Evidence and Determining Outcomes and Conclusions Lecture/Class discussion Structuring Quality Investigations: The Final Investigation Report Lecture <ul style="list-style-type: none">• Small Group Discussion• Class Discussion
Homework:	Prepare for Exam Review Definitions Core Concepts of Critical Incident Investigations

Day 4

9:00 a.m. – 10:15 a.m.	Testimonial Evidence: Interviewing Individuals with Communication and Intellectual Disabilities <ul style="list-style-type: none">• Training DVD – USDOJ• Class discussion
10: 15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 2:00 p.m.	Final Questions, Course Wrap-up, and Transition to Final Exam