

Upon completion of the 40-hour CIT Team Training in 2021, participants were asked for testimonials.

Quote from a Corrections Officer – Chester County Prison

Please share experiences from the class that have stuck with you or had a positive impact.

“What has stuck with me the most and has had the biggest impact on me is that individuals that are going through crises are just looking for someone to talk to and listen to them. Active listening skills are extremely important when dealing with individuals going through a crisis because the individual can tell if you are actively listening to them so it's important to repeat things back to them and ask questions so that they know you are listening to them intently. Sometimes people just want someone to talk to.”

How have you used your CIT skills in the field or with a community member?

“As a Correctional Officer CIT training has been important to me because I deal with individuals going through crisis on a daily basis. There is one particular situation that I can recall where some techniques that I learned through the CIT training became incredibly useful. I had a new intake right off of the street and he was in crisis and going through what I believe was a panic attack. I spoke with him through the door and determined he was calm enough to exit the cell and speak with me. I walked around the tier with him for about 10 minutes and just let him talk to me. I never told him that I knew what he was going through only that I could see he was frustrated. He continued to talk to me and tell me what was going on and he calmed down and I let him get in the shower during non-shower time.”