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**Robert King**  
National Director of Training  
Con10gency Consulting, LLC  
[robert@con10gency.com](mailto:robert@con10gency.com)

Dear Mr. Robert King,

On behalf of the Portland Public Safety Action Coalition (PSAC) we would like to formerly endorse The C.A.L.M. Approach, a new de-escalation training offered by Con10gency Consulting, LLC.

The mission of PSAC is to advocate for and take effective action toward improving public safety in the city of Portland, Oregon. Last month the PSAC board, membership, and guests invited Con10gency to present The C.A.L.M Approach. We feel The C.A.L.M. approach fits the initiatives and mission statement of PSAC. We recognize the need for more education around high quality trainings on de-escalation, trauma-informed care, medical-, and mental-health conditions. Frontline workers in law enforcement, private security industry, EMS, and hospital workers as well as community- and work-related settings are witnessing a rise in frequently escalating situations.

This program stood out to us by the well-thought-out pillars: Communication, Active Physical Control Maneuvers, Lateral Recovery Restraint, and Monitor. Noteworthy is the methodology that includes a medically-approved position that allows a subject to be restrained while recovering from physical exertion. We hope to see The C.A.L.M. Approach, a nationally certified program, used in the near future in the effort to save more lives.

Sincerely,

Tiffany Hammer (Co-President) & Samuel Miller (Interim Co-President)  
Portland PSAC