

Effectively Responding to Crisis Events



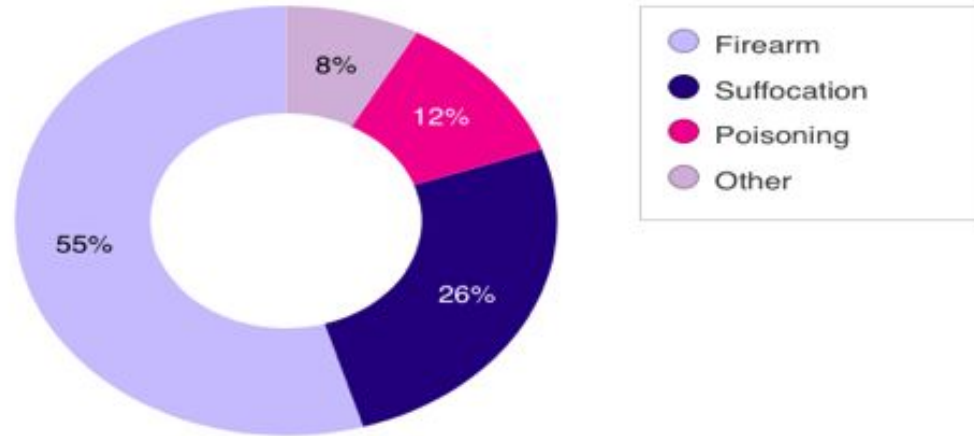
**Presenter:
Dr. Tim Victorella, DHPE, MSW, QMHP**

Learning Objectives

1. Differentiate how the body reacts during active crisis to develop a mental health toolkit.
2. Demonstrate signs and symptoms of active crisis and stress by way of mental health checklists to support quickly respond to crisis.
3. Illustrate the different crisis techniques to use when working with someone that is in crisis.
4. Recognize the importance of rapport and trust building with discussion of effective use of motivational interviewing and building knowledge of effective communication.

Suicide Data

Firearms are the most common method used in suicides.
Firearms are used in more than 50% of suicides.



Autonomic Nervous System

Fight or Flight

STRESS
SYMPATHETIC

CALM
PARASYMPATHETIC

Rest and Digest

PUPILS EXPAND
Vision narrows

PUPILS SHRINK

FAST & SHALLOW BREATHS

SLOW, DEEP BREATHS

HEART PUMPS FASTER

HEART SLOWS

GUT INACTIVE

GUT ACTIVE

Raise and lower of alert levels

Preparing for Crisis

- ❑ Be mentally prepared to help and assess someone in crisis.
- ❑ Remember it is NOT OUR emergency.
- ❑ Be mentally and physically prepared to be in active crisis situations and stress.
- ❑ Have a mindset that is ready to help and assist in crisis events.

During a Crisis Remember

- ❑ To SLOW the process down!
- ❑ The person in the crisis is the expert in their life. They know and have tools to calm themselves back to baseline levels.
- ❑ Don't be so quick to “fix” the problem or the person.
- ❑ Be confident, calm, and collected.
- ❑ Remember a crisis is just a conversation. (We will dive into this more)

Things to Remember During Crisis

- ❑ Be calm
- ❑ Set specific limits
- ❑ Give person set of options and follow through with them
- ❑ Know your boundaries
- ❑ Understand your comfort bubble
- ❑ Have understanding when things are not going well
- ❑ Always keep safety number one

**We need to assess for suicide everytime
with every client.**



Assess for Suicide

Everytime you talk to a client:

- Are you having thoughts of suicide? Yes- assess intent, means, & plan.
- Any past thoughts of suicide in your life?
- Any past attempts to end your life?
- Assess for self-harm and homicide of a client

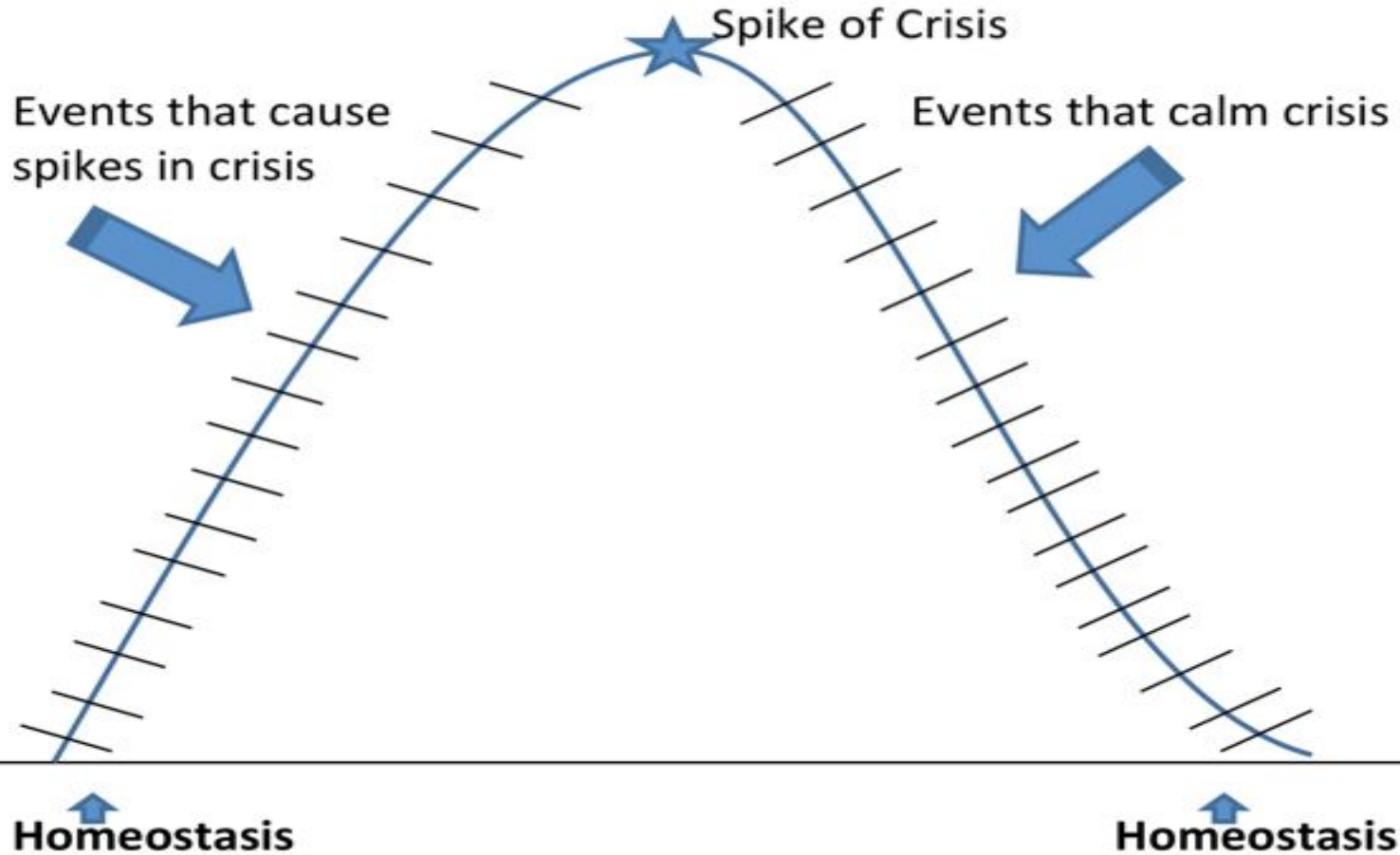
Yes to any of these questions- Full safety plan is needed.

We will talk about safety plans later

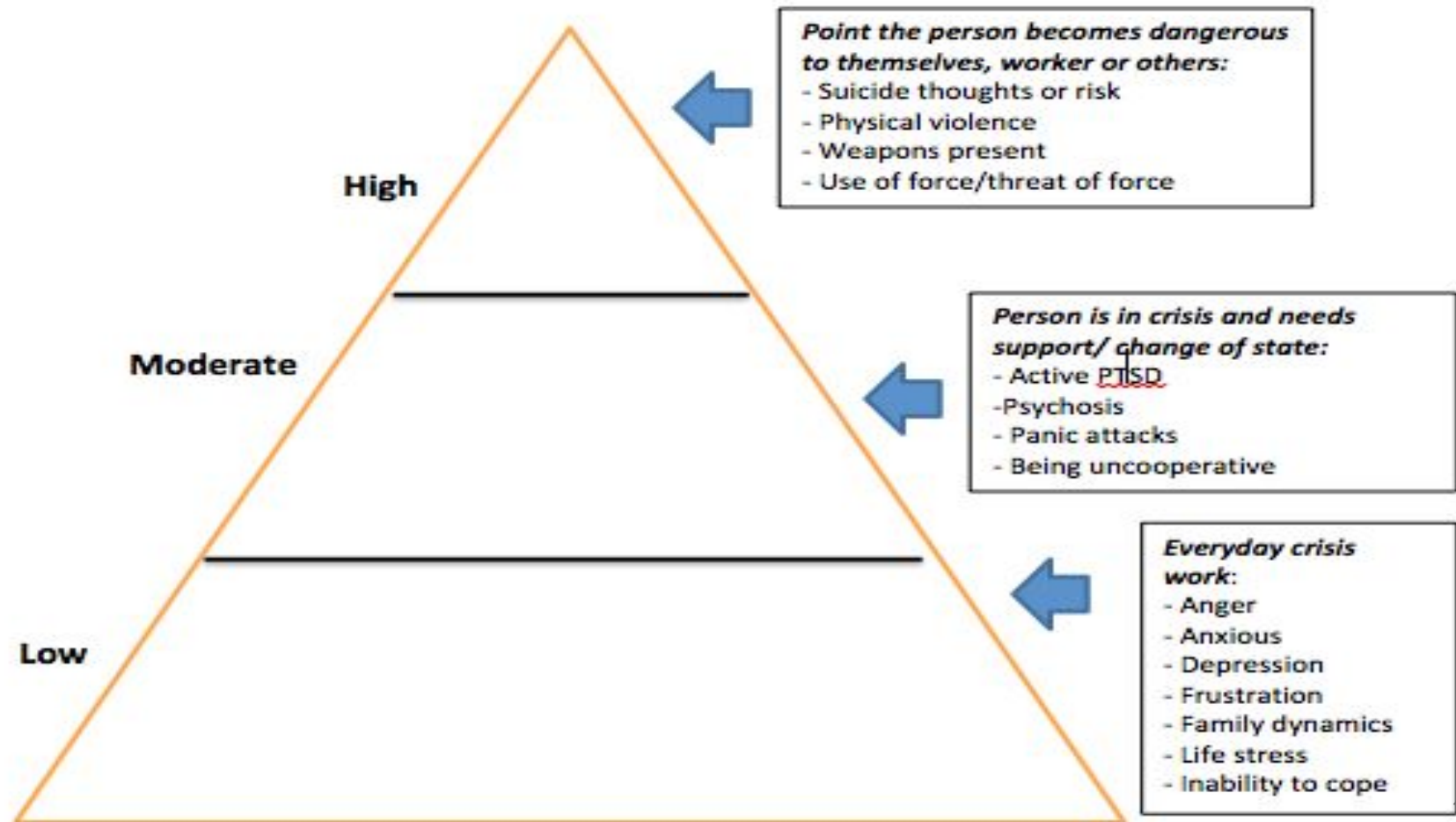
**How many people feel
comfortable with asking
suicide question?**



Crisis Escalation Grid:



The Threat Triangle:



6 Steps of Crisis Negotiation

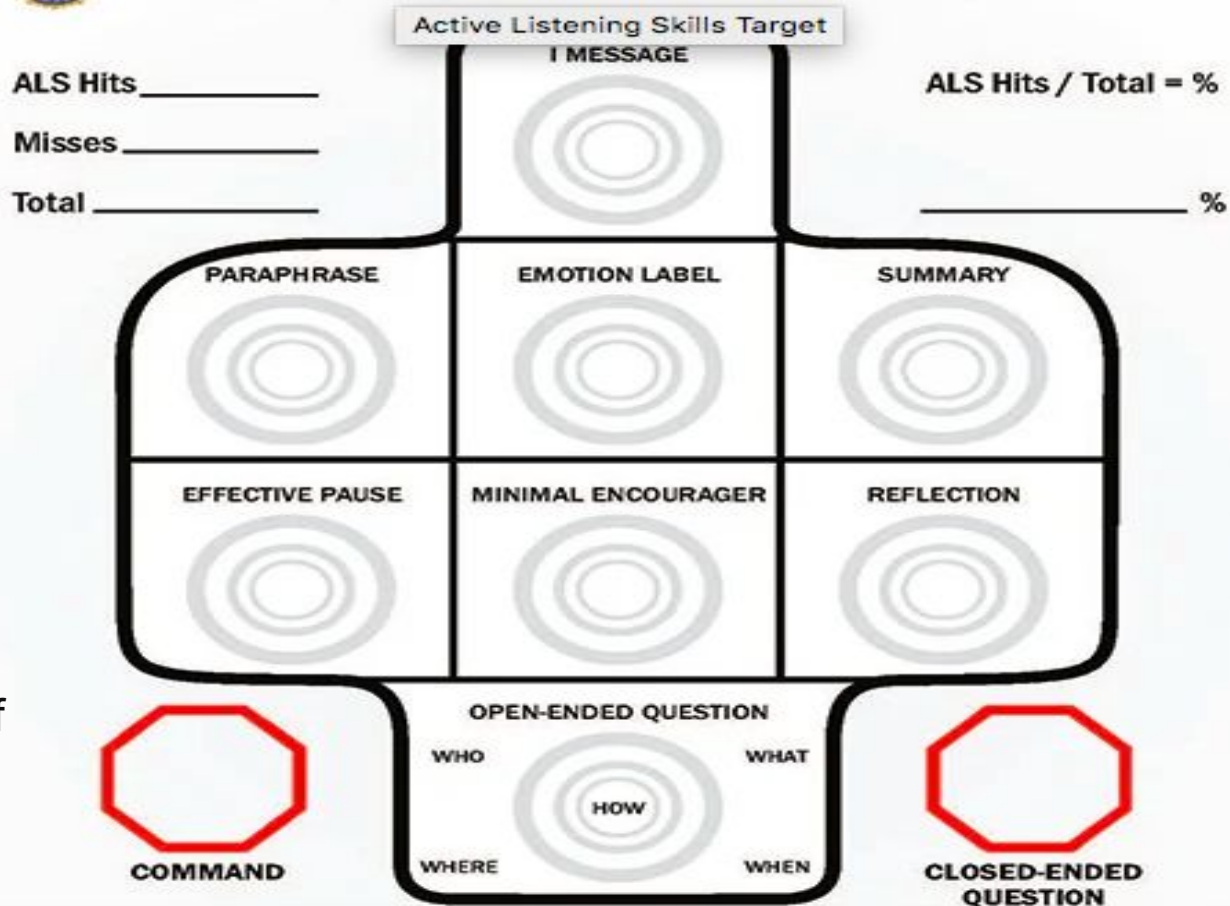
1. Access the situation.
2. Build rapport and trust to include promoting space of encouragement and hope.
3. Listen to the problem.
4. Start calming the situation and help person find possible solutions to presenting problem.
5. Work to help negotiate the needed change back to homeostasis.
6. Be prepared to get additional help and resources.
 - a. Help discover and foster empowerment and personal wellness.

Active Listening Response Tool

- Minimal Encouragers- Mmm or Uh-huh
- Open ended questions- Tell me or what (remove yes or no)
- Reflecting/mirroring- Repeat last few words stated
- Emotional labeling- You sound like... Label the emotion being shown
- Paraphrasing- Shorter summary
- I message- I feel..when you...because (I feel concerned when you say..bc
- Effective pausing- Get person to talk more after important point made
- Summarizing- Discuss what was being said during interaction



ACTIVE LISTENING SKILLS TARGET



US Department of Justice (n.d.)

Motivational Interview: OARS

Open Ended Questions

- Helps with rapport/trust
- What brings you in or Can you tell me more

Affirmations

- Show empathy and helps with rapport
- You're really trying hard or It sounds like you are

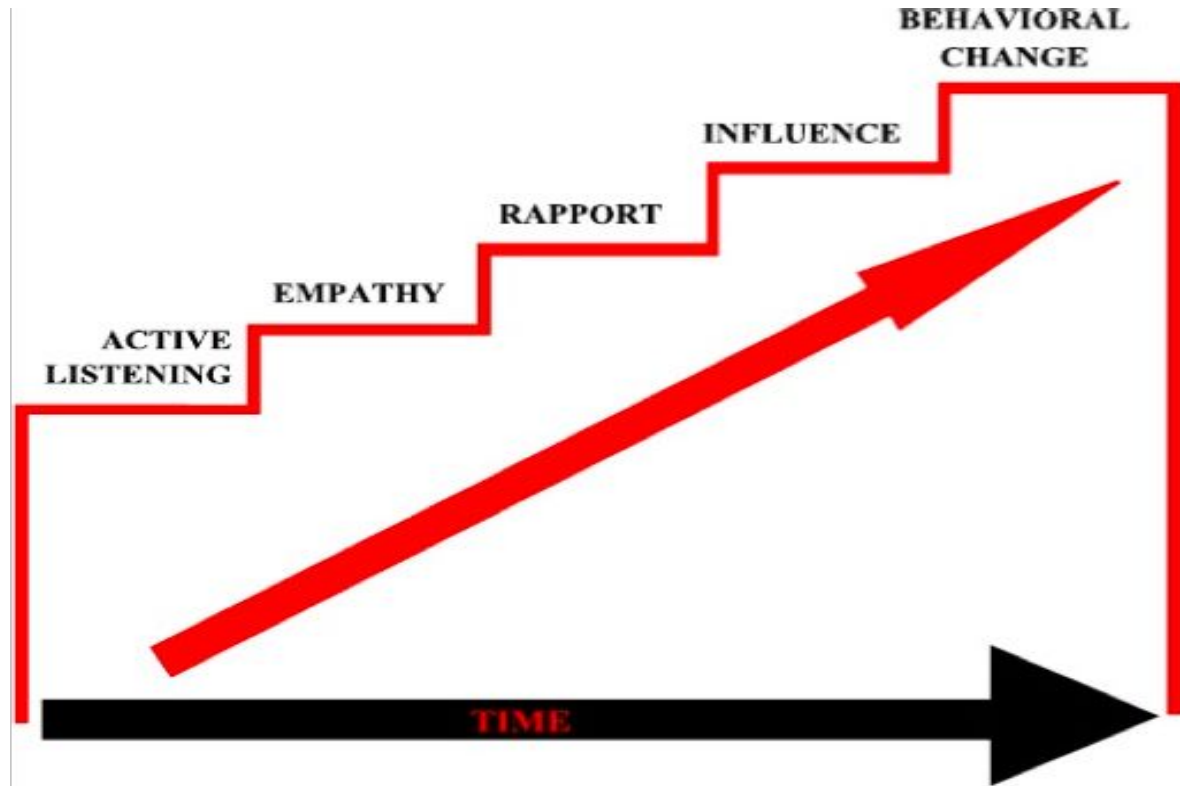
Reflective Listening

- Gain deeper understanding
- You seem or I noticed

Summarizing

- Move conversation
- Let's go over or Let me make sure I hear what you are saying

Behavior Change Stairway



Stanford (2016)

Helpful Tips

- Ø *Minimise* – we use language that minimises and softens the main issue
- Ø *Rationalise* – we gently introduce reasoning that supports a particular solution
- Ø *Maximise* – we use language that maximises the solutions positive benefits
- Ø *Never lie* – integrity is paramount to build trust so you must never lie

Trooper and Veteran Crisis Videos



The Journal Inquirer (2022)

De-escalation Techniques for Crisis & Stress

1. *The Eliminator*
2. *Changing your State of Mind in 45 Seconds*
3. *STOP Anxiety Technique*
4. *Heart Rate De-escalation*
5. *Crisis Rebound Plan*

The Eliminator

- Stand tall with a firm stance.
- Bend knees slightly.
- Start with arm at side and raise then to your chest breathing in.
- Hold arms to chest and hold your breath for 5 seconds while thinking about a problem or worry.
- Lower your arms back to your side exhaling and letting go of your problem or worry.
- Complete this 5-6 times as needed.

45 Seconds of Changing State of Mind

- Take a few seconds to think about what is creating anger, anxiety, stress, frustration, or sadness.
- Take three deep breaths using your diaphragm
- Shift your perspective by being grateful for things, events, or people in your life.
- Think of some things you love about yourself.
- Think of reasons why you matter.
- Now work to move past the reason you are angry, have anxiety, stress, frustration, or sadness.

STOP Anxiety Technique

S- Stop what you are doing in the moment

T- Take 3 deep breaths

O- Observe the world around you looking at people, colors, smells, and objects

P- Plan a new way going forward

Heart Rate De-escalation

Steps:

1. Sit or lie down in comfortable position
2. Place hands on your heart
3. Take a deep breath in and making sure it is slow and deep
4. As you are breathing feel your heart rate and slow it down
5. Your breath and heart become one
6. Keep breathing in calm
7. Breath out peace

My Crisis Rebound Plan

My Mental Wellness- Understand when I start to feel like I am entering a mental health crisis. I can identify when I am in mental health crisis versus when I am happy and healthy.

When I feel well and healthy , I _____

When not feeling mentally well, I _____

Early signs I am not doing very well- Identify early signs or change in my state or wellness. Examples include not getting out of bed, unable to eat, agitated, unable to focus, sad, loss in motivation, anxiety, or thoughts of harming self.

I am not doing well when I notice or feel _____

Rebound Skills- Ways I can work to feel mentally well again. Examples include deep breathing, going outside, listening to music, drinking water, being with loved ones, journaling, exercise, ect.

I can use the following rebound skills _____

Strong/Deep Breathing- I will breathe deep to help become well again. Using my breath I will work to calm myself and feel centered. The more I breathe in deep the more I am at peace.

Take deep breath in for 5 seconds. Hold your breath for 3 seconds. Then breathe out for 5 seconds.

My Safe Place- When I am not feeling mentally well I can think of my safe place to get me grounded and safe. Some

My Safe Place- When I am not feeling mentally well I can think of my safe place to get me grounded and safe. Some examples of safe places include the beach, my home, the stars, with family, and in nature.

My Safe place is _____

The Warrior in Me- I am strong, grounded, can fight anything, and believe in myself. I am here to make a difference in the world and nothing is going to get in my way! I matter and have the HUNGER to push forward no matter what!

I am a Warrior because _____

My Pack of Support- My pack of people that I can call anytime to get support and feel well again. They can be friends, family, and community providers.

<i>Name:</i>	<i>Number:</i>	<i>Best Time to Contact:</i>

National Suicide Prevention Lifeline: Dial 988 for mental health or crisis support.

Local Crisis Line:

I can do this and I am worth it!

Wrapping Up: During Crisis

- ❑ To SLOW the process down!
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Connect with me and Questions!

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