

Levels of Intervention

A. Support

- i. Listen: Allow ventilation without becoming judgmental.
- ii. Accept: Consider the validity of the feeling, if not the behavior. It is impossible to tell another person how to feel.
- iii. Focus: Focus on one issue at a time.
- iv. Encourage: Encourage assertion (as opposed to aggression)
- v. Offer: Offer the participant alternative choices, contrasted by inappropriate choices and their attending consequences.
- vi. Contract: Persuade the participant to agree on the course of action to be taken.
- vii. Redirect

Note: *The avenue you choose will depend on how much relationship capital you have with the participant. Proceed mindfully!*

B. Limit Setting

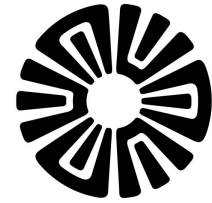
- i. Limits must be CLEAR (emotionally and intellectually)
- ii. Limits must be CONSISTENT (from day to day, staff to staff)
- iii. Limits must be ENFORCEABLE (Do not verbalize consequences or limits that you have no intention or capacity to enforce.)

C. Seeking Assistance from Emergency

Personnel, when all efforts to have failed to de-escalate the situation, engage your crisis response team, security or call 911, remembering to use ***the least restrictive, yet most effective intervention necessary to maintain safety***

Key to De-escalation

- A. What you say is not as important as how you say it or how you act.
 - i. Be aware that your tone and body language (facial expressions, hand gestures, etc.) reveal your true affect and are often more powerful than the content of what you are saying.
 - ii. If your own feelings about a participant are interfering with your ability to do good work with them, recollect yourself or tag in another Team member. Also, spend time debriefing about why you had such a difficult time
- B. Look for hurt and disappointment under a much more visible layer of anger.
 - iii. You can get beyond the anger with most participants by acknowledging and accepting the underlying emotion.
- C. Continually assess the effectiveness of your approach based on the actual effect it has on the participant's tension level
 - iv. If being quiet or ignoring the participant accelerates their tension level, become more proactive.
 - v. Conversely, if being too involved or talkative is increasing tension, assume a less active or intrusive posture. It is just as possible to try too hard as it is to try too little.
- D. Form a relationship by behaving as a solid object
 - vi. Calm, confident, centered, non-reactive, focused, empathetic, allowing the connection, attachment to take place.
 - vii. Some participants will require time and a prolonged testing process to connect.
- E. Avoid responding emotionally to provocation. It's not personal. It's just a test.
 - viii. Many participants are highly successful at getting others to act out against them.
 - ix. Reacting punitively or poorly reinforces the shame and the negative self image of the participant. It can also provide the participant with a sense of empowerment that devalues you as a solid object
- F. Appeal to the healthy components of the client's personality in order to form an alliance.
 - x. Strength Based Approach by looking at positives or strengths participants bring to tense situations

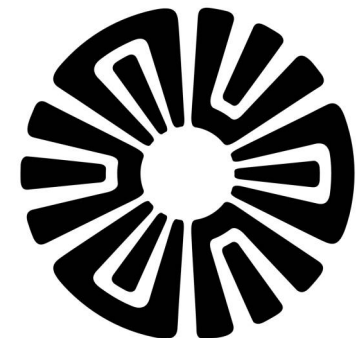


Prevention

Intervention

Crisis Management

Essentials



Foundation: Philosophy of Care

1. Harm Reduction

- Meeting participant where they are
- Program expectations/rules should only be to ensure safety not to control or create conflict

2. Trauma Informed Care

- Assume participant has experienced some form of trauma
- Fear/anger can be result of trauma or
- Do policies, procedures or program space trigger trauma

3. Human Rights, everyone has the right to

- Dignity
- Healthcare
- Education
- Housing
- Respect
- Self efficacy
- Safety & security
- Choice
- Others

4. Strengths Based approach to care

- Focus on strengths during tension situations
- Look for positive vs negative behaviors

5. Diversity, Culturally/Linguistically

- Competencies
- engage in cultural and linguistic appropriate ways during tense situations
- be person/participant centered

6. Self Care

- Secondary/Vicarious Trauma
- Transference/ Counter-transference
- Check in with yourself or Team before if possible and after a tension situation

7. Motivational Interviewing techniques

- Express empathy through reflective listening.
- Develop discrepancy between participants' goals or values and their current behavior.
- Avoid argument and direct confrontation.
- Adjust to participant's resistance rather than opposing it directly.

8. Range of Reactions

- Underreactive
- Overreactive
- Find balance in our reaction or action in tense situations
- check-in with (if possible) self and or Team before engaging ask yourself ARE YOU A **SOLID OBJECT** IN THIS MOMENT?

8 types of self care



Used together to support reflective, client-centered dialogue.

STAGES OF CHANGE



Tension Reduction Cycle

1. Stages of Tension

- Early
 - Signs: Automatic responses: Adrenaline produced physiological responses to stress. i.e., increased heart rate, sweating Motor activity: Pacing, agitated or withdrawn behavior
 - Response: Support/Relationship skills Redirect tension towards appropriate problem solving behavior
- Middle
 - Signs: Indirectly threatening behavior: Verbal, non-verbal indications of homicidal and/or suicidal ideation Overtly threatening behavior: Clear warning of impending homicidal and/or suicidal intent
 - Response: Remove potentially dangerous items, continue providing support, Establish limits
- Aggressive/assault
 - Signs: Obvious:, the point when tension is exceeding the tolerance threshold
 - Response: Least restrictive yet most effective intervention necessary to maintain safety; this usually means contact emergency personnel

2. Solid Object Relational Model

- Qualities of a Solid Object
 - Calm
 - Unafraid
 - Centered
 - Balanced
 - Empathetic
 - Does not respond to provocation or take things personally
 - Able to listen
 - Verbally reassuring
 - Firm without being intimidating
 - Fair
 - Non threatening but not wishy-washy
 - Understanding
- Don't take things personally, it's just a test of your solidity of you being a solid object
- Check in with yourself and Team before engaging in tense situations whenever possible