STATE OF IOWA DEPARTMENT OF

Health AND Human

SERVICES

Mental and Behavioral Health Crisis Response

July 14, 2023

Susin Bredice, LISW

Objectives:

Participants will be able to recognize signs of crisis/dysregulation.

Participants will be familiar with de-escalation strategies and responses for various stages in the crisis cycle.

Participants will recognize preventative safety and de-escalation strategies.

Worker Safety
Crisis Management and De-Escalation

- Assess Environment:
    - Where are you?
    - Who else is there?
    - Physical space
        - What is in the space?
        - Exits?

- Assess Yourself:
    - How are you feeling - agitated or anxious?
    - Do you have competing needs?

- Assess the Client:
    - What are their needs - have they been met?
    - Is this an internal problem? (pain, medication, mental health, substance related)
        - Is it an external problem? Is it something that can be removed from the situation?

IOWA
HHS

Worker Safety
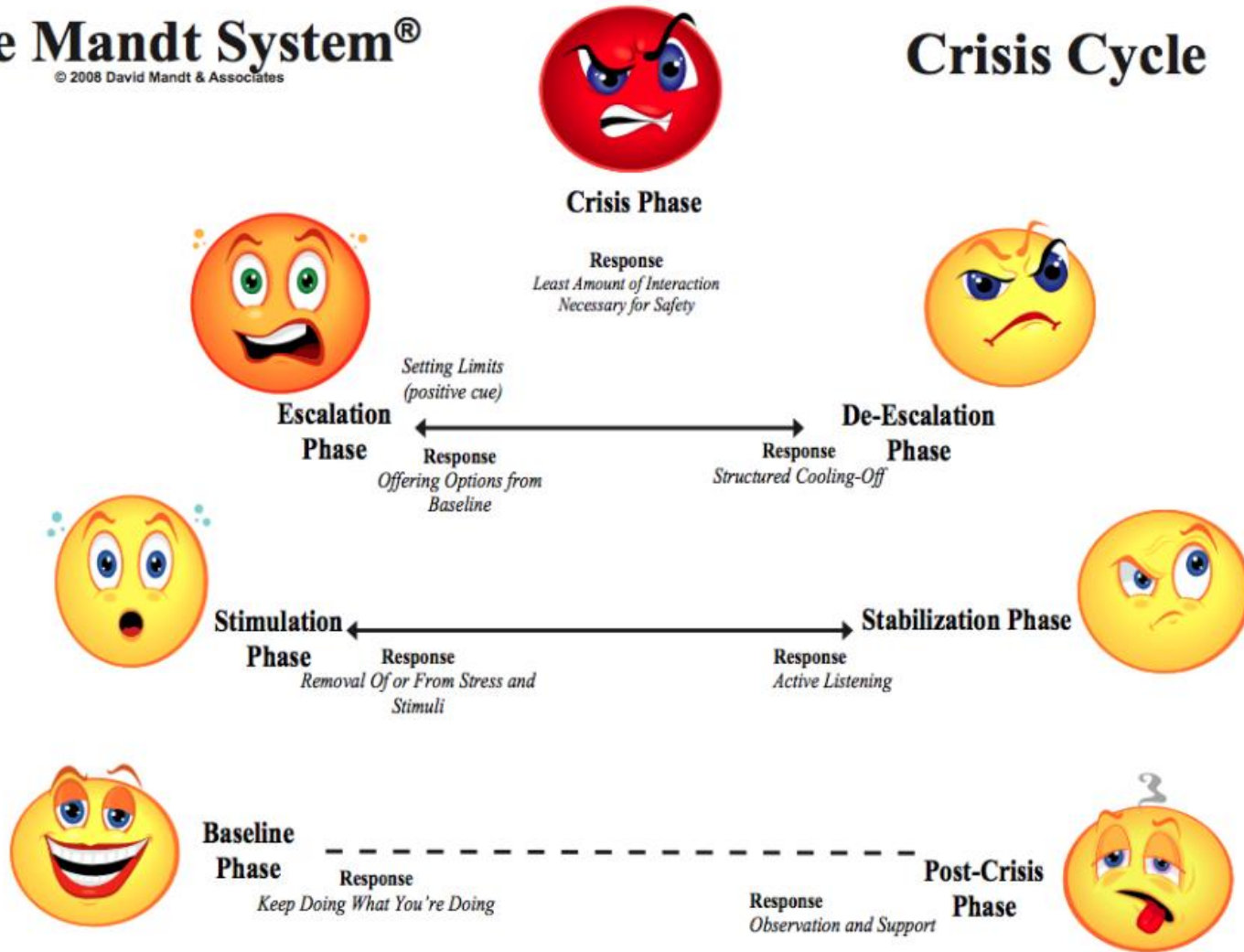# Crisis Management and De-Escalation

- Important factors -
  - Relationship and rapport
  - Nonverbal (appearance, facial expression, eye contact, physical presence)
  - Verbal (reflection, paraphrasing)
  - Paraverbal (tone, pitch, resonance, breath, speed, volume)

- Do's:
  - Empathy
  - Clarifying
  - Respect Space
  - Set boundaries you can enforces
  - Don't overreact
  - Avoid power struggles
  - Send back calm

IOWA
HHS

Tips for communication

- Consider how you greet people, what you offer for hospitality when they arrive to your office

- Consider communication styles, eye contact, and touch

- Consider who you include and how, who makes service decisions for the person/family

- Consider how you explain services

- Consider learning about the cultures of your community before they walk in your door

- Consider historic distrust of government or community services

- Consider experiences of restricted speech and public opinion

- Consider cultural taboo and stigma with specific topics

- Consider how much of their story you ask people to tell, when, and to who

The Crisis Cycle

Responding in the cycle.

The Mandt System®
© 2008 David Mandt & Associates

Crisis Cycle

Crisis Phase

Response
Least Amount of Interaction
Necessary for Safety

Escalation Phase

Setting Limits
(positive cue)

De-Escalation Phase

Response
Offering Options from Baseline

Response
Structured Cooling-Off

Stimulation Phase

Response
Removal Of or From Stress and Stimuli

Stabilization Phase

Response
Active Listening

Baseline Phase

Response
Keep Doing What You're Doing

Response
Observation and Support

Post-Crisis Phase

IOWA
HHS

7

Questions