

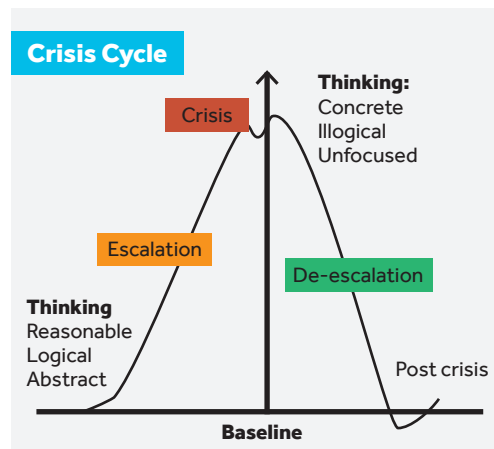


Responding to crisis behaviours

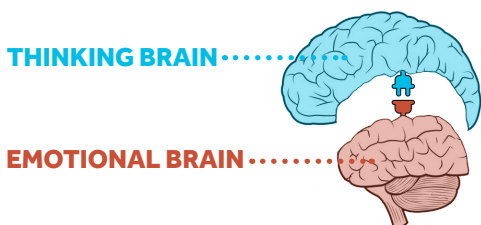
How does a crisis happen?

Crisis behaviour occurs when distress build causing people to lose control. These triggers could include slow triggers like a bad night's sleep or waking with a headache (setting events). They may also include last-straw triggers like feeling told off or disrespected.

Crisis situations usually follow a sequence from baseline-escalation-crisis-de-escalation/recovery. The exact pattern may differ, but it is important to note that we need to respond differently at each stage



Escalation



What is happening in their brain?

As stress increases the parts of the brain that allow us to think rationally become "disconnected" from the parts of the brain that process emotions and the response to threat. When this happens the "emotional" (limbic system) takes over. Responses become more focused on survival ("fight, flight or freeze").

Recognise and validate

As they become increasingly distressed and irrational, they need someone to notice. One of the most powerful things you can do to support at this stage is to notice and validate their emotions.

For example:

"you're disappointed because...?" or "you feel.....is unfair because....?"

Only after recognising the emotions is it the right time to give instructions about what they need to stop doing and what they can start doing instead.

Crisis

When someone is at crisis they may have completely lost control and rationality. There usually is very little you can say to help. The best thing you can do is create time and space for them to regain control.

STEP BACK AND ALLOW THEM TO VENT



Standing side on from them and at a distance is much safer for you and less likely to cause them to feel threatened.

Never act alone in a crisis. If there as been an injury, if the behaviours are serious or if the crisis has gone on for a long time it may be necessary to **call the Police** for help.

De-escalation/Recovery

At this point rationality begins to return. It is normal for people to feel embarrassed, ashamed and exhausted.

Once again, validate their emotions and suggest ideas that may help them to calm