RISK MANAGEMENT: DE-ESCALATION/ESCALATION

CALM/PRE-ANXIETY

AT EVERY PHASE:
- #1 = Empathic Listening  *(MOST IMPORTANT TOOL)*
- Offer re-assurance/reality orientation
- Assist with recalling/identifying crisis prevention tools/activities
- Assist with use of tools/activities
- Add helpful strategies to the patient’s plan

<table>
<thead>
<tr>
<th>CRISIS PHASE</th>
<th>BEHAVIORAL CUES</th>
<th>INTERVENTION SUGGESTIONS</th>
</tr>
</thead>
</table>
| CALM/PRE-ANXIETY | *Physical*  
| Prevention focused  
|  • Supportive/EXPLORATORY containment  
|  • Assist with identification of helpful strategies  
|  • Sensory room | *Emotions*  
| Physical Cues:  
|  • Relaxed muscles  
|  • Low tension | Emotional Cues:  
|  • Appears happy, content | Actions:  
|  • Able to engage in milieu  
|  • Able to focus on task  
|  • Easy to engage |  • Sensory room use  
|  |  |  • Deep breathing  
|  |  |  • Talk with staff/peers  
|  |  |  • Use of rocking chair/glider  
|  |  |  • Journal  
|  |  |  • Music  
|  |  |  • Art work  
|  |  |  • TV/Watch a Movie  
|  |  |  • Play a game  
|  |  |  • Work on a puzzle  
|  |  |  • Saduko or crosswords  
|  |  |  • Use of West 5 workbooks  
|  |  |  • Hot shower/bath  
|  |  |  • Use of weighted blanket  
|  |  |  • Aromatherapy  

**EXAMPLE: Problem identified: "Anxiety"**

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Calm</td>
<td>Peaceful, feel good</td>
</tr>
<tr>
<td>Crisis</td>
<td>Increased loss of self-control</td>
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</tbody>
</table>

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