

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

<u>CRISIS PHASE</u>	<u>BEHAVIORAL CUES</u>	<u>INTERVENTION SUGGESTIONS</u>
<u>CALM/PRE-ANXIETY</u> Prevention focused <ul style="list-style-type: none"> • Supportive/EXPLORATORY containment • Assist with identification of helpful strategies • Sensory room 	<u>Physical Cues:</u> <ul style="list-style-type: none"> • Relaxed muscles • Low tension <u>Emotional Cues:</u> <ul style="list-style-type: none"> • Appears happy, content <u>Actions:</u> <ul style="list-style-type: none"> • Able to engage in milieu • Able to focus on task • Easy to engage 	<ul style="list-style-type: none"> • 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"

