

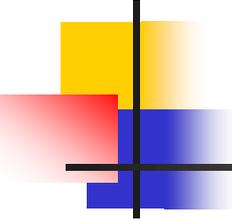
Non Violent Crisis Intervention

Juanita Buck - MET



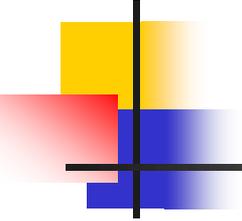
C.I.T. Purpose and Philosophy

- Reduce Recidivism
- Increase officer safety
- Reduce unnecessary jail and hospital visits for people who are mentally ill and in crisis.



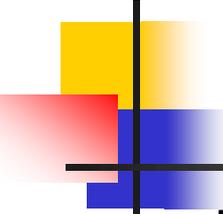
CIT training Outcome:

- Increase familiarity with mental health disorders
- Recognize the symptoms of mental illness

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- What are our basic human needs?

Maslow's **Hierarchy of Needs**

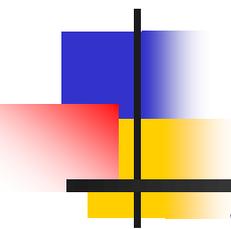




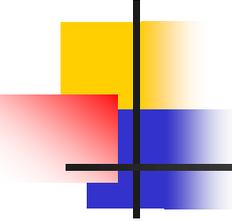
Feelings When Needs are Met

Appreciation	Cheerfulness	Contentment
Energetic	Enthusiasm	Good-humor
Grateful	Happiness	Hopefulness
Inspired	Optimistic	Peaceful
Relaxed	Secure	trusting



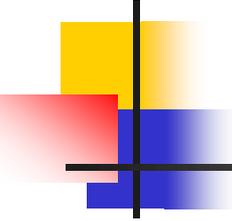


When our needs are not met...there is dysfunction, disease, crisis.



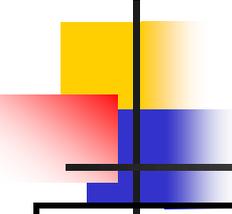
Characteristics of a Crisis

- It is time limited
- The person's equilibrium is going to be restored one way or another.



What happens to a person in crisis?

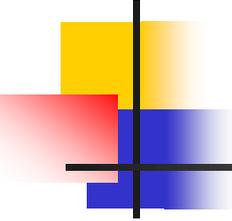
- Fight, Flight, Freeze.
- Loss of Coping Mechanisms.
- Temporary immobility and declining problem solving.
- Helpless, hopeless, overwhelmed.



Feelings When Needs Aren't Met

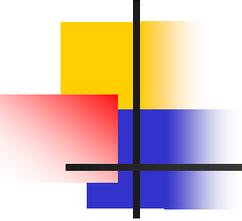
Anger	Annoyance	Anxiety
Concern	Confusion	Disappointment
Distress	Embarrassment/Shame	Fear
Frustration	Guilt	Impatience
Irritation	Resentment	Sadness





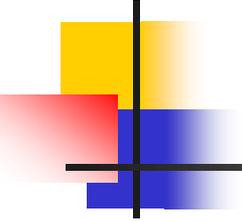
Stages of a Crisis

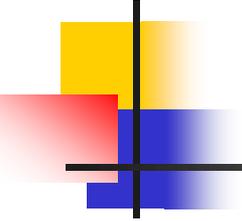
- The Event or Trigger
- Disorganization or escalation
- Breaking point or Crisis
- Tension reduction or recovery
- Reorganization or post crisis
- Then return to a balance



Strategies for working with people in crisis

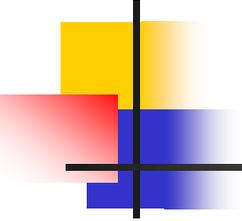
- Choose one or two messages you want to get across.
- Speak Clearly in simple (but not childish) sentences.
- Repeat your messages in a friendly way.

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- Let time take its toll – people are likely to calm down as the adrenaline wears them out.
 - Be cautious with delusional clients.
 - Keep a mindset of being accepting and respectful.



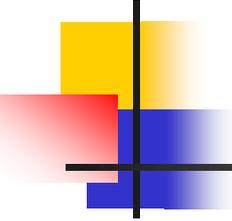
Triggers

- At crisis, you may want to remove distractions such as family members who have a separate agenda.
- Shut off loud TV's and radios.



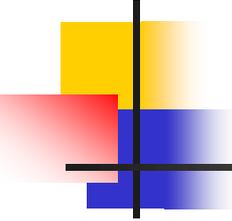
When in a Crisis

- We can assume that the person's needs are not being met....



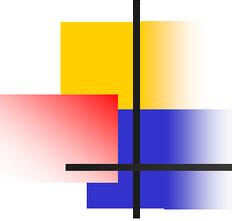
In the moment....

- Don't deny the potential for violence
- Avoid allowing others to interact
- Don't make promises you can't keep
- Don't allow personal feelings to interfere
- Avoid arguing



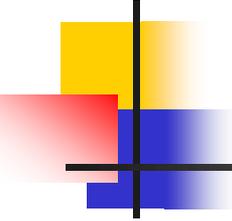
Intervention guidelines

- Provide rapid access
- Focus on the here and now
- Restore ability to problem solve
- Provide perspective, being careful not to minimize the situation.



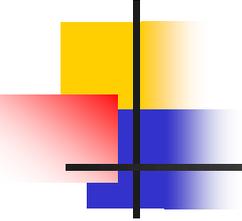
Effective Limit Setting

- Helps the person regain control
- Set clear, simple, reasonable and enforceable limits
- Inform the person as to what is/is not appropriate
- Use clear and simple language
- Try to find a win-win answer.



Communication

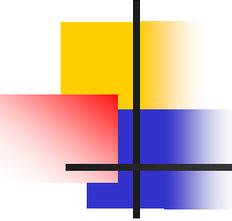
- Interpretation of words is different for each person involved.
- Don't take anything personally.
- Be aware of non-verbal cues (yours and theirs). Watch posturing.



Only 7-8% of words are heard,

Non Verbal Cues are very Effective





Non Verbal Behaviors

- Personal Space

- Invasion into that area is perceived as a threat, makes us uncomfortable, increases anxiety.

Body Language

Motion and posture of the body

face to face is generally perceived as a
“challenge position.”



- Paraverbals – The vocal part of speech, excluding the actual words.
 - Tone
 - Volume
 - Cadence (speed of delivery)

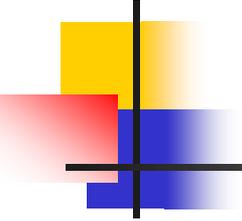
Crisis Negotiation Techniques

- Take your time
- Lower and Slower (vocal inflection)
- Reflect (mirroring)
- Active listening
- Be interactive





Ha! Ha!
Charlie Brown,
you *blockhead!*
You can't do
anything *right!*

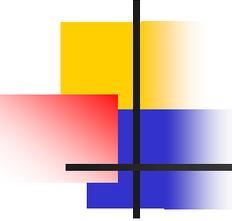


Suicide

- Ask the question
- Do they have a plan
- Take every threat seriously
- Ask “why?”
- Suicidal people can be homicidal
- What next?

When someone is going to kill themselves, Substance use is the rule, and not the exception.



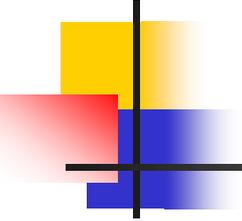


Do not....

- Take what is said personally
- Make promises you cannot keep
- Demand obedience, get into a power struggle or “call the person on their bluff”.
- Act afraid, angry, or laugh inappropriately



know Your Community
Frequent Flyers,
weekly visits to the same
home, 917 1/2,
family/individual
tragedy.....why should you
know this..



PREVENTION

SAFETY