

Safety Rules

Distance

Back-up

Empathy

Awareness

Time

Crisis De-escalation Plan

- Be aware of your surroundings
- Position yourself in a safe location
- Tactical breathing
- Set tone and tempo
 - Speak slowly, clearly and only as loud as one needs to be heard by subject.
- Set safety boundaries only as necessary
 - Simple requests ***“Do you mind staying over there while we talk.”***
- “Hi. My name is (first name) I’m with the (your agency).”***
- “Can you tell me your name?”***
- “I can see you’re upset.”***
Note: The “I” word helps to express personal interest and concern.
- Listen, do not speak! i.e. SHUT UP! - put your agenda aside and listen to what they are saying
- Keep aware of your surroundings
- Maintain a safe position
- If they are not communicating elicit more information - ***“Can you tell me more about what is making you upset?”***
- “Okay, let me see if I understand you correctly.”***
- “You’ve told me that Did I understand you correctly?”***
- Assess individuals ability to reason and problem solve.
Is there two way conversation and understanding?
 - If NO repeat – often there is more than one issue, repeat until crisis is deescalated
 - If YES transition interaction towards a solution