



An illustration on a blue background. On the left, a large, light-skinned hand is reaching out towards the right. On the right, a person with dark hair, wearing a blue top, is shown in a state of distress, with their head tilted back and eyes closed. The background features abstract, overlapping geometric shapes in various shades of blue.

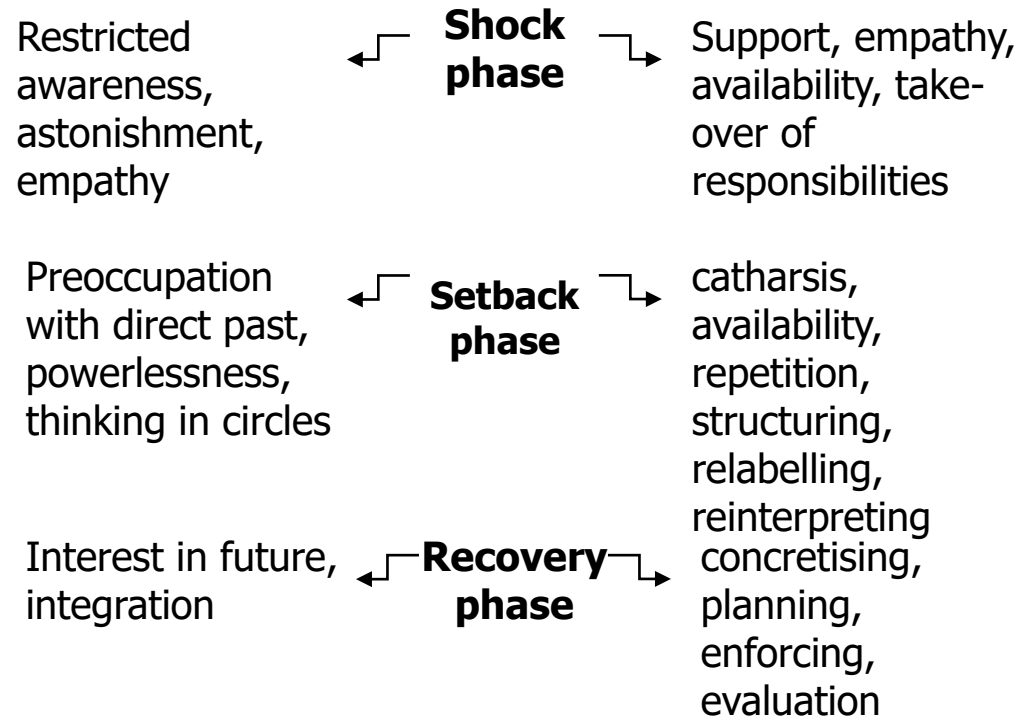
# Crisis

Crisis is defined as a sudden event in one's life that disturbs homeostasis, during which usual coping mechanisms cannot resolve the problem.



## Behaviour

## Intervention





# Role of the professional

- The role of the professional in a crisis is to fill in shortcomings in natural resources and encouraging the available resources to participate;
- User behavior and the environment determines the response of the professional;
- **Be aware of this!**
- Verbal / non-verbal.





# Roles during **crisis**

- Crisis prevention / risk assessment
- Negotiator
- Problem-oriented / solution-oriented
- Support / take over / protect
- If necessary, apply coercion / compulsion





# 10 essential values

1. Avoiding harm
2. Intervening in person-centered ways
3. Shared responsibility
4. Addressing trauma
5. Establish sense of personal safety
6. Strengths-based approach
7. Whole person approach
8. Person as a credible source
9. Recovery, resilience and natural supports
10. Prevention

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## Phases of Crisis Intervention

- ▶ Phase 1: Assessment
- ▶ Phase 2: Planning of therapeutic intervention
- ▶ Phase 3: Intervention
- ▶ Phase 4: Evaluations

# 1. Assessment

- ▶ Aim:
- ▶ Information is gathered regarding the precipitating stressor and the resulting crisis that prompted the individual to seek professional help.
- ▶ Conducting the interview
  - History: personal and familial of risk behavior
  - Any means and plans the user may have about carrying out the risk behavior
  - Controls: internal and external that are stopping the user from undertaking the risk behavior.
- ▶ Observations during the interview
  - Level of anxiety; desperation; despair; sense of hopelessness; contact with reality.



## 2. Planning of therapeutic intervention

- ▶ On the basis of the information from the assessment...
- What's the situation?
- What is the desired outcome?
- How do we get from the current situation to the goal? → interventions
- Who does what? (user, family, network, team members)

**The goal of intervention is to restore the person to pre-crisis level of equilibrium, not of personality changes.**

## 3. Intervention

- The actions identified in the planning phase are implemented. A reality-oriented approach is used.
- A rapid working relationship is established by showing unconditional acceptance, by active listening, and by attending to immediate needs.
- A problem-solving model becomes the basis for change.

# Three Approaches

## ▶ **Affective:**

- Expression and management of feelings involving techniques of ventilation; psychological support; emotional catharsis.

## ▶ **Cognitive:**

- Helping the user understand the connections between the stressor event and their response. Techniques include clarifying the problem; identifying and isolating the factors involved; helping the user gain an intellectual understanding of the crisis
- Also involves giving information; discussing alternative coping strategies and changing perceptions.

## ▶ **Environmental modification:**

- Pulling together needed external, environmental resources (either familial or formal helping agencies)

Any and all three approaches may be used at any time depending where the user is, emotionally and cognitively.

## 4. Evaluation

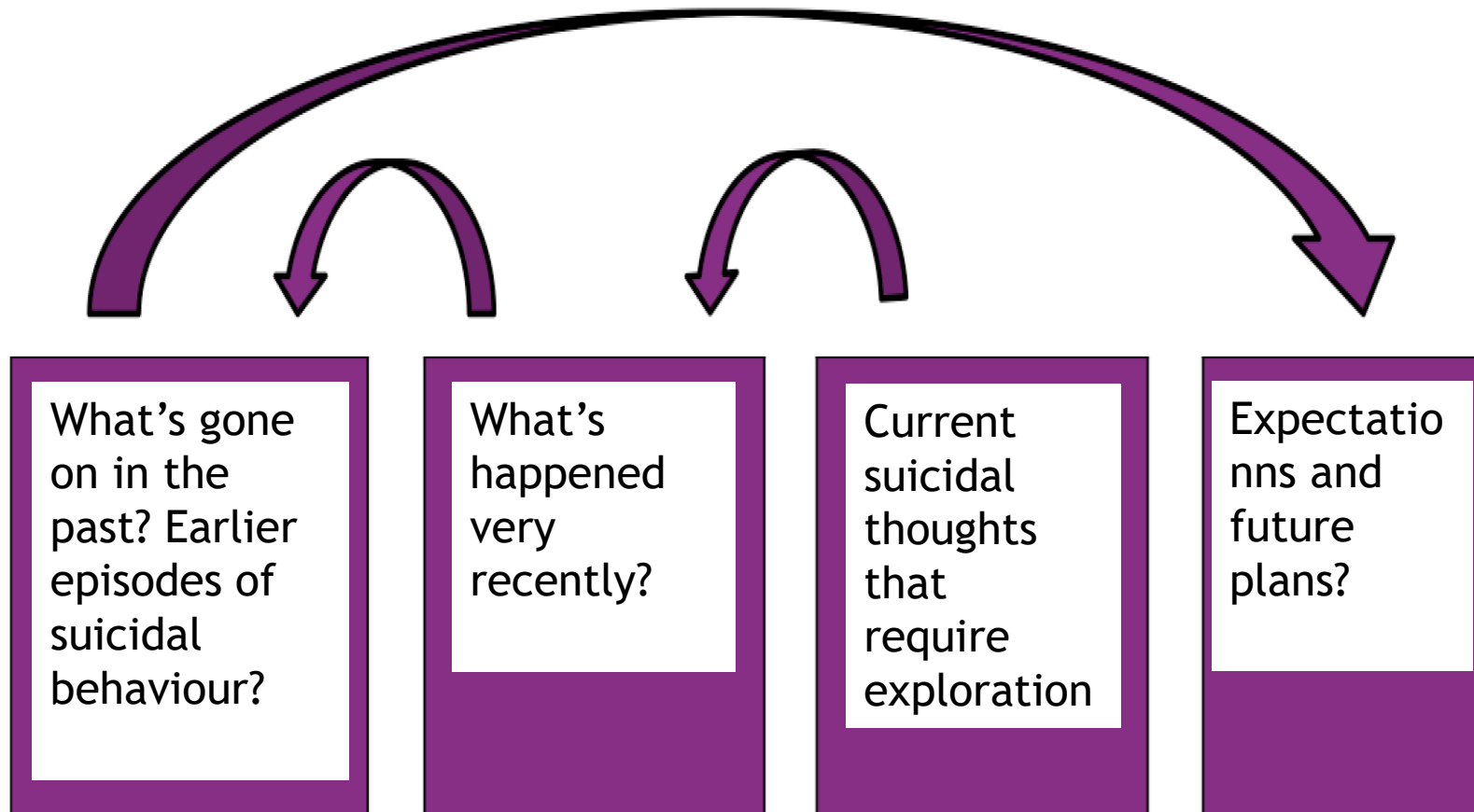
- A reassessment is conducted to determine whether the stated objectives were achieved.
- A plan of action is developed for the individual to deal with the stressor should it reoccur.



# Suicidality: How to act

- ▶ Consistent with the experience of the user
- ▶ Not judgmental or overly reassuring
- ▶ Explore how it has come so far, give recognition and offer to look for alternatives together
- ▶ If necessary, involve a psychiatrist to assess the risks
- ▶ Always inform a psychiatrist of suicidality

# What to ask



An illustration on a blue background. On the left, a large, light-skinned hand is shown palm-up, reaching towards the right. On the right, a person with dark hair and rosy cheeks is lying in bed, wearing a blue blanket and a light blue top. The person's eyes are closed, suggesting they are resting or sleeping. The background features abstract, layered blue shapes and a white curved line representing a bedsheet.

# Discussion

Roles of different professionals:

- Psychiatrist;
- Psychologist;
- Nurse;
- Peer worker;
- Social worker.

# Crisis prevention action plan

- 3-phases or more
- Preferably with the user
- Evaluation after each crisis and adjust the plan accordingly

**What do you need in order to avert  
a possible crisis?**