

POSSIBLE RESOLUTIONS TO CRISIS SITUATIONS

WHAT DO WE DO WHEN WE ENCOUNTER A CRISIS?

Evaluate

the nature of the situation and the necessity for police intervention or other referrals

Manage Safety

of all at the scene

If external intervention or referral is required, **determine** if the contact should be made via phone or in person

Help affected person to regain sense of control over thoughts, feelings and events

Have a mental health professional attend to the affected person on-site and arrange for follow-up meetings

Escort affected person to a mental health agency for evaluation and care

PRINCIPLES TO UPHOLD

Reinforce Personal Responsibility

- Give the affected person a choice in decision making

Be Culturally Sensitive

- Services provided should be congruent with culture, gender, race, age, health, literacy and communication needs.
- Understand how the individual experiences a crisis and how to engage the affected person in the resolution process

Be Sensitive to Past Trauma Experienced by Affected Person

- Evaluate any past trauma and the person's recovery from it
- Establish a safe atmosphere to discuss issues and explore the possible relationship between past traumas and the crisis event

Take Note of "Frequent Users"

- For frequent users of emergency services, worker should conduct fresh psychosocial assessments with each use