



**CRISIS  
INTERVENTION**

**LOUD ECHO CLINIC**

# OBJECTIVES

- Review essential values for responding to a crisis
- Discuss principles for enacting the essential values
- Engaging in appropriate additional training



# TEN ESSENTIAL VALUES

**SOURCE: SAMHSA PRACTICE GUIDELINES:  
CORE ELEMENTS IN RESPONDING TO  
MENTAL HEALTH CRISES**

# TEN ESSENTIAL VALUES

## 1. Avoiding harm

- Physical safety
- Psychological safety
- Watchful waiting
- Minimize the duration and negative impacts of interventions used

## 2. Intervening in person-centered ways

- Understand the individual
- Avoid labeling
- Identifying individual's personal preferences and goals
- Understanding the individual's unique circumstances

# TEN ESSENTIAL VALUES

## 3. Shared responsibility

- Assist the individual in regaining control by considering the individual an active partner in, rather than a passive recipient of the crisis service

## 4. Addressing trauma

- Crises are intrinsically traumatic
- Some interventions can impose future physical and emotional trauma
- Individuals have a high probability of being victims of abuse and neglect
- Use trauma informed practices

# TEN ESSENTIAL VALUES

## 5. Establishing feelings of personal safety

- Acting out behavior may be in response to a need for self-protection
- Find out what the individual needs to feel safe
- Find out what increases feelings of vulnerability
- Address these needs creatively

## 6. Based on strengths

- Identify and reinforce resources on which an individual can draw on to recover from the crisis and prevent future occurrences

## 7. The whole person

- Individuals in crisis often have multiple needs
- Consider other health factors, real world concerns about family, jobs, housing, legal issues, significant others, finances

# TEN ESSENTIAL VALUES

## 8. Person as a credible source


- Legitimate complaints regarding medical illness, pain, abuse, victimization can go unheeded if individual is seen as “irrational”
- Even if the individual’s assertions are not grounded in reality, the “telling of one’s story” may represent an important step towards crisis resolution
- Validate and Listen!

## 9. Recovery, resilience and natural supports

- Response should contribute to the individual’s larger journey toward recovery and resilience
- Interventions should preserve the dignity, foster a sense of hope, and promote engagement with both formal systems and natural supports

## 10. Prevention

- Response should address the individual’s unmet needs to reduce the risk of future crisis



# **PRINCIPLES FOR ENACTING 10 ESSENTIAL VALUES**



# PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Access to supports and services are timely
- Services are provided in the least restrictive setting
- Peer support is available
  - Conveys a sense of hopefulness first-hand
  - Provides connection of supportive people with shared experiences
  - Reduces feelings of isolation and fear that can occur during a crisis
- Adequate time is spent with the individual

# PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Plans are strengths-based
  - Routine practice is to focus on problems and deficits
  - Need to have equal attention to individual's immediately available and potentially available assets
  - Increases resilience and capability and empowerment
- Emergency interventions consider the context of the individual's overall plan of services
  - WRAP Plans, Advance Directives, History

# PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Crisis services are provided by individuals with appropriate training and demonstrable competence to evaluate and effectively intervene with the problems being presented
- Individuals in a self-defined crisis are not turned away
  - Not meeting admission criteria can actually escalate a crisis
  - Have alternative resources available

# PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Interveners have a comprehensive understanding of the crisis
  - Not only an understanding for what is happening in the moment, but why it is happening and how the individual fares when not in crisis
  - Mobile teams have advantages to meeting the individual where he or she is
- Helping the individual regain a sense of control is a priority
  - Offer choices: treatments, medications, who to involve, informed decision making
  - Have flexibility to allow the exercise of options (otherwise it will make it worse!)

# PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Services are congruent with the culture, gender, race, age, sexual orientation, health literacy, and communication needs of the individual being served
- Rights are respected
  - Crisis responses must not convey the impression that an individual's exercise of rights is a hostile and defiant act
- Services are trauma-informed
- Meaningful measures are taken to reduce the likelihood of future emergencies



**ENGAGE IN  
APPROPRIATE  
AND ONGOING  
TRAINING!**

# ADDITIONAL TRAINING – JUST A FEW IDEAS!

- CPI
- WRAP
- Psychiatric Advance Directives
- QPR
- Trauma Informed Care
- Emotional CPR
- Mental Health First Aid

Questions?

Concerns?

**CONTACT  
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