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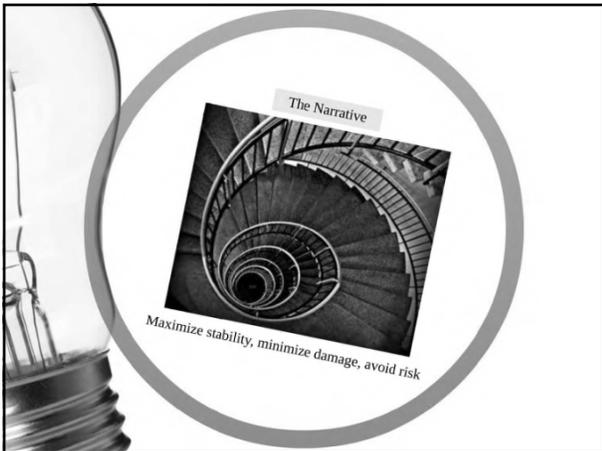
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Ain't no hope  
down here!

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The turning point for better or worse in an acute disease or fever. An emotionally significant event or radical change of status in a person's life. The decisive moment. An unstable or crucial time or state of affairs in which a decisive change is impending; especially one with the distinct possibility of a highly undesirable outcome.  
- Webster's Collegiate Dictionary

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CONSID

A crisis refers to an individual's ability to solve a problem using traditional coping abilities that were successful in the past. The person experiencing a crisis feels helpless and and experiences emotional turmoil.

- *Best Practices in Psychosocial Rehabilitation*

SION. —

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An upset in the person's steady state provoked when an individual finds an obstacle to important life goals.

A crisis is a period of transition in the life of the individual, family or group, presenting individuals with a turning point in their lives, which may be seen as a challenge or a threat, a "make or break" new possibility or risk, a gain or a loss, or both simultaneously.

- *Caplan, Gerald; Crisis Management in the Community, The Medical Journal of Australia*

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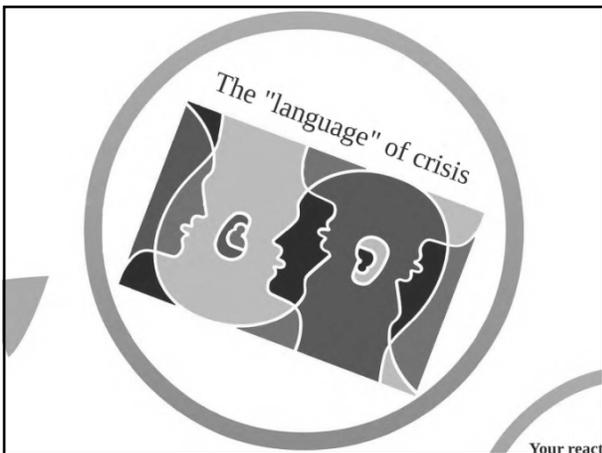
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**Your reaction is important....**

The statement may not be true or only partially correct

Is the goal for the member to function better with or without you?

Short term interventions vs. long term goals - keeping your eyes on the prize.

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**Anxiety/Decision Making Continuum**

<small>Anxiety - too high = reasoning/judgment impaired, overwhelmed</small>	<small>Anxiety - too low = lack of motivation to act, underwhelmed</small>	<small>Anxiety - just right = motivated, reasoning/judgment intact</small>

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Anxiety - too high =  
reasoning/judgement  
impaired, overwhelmed



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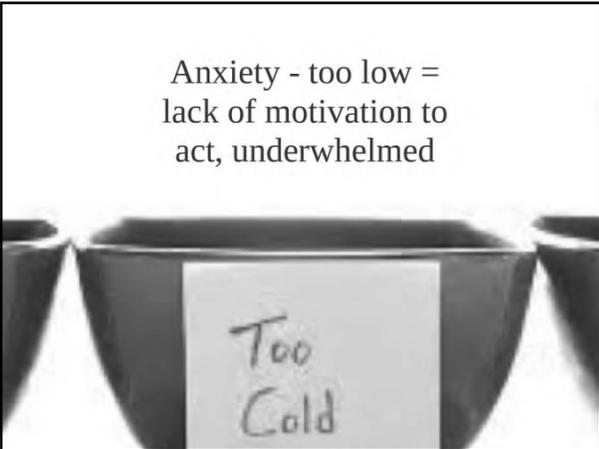
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Anxiety - too low =  
lack of motivation to  
act, underwhelmed



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Anxiety - just right =  
motivated, reasoning/  
judgement intact



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### Reflect before acting

1. Provider/someone else's vs. member's mistake
2. Does the member have the ability to learn from the experience?
3. Is the harm irreparable?
4. Will time delay cause more damage?
5. Will my intervention undermine or support member in achieving long term goals?
6. Will my intervention hurt or enhance my relationship with the member?

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### Crisis-based system



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# Emergency



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**Recovery based system**

- Open environment
- Reduce us vs. them
- Relationships = security
- Give power back
- Members make decisions
- Focus on the normative
- No person as diagnosis
- Raise the bar

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The role "we" play



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**"Crisis Junkies" -  
both staff & member**

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**Our need to feel  
successful by solving  
immediate problems**

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# Our need to avoid a feeling of failure if problem not solved immediately

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## A recovery "view" of crisis

A subjective feeling of panic over a situation that may or may not threaten quality of life.

This feeling comes from a perceived or actual immediate threat of harm, danger or change to one's quality of life.

This feeling arises from a sense that the situation is "an intolerable difficulty that exceeds a person's resources and coping mechanisms".\*

Crisis situations can provide wonderful opportunities for growth, but a crisis-ridden existence can do much to impede growth.

Our task as rehabilitation professionals is to help those we serve embrace these opportunities while helping the person to not suffer irreversible harm.

\*Gillian and James, 1997

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## Handy Hints

1. Take deep breaths
  2. Remove person from situation
  3. Slow process down
  4. Question situation/get information
  5. Maybe listening is all that is needed
  6. Assist member to discover solution
  7. Goal is normative roles
  8. Short term vs. long term
  9. Proper use of cell phone
  10. A chair
- Others?

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