

Compassionate Crisis Responding: Mental Health First Aid

WHAT YOU SHOULD KNOW

1. Most common mental health crisis emotions involve being overwhelmed by negative emotions:
 - Fear
 - Suicidal/homicidal thoughts.
 - Feeling/being out of control
2. A mental health crisis does not always mean someone is a danger to self/others
 - People with mental illness are far more likely to be victims rather than perpetrators. Over 10 times more likely than non-mentally ill persons.
3. A person can have many motivations for disruption.
 - Personal Agenda
 - Self Esteem
 - Fear
 - Personal Failures
 - Seeking Attention
 - Displaced Anger
 - Psychological Problems
4. Key Concepts to remember:
 - ⇒ Reasoning with an angry and/or delusional person is not possible.
 - ⇒ The first and only objective in de-escalation is to reduce the level of agitation so that discussion becomes possible.

WHAT TO DO

De-escalate!

- De-escalation techniques are inherently abnormal. They go against our natural fight or flight reflexes.
- To be effective, we must remain calm and centered. We need to be professionally detached.

Model these non-verbal behaviors

Control Your Breathing	Control Your Voice: Volume & Tone	Don't Engage in Argument / Discussion	Control Body Language	Control Vocabulary	Appear Calm & Self-Assured
Select Appropriate Location	Maintain Limited Eye Contact	Neutral Facial Expression	Alert Posture	Keep Hands to Yourself	Speak Calmly

Don't go it alone... call for help!

If you cannot deescalate the situation, seek assistance by calling for emergency services.



988

Call when there is a mental health crisis that does not put anyone in immediate physical danger



911

Call when there is immediate danger to public safety and dispatch of emergency services is necessary