

## Crisis Prevention / De-escalation Action Checklist

**Your response** determines the outcome of **every** crisis event.

**Learn the early warning signs** – like uncontrolled swearing or confrontations involving the invasion of your personal space.

**Develop a personal prevention plan** that identifies a person’s triggers and calming strategies.

**Avoid power struggles.**

**Understand the crisis lifecycle.**

**Use the Listen...Understand...Act** to help de-escalate a crisis.

Use Active Listening

Let the person vent

Guide person to a safer place

Ask others to leave the area

Do not put hands on anyone

**Ask for help** when working with residents who seem to thrive on conflict or require constant attention for every need.

**Memorize the “Never say” words** and then never say them!

**Role play and review** your prevention and de-escalation responses with your colleagues or family caregivers.

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