

<b>Example of Completed Crisis Prevention and Management Plan</b>		Crisis Plan for: Name: <u>Jack Doe</u> DOB <u>02/20/1952</u> Date: <u>05/13/2010</u>
Problem behavior: Verbal threats, swearing, physical aggression		
<b>Stage of Patient Behavior</b>	<b>Recommended Caregiver Responses</b>	
<b>Normal, calm behavior</b> Talks well about work, people, follows routine, enjoys others, laughs, good rapport with peers. Prefers quiet; dislikes loud noises from radio, TV.	<b>Use positive approaches, encourage usual routines</b> Positive instructions (when you do... then you can...); joke with Jack; clear directions; reinforcement for pleasant conversation about work, others; following routine; being proud of himself.	
<b>Stage A: Prevention</b> ( <i>Identify early warning signs that signal increasing stress or anxiety.</i> ) <ul style="list-style-type: none"> <li>Complaining about work or co-worker or anyone he has had contact with on arrival at the group home.</li> <li>Says that they shouldn't be able to do that or they didn't follow the rules.</li> </ul>	<b>Be supportive, modify environment to meet needs</b> ( <i>Identify de-escalation strategies that are helpful for this patient with DD.</i> ) <ol style="list-style-type: none"> <li>Take Jack to quiet room. Talk with him about what is wrong. (What happened? How does he feel? Illness?)</li> <li>Ask him to develop a solution (with your help, if necessary) – what will make it better?</li> <li>Have him write down the problem and solution for later reference when he thinks about it again. Continue to redirect verbally with positive words.</li> <li>Reinforce any calm behaviors.</li> </ol> <i>Go to next stage</i> if behavior escalates.	
<b>Stage B: Escalation</b> ( <i>Identify signs of the patient with DD escalating to a possible behavioral crisis.</i> ) <ul style="list-style-type: none"> <li>Swearing about people or situations in a loud voice and pacing (walking back and forth from one end of the living room or hallway to the other without stopping).</li> </ul>	<b>Be directive</b> (use verbal direction and modelling), <b>continue to modify environment to meet needs, ensure safety</b> <ol style="list-style-type: none"> <li>Ask Jack to sit; sit with him (remember distance).</li> <li>Ask to help him discuss or read the solution he wrote earlier.</li> <li>Ask if there is another problem. Resolve.</li> <li>Have him engage in relaxation techniques, e.g., breathing slowly with you. If he refuses to comply, follow direction or escalates, go to <i>next stage</i>.</li> </ol>	
<b>*PRN: Administer the PRN if Jack swears and paces for five continuous minutes (Stage B) or refuses to calm down and breathe slowly with staff member (Stage C) after two requests.</b>		
<b>Stage C: Crisis</b> ( <i>Risk of harm to self, others, or environment, or seriously disruptive behavior, e.g., acting out.</i> ) <ul style="list-style-type: none"> <li>Throwing objects at the walls or floors.</li> <li>Jack's pacing becomes quicker and he begins to dart toward things, grabs them and throws them.</li> <li>Threatening bodily harm and hitting/ kicking others and saying demeaning words or swearing (e.g., "Get out of my way you _____ or I'll hit you.")</li> </ul>	<b>Use safety and crisis response strategies</b> <ol style="list-style-type: none"> <li>Keep critical distance. Put something between you and Jack; ensure you have an exit.</li> <li>Say "Stop, Jack, time to calm down, breathe with me" (model breathing). If no reduction/refusal, say, "Jack, stop, I'm calling people to help."</li> <li>Remove or tell others to leave the area.</li> <li>Leave the area – call 9-1-1.</li> <li>Have patient taken to ED by ambulance, with <i>Essential Information for ED, Crisis Prevention and Management Plan, list of medications being taken</i>, and accompanied by a staff member.</li> </ol>	
<b>Stage R: Post-crisis resolution and calming</b> Jack will go to his own room and talk quietly. He will ask politely if he can talk about what happened when he is calm.	<b>Re-establish routines and re-establish rapport</b> When Jack has calmed, talk with him for a few minutes and have him re-engage in his routine as soon as possible. Reinforce Jack's calm activity	

Individual responsible for coordinating debriefing after any significant crisis, and for regularly updating the Crisis Plan:

**Name, Designation, Agency:** Michael Smith, Behavior Therapist, Smalltown Regional Services **Tel. #:** 705 123 4567

*\* In this example a PRN medication had been prescribed. Team and patient agreed on the circumstances and stage of escalation when it should be given. A line was drawn across this chart to make clear to everyone at what stage of escalation to give the PRN.*