

Crisis Intervention

De-Escalation Techniques

Garrett Bombard
ACPD

WHY CIT?

- CIT is for patrol officers
 - To be able to safely and effectively communicate with a Mentally Ill subject
 - To gain basic negotiation skills

WHY CIT

- 1 in 10 calls for service are MI related
- Emotionally disturbed people (EDP's) on meds are not more violent
- 13% of in the line of duty deaths are MI related
- Use of Force commonly used

5 Steps of De-Escalation

1. Safety
2. Recognition
3. De-Escalation
4. Direction
5. Follow-Up

Safety

- For who?
- Call for Back-Up
- Location of the incident
- Medications
- Intelligence of the subject
- Act when appropriate
- Do NOT corner or be cornered

Recognition

- Poor Hygiene / Layered Clothing
- Headphones
- Foil
- Distracted
- Blank Stare
- Strange statements
- Medications / Family

De-Escalation

- Facilitate listening
 - Exclude background noise and other distractions
 - Remove others
 - Remove distractions
 - Remove stressors
- Empathy vs. Sympathy

De-Escalation

- Verbal Techniques
 - Remain calm
 - Personalize the situation
 - Speak, don't yell
 - Don't be afraid to talk about the MI
 - Be role-free
 - Be spontaneous

De-Escalation

- Use “I” statements
- Be consistent
- Assume they are unique
- Don’t ask “Why?”
- Start with “How?” and “What?”
- End with “Do”, “Are”, and “Have”
- Use Repetition
- Fully attend to verbal and non-verbal cues

The Don'ts of De-Escalation

■ DON'T

- Deny the possibility of violence
- Go hands on (unless absolutely necessary)
- Argue / give orders
- Threaten
- Be sarcastic

The Don'ts of De-Escalation

■ DON'T

- Validate delusions or hallucinations
- Engage in aggressive behaviors
- Allow others to interact simultaneously
- Make promises you cannot keep
- Argue over small points

The Don'ts of De-Escalation

- Don't
 - Be judgmental
 - Mumble or speak hesitantly
 - Argue with someone under the influence of a mind altering substance
 - Allow a crowd to congregate
 - Deny the opportunity for the individual to save face

The Don'ts of De-Escalation

■ DON'T

- Attempt to gain compliance based on reasonableness
- Corner or BE cornered
- Rush, BE rushed, or lose your own cool

Direction

- Is the person a Threat
 - Options
 - Jail
 - Hospital
 - No forced action

Follow-Up

- You will have future contact
 - Average stay in hospital
 - 72 Hrs
- If you say you will do something, do it!

10 Commandments of De-Escalation

1. Your safety comes first.
2. Keep therapeutic spacing.
3. Speak in tones that fit the situation.
4. When appropriate, use non-threatening posture.
5. Personalize the conversation (first names).
6. Ask how you can help the client.

10 Commandments of De-Escalation

7. Don't be afraid to set firm but calm limits.
8. Never validate hallucinations.
9. Don't internalize negative comments.
10. Never forget that schizophrenia, bipolar disorder, and major depression are organic and genetic in nature. They did nothing to inherit them.

10 Principles of De-Escalation

1. Approach individual in a non-threatening manner.
2. Give individual time to vent, explain, or complain, and you time to assess.
3. Using calm tones, give supportive, confident and empathetic statements.
4. Establish trust and rapport, don't push the initial interaction.

10 Principles of De-Escalation

5. Be aware of the individual's and your posture at all times.
6. Refocus client to problem at hand.
7. Ask about medications and doctor's name.
8. Take a few minutes to re-establish rapport.
9. Ask about last appointment and medication compliance.
10. Begin to give options and bring interaction to a conclusion .

Four Coaching Plays

Four Coaching Plays

- Introduce yourself
- Obtain the Consumer's Name
- Label the Emotion
- Paraphrase

Four Coaching Plays

- Introduce Yourself
 - Identify yourself and that you're a police officer
 - Use first name if comfortable
 - State that you are CIT trained
- Obtain the consumer's name
 - Be respectful

Four Coaching Plays

- Label the Emotion
 - Determine what emotion is being displayed
 - State to the person what you see
 - (“you seem sad” or “I see that makes you angry”)

Four Coaching Plays

■ Paraphrase

- Restate the basic idea of the story in your own words
 - This tells the person that you are listening
 - If you are wrong in your restatement the consumer will usually correct you
 - This ensures accuracy and shows that you are interested

Four Coaching Plays

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