

10 RULES FOR CRISIS INTERVENTION

1. YOUR SAFETY COMES FIRST.
2. MAINTAIN THERAPEUTIC SPACING.
3. SPEAK IN TONES THAT FIT THE SITUATION.
4. WHEN APPROPRIATE, USE
NON-THREATENING POSTURE.
5. PERSONALIZE THE CONVERSATION
(E.G. USE FIRST NAMES).
6. ASK HOW YOU CAN HELP THE INDIVIDUAL.
7. DON'T BE AFRAID TO SET CALM, BUT
FIRM LIMITS.
8. NEVER VALIDATE HALLUCINATIONS.
9. DO NOT INTERNALIZE THE INDIVIDUAL'S
NEGATIVE COMMENTS.
10. NEVER FORGET THAT MENTAL ILLNESSES
HAVE A GENETIC COMPONENT AND CAN
AFFECT BRAIN CHEMISTRY AND
BRAIN STRUCTURE.