

# 2016 Case Management Conference

Tuesday, November 15, 2016

Montgomery, Alabama

## Do's and Don'ts: Responding to a Person in a Mental Health Crisis

Henry K. Stough, LPC, NCC

# Person in a Mental Health Crisis

## Signs & Symptoms

Mood/Emotion

Behavior

Cognition

# Do's and Don'ts: Responding to a Person in a Mental Health Crisis

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# DO

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# DO

☐ Remain Calm

# DO

☐ Take Your Time/  
Give the Person Time

# DO

☐ Look Over the Situation/  
Access Situation

# DO

▣ Continually Assess the Situation



# DO

- ❑ Ask Others to Leave the Area that are Causing Agitation/Adjust Environmental Factors

# DO

☐ Maintain a Safe,  
Comfortable Distance

# DO

☐ One Person Communicate  
with the Individual

# DO

❓ Give Clear Directions

# DO

☐ Be Respectful

# DO

☐ Offer Assistance

# DO

☐ Be Reassuring

# DO

☐ Respond to Emotional or  
Feeling Content



# DO

☐ Always Know

You are dealing with  
someone with an illness.

# DO NOT

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# DO NOT

❓ Lose Your Composure

# DO NOT

❓ Get Excited

# DO NOT

## ☐ Act in Anger

DO NOT

☐ Threaten

DO NOT

☐ Abuse

DO NOT

Deceive



# DO NOT

❓ Agree/Disagree with  
Delusions

DO NOT

 Touch

DO NOT

☐ Ridicule

# DO NOT

☐ Tease or Joke

# DO NOT

## ☐ Whisper to Others

# DO NOT

❑ Confuse the Individual