

Crisis Intervention

Introduction to NOVA's Crisis intervention Model

Agenda

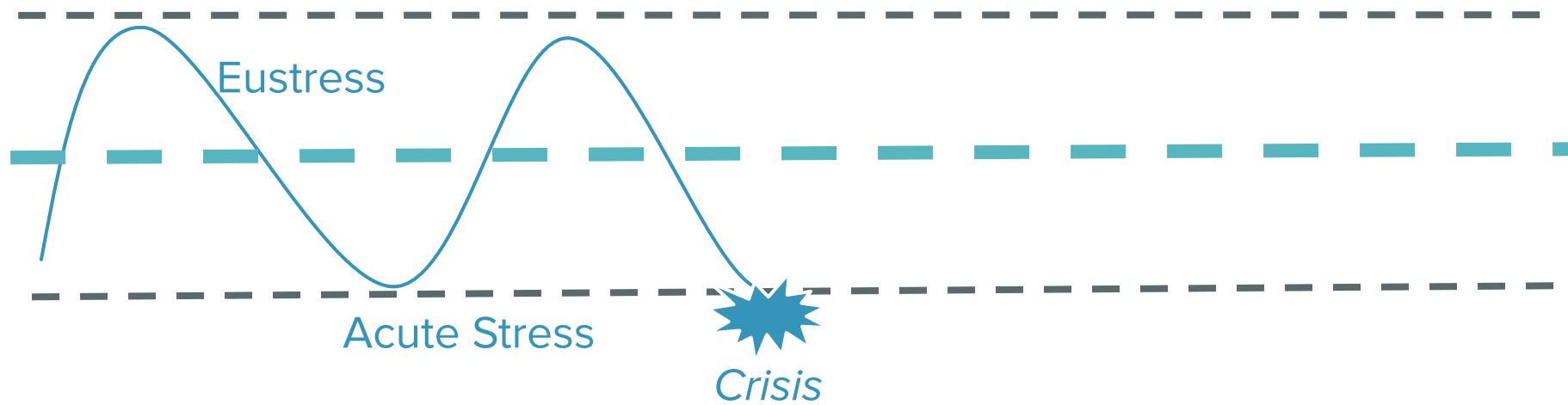


- Define Crisis and our reactions to crisis
- Outline the NOVA Model for Crisis Intervention
- Discuss strategies and tips
- Scenarios and Practice

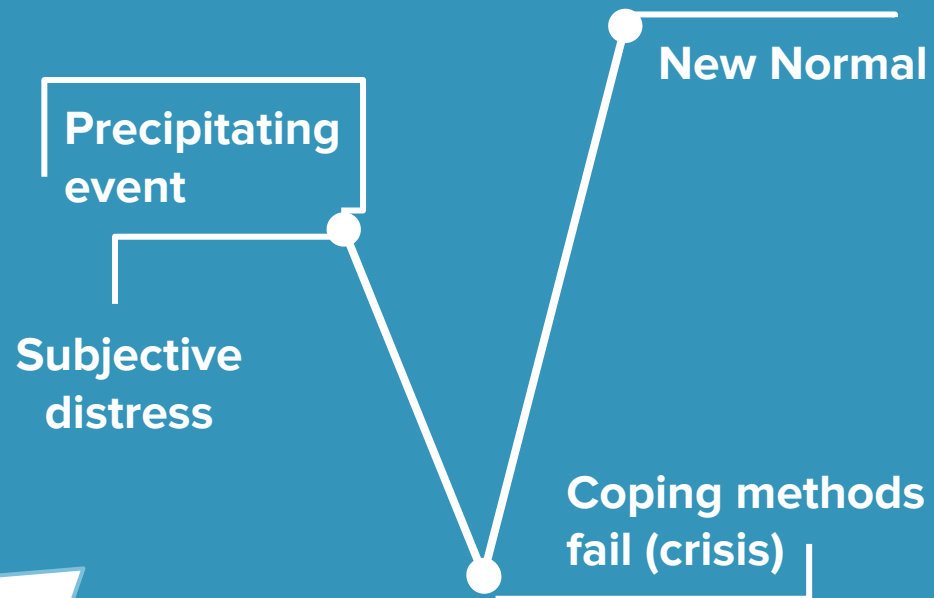
What is a Crisis?

Equilibrium: Day to Day Life

Normal State

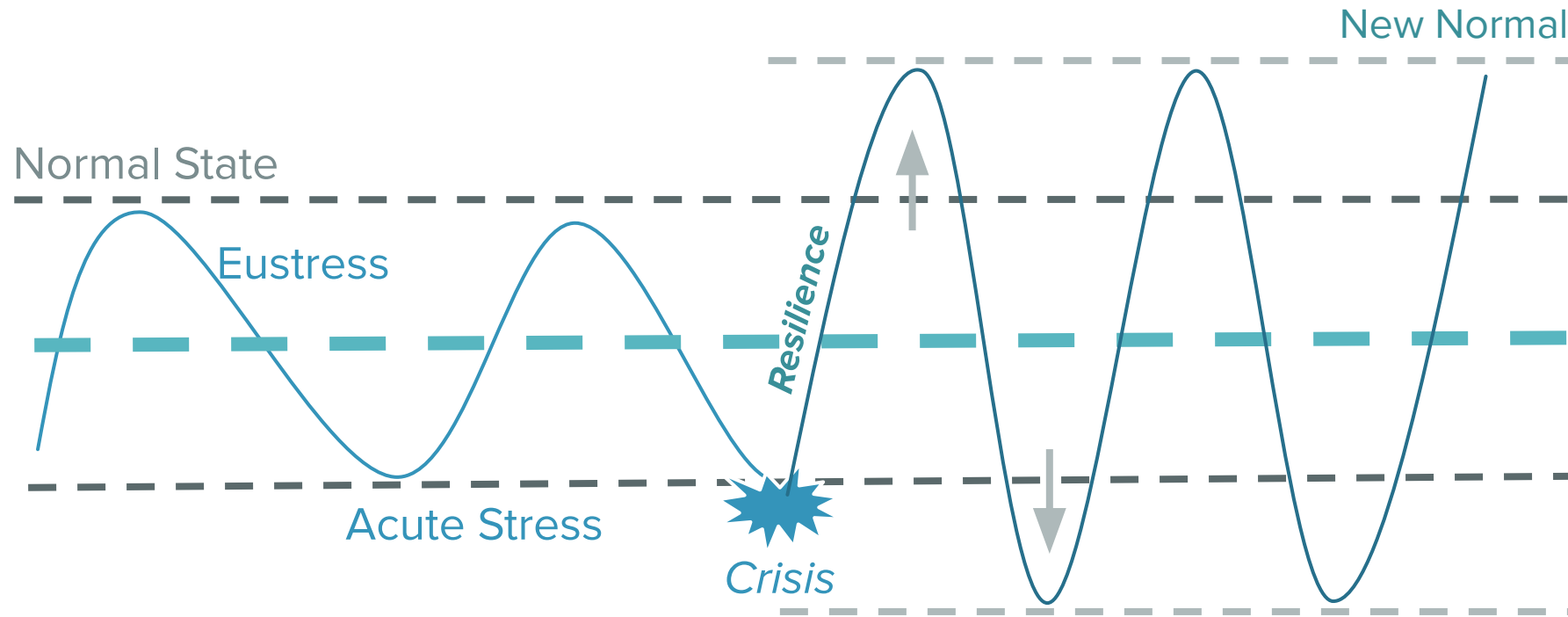


What is a Crisis?



What is a Crisis?

Equilibrium: Establishing a New Normal



What is a Crisis?

Situational

Loss, serious illness,
or crime (not
necessarily physical
trauma)

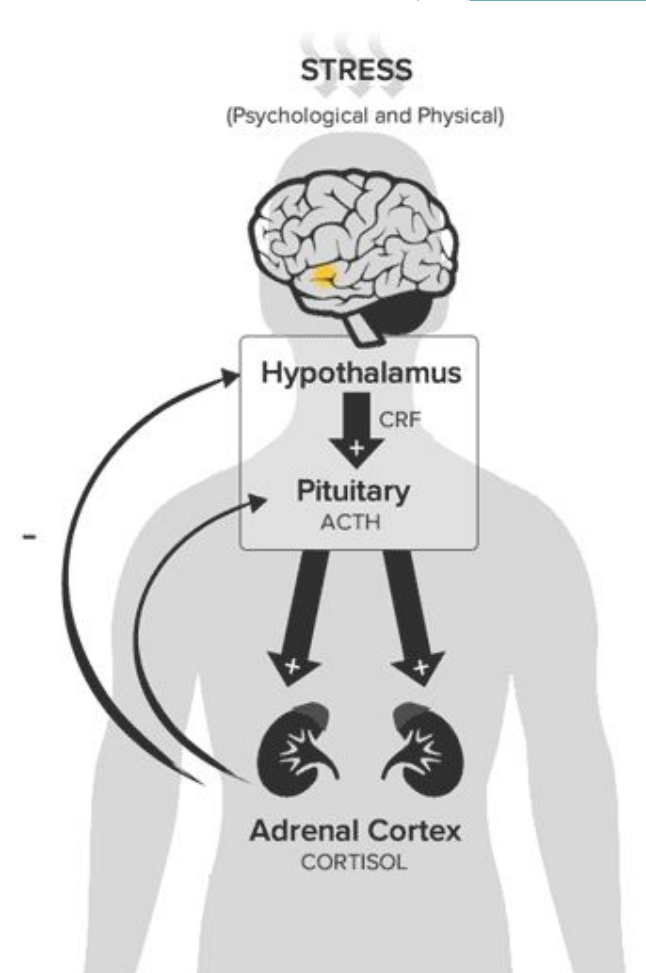
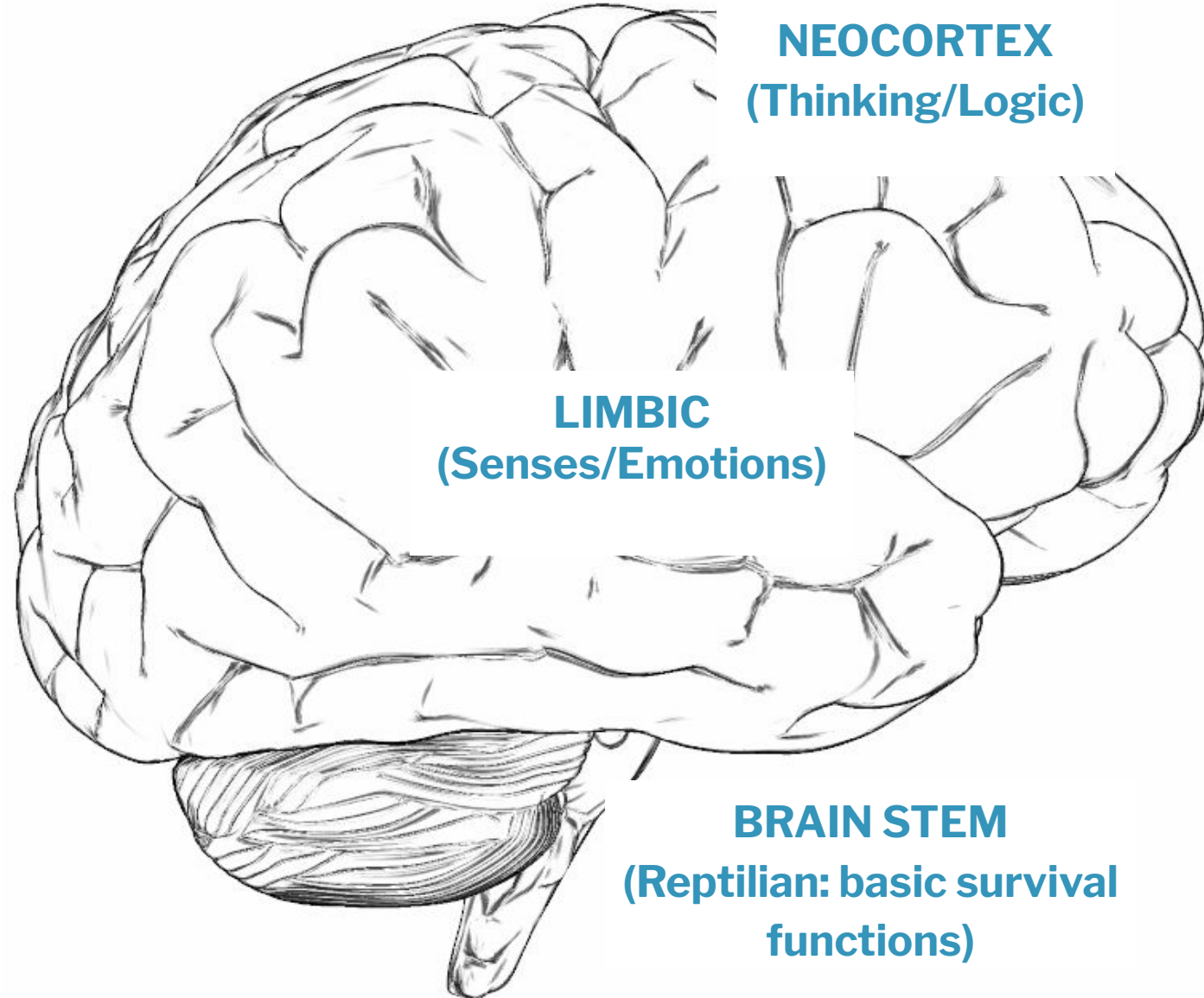
Unexpected

The person is
unprepared

Self-Defined

It is not the event,
but the person's
experience of the
event

Recap: The Threatened Brain & Body



Physical & Cognitive Reactions

- Chemical dump
- Adrenaline
- Oxytocin
- Fight/Flight/Freeze/Fawn
- Hyperventilation
- Body relieves itself
- Increase heart rate
- Numbness
- Shaking/tremors
- Dry mouth
- Jaw clenching
- Slow motion
- Disassociation
- Concentration, memory and decisions inhibited

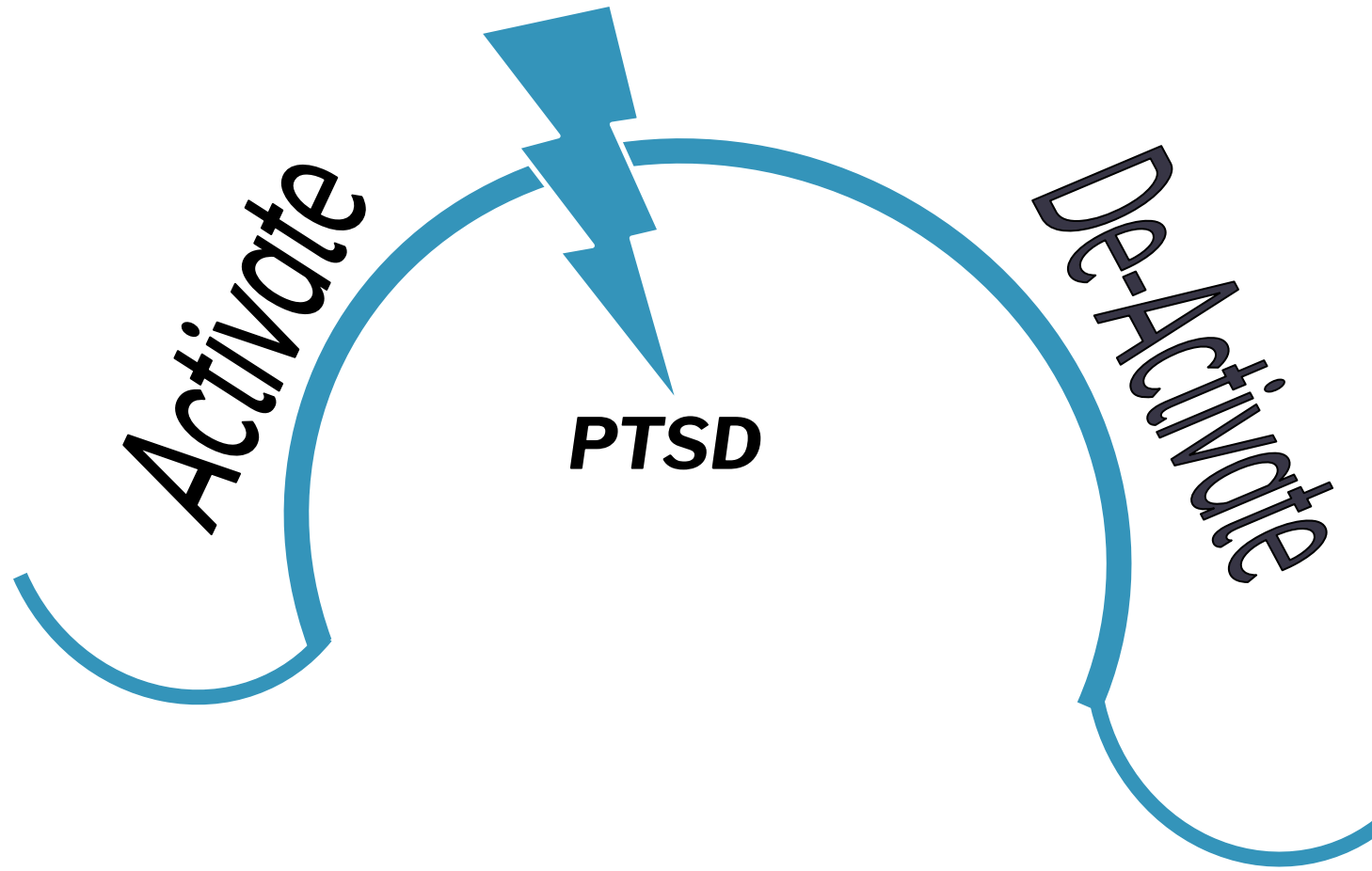
Reactions to Crisis and Trauma

Activate

De-Activate



Reactions to Crisis and Trauma



Emotional Reactions

- Shock
- Disbelief/Denial
- Fear
- Terror
- Confusion
- Frustration
- Reminders of past crisis
- Out of control
- Guilt
- Grief
- Loss of trust/faith
- Loss of identity
- Loss of future
- Loss of meaning
- Selfish
- Unpredictable

Why do our reactions vary?

- Severity of the event
- Stability of equilibrium prior
- Proximity
- Personal history
- Values and beliefs
- Reactions and support from others
- Suddenness
- Ability to understand what occurred
- Access to resources:
 - Material
 - Personal
 - Social

Long Term Reactions

Most people (not all) who experience traumatic incidents have long term reactions.

Reminder or activating events are often:

- Sensorial
- Media, movies, tv shows, etc.
- Anniversaries
- Other critical or traumatic events
- Criminal justice system

What do you need in a crisis?



What do you need in a crisis?

Activity: Think back to a time you were in crisis and reflect on the reactions/responses of those around you.

Write down the following:

- What helped?
- What hurt?

The Goals of Responding to Crisis

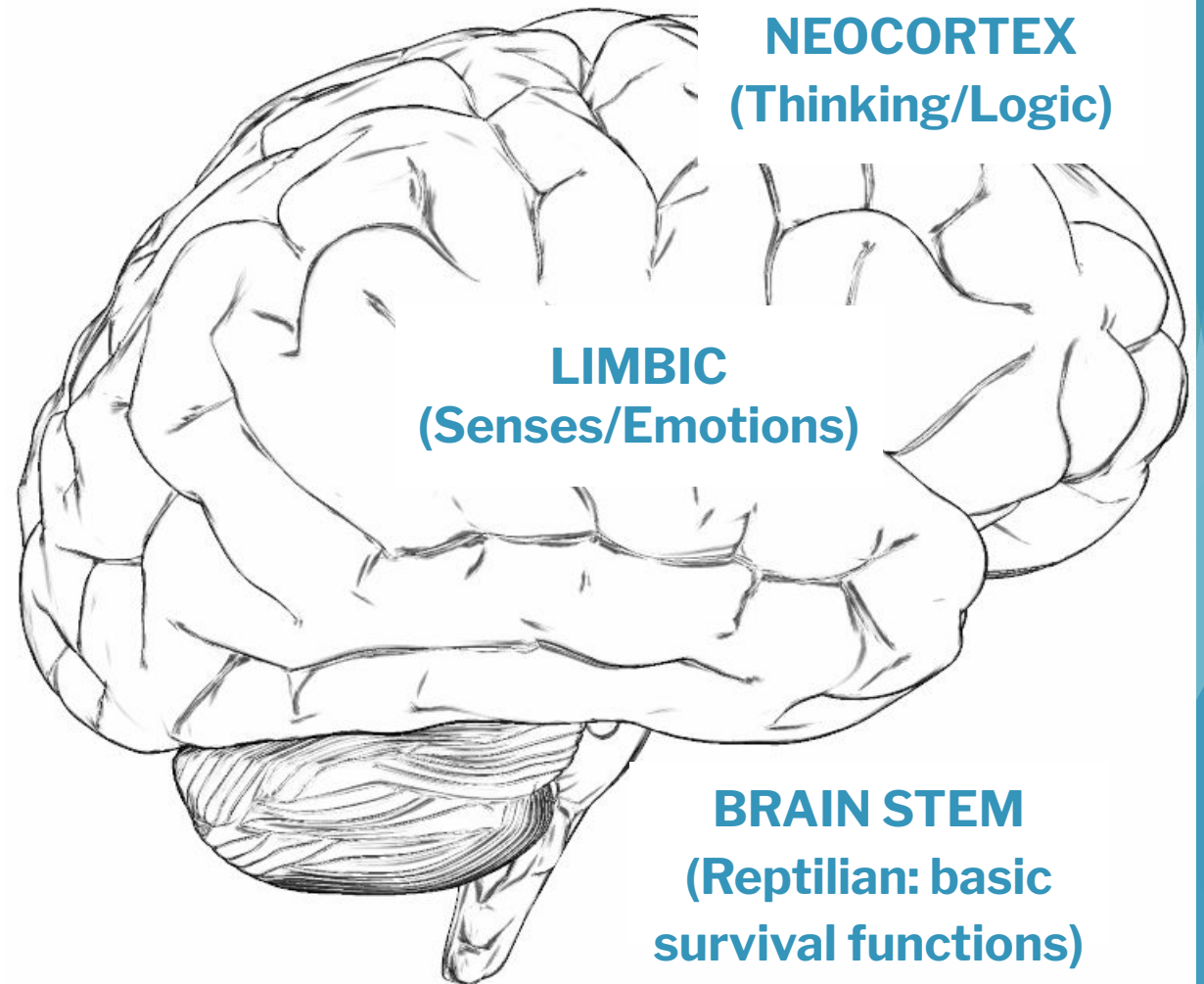
- To defuse the emotional memory so the cognitive processes can take place
- To help with the organization and interpretation of the cognitive process
- To assist in the integration of traumatic events into a person's "life story"
- To assist with interpreting the traumatic event to derive and create meaning from past and present experience

Purpose & Values

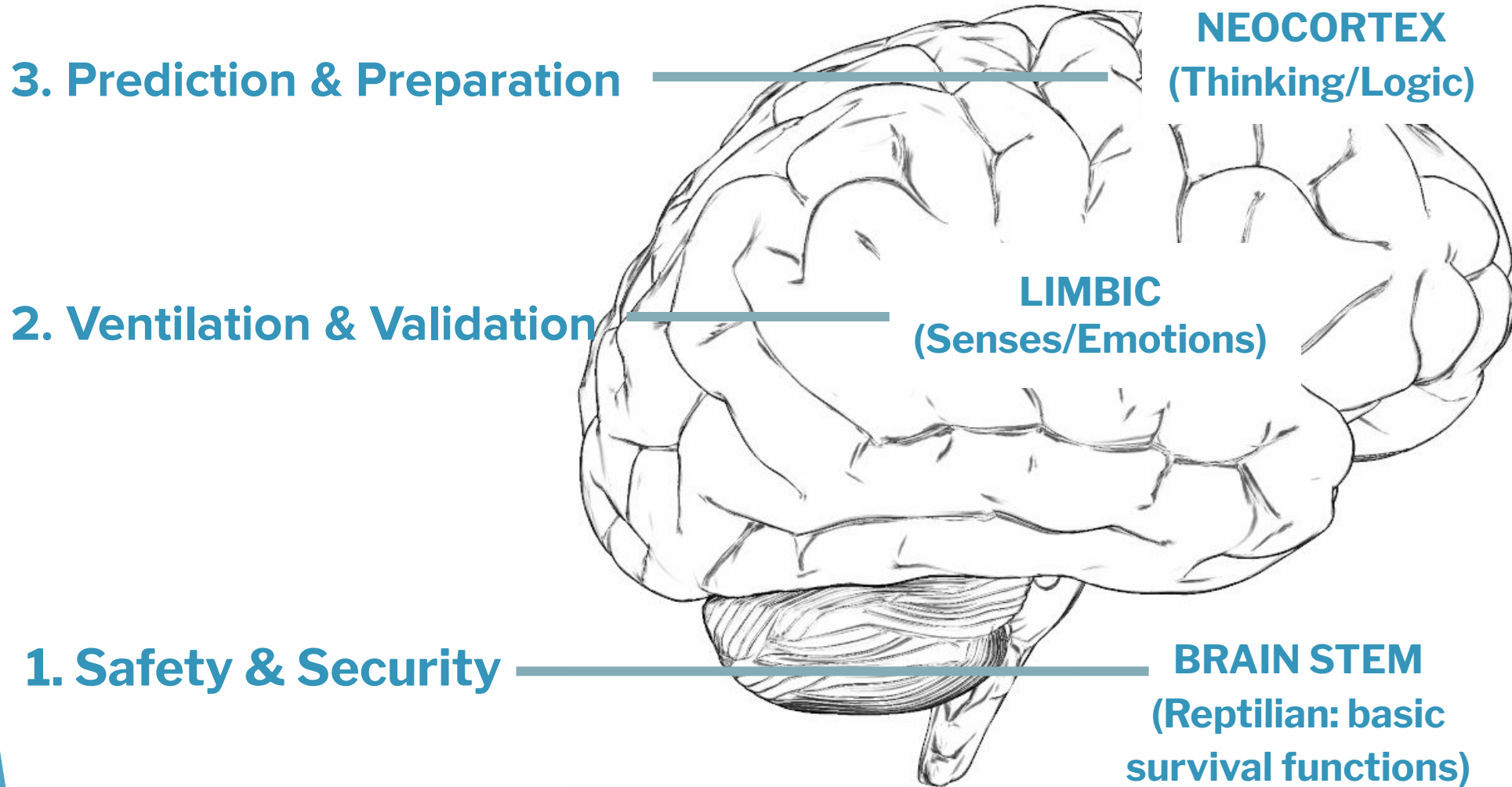
- Educate about common crisis reactions
- Provide validation
- Defuse the “overload” caused by crisis reactions
- Focus on positive coping and rebuilding a sense of safety and hope
- Assess whether people need referrals for post-trauma counseling
- Provide methods for organizing thoughts about what happened; developing narrative story
- Address what people are experiencing now and in may experience in the future (not just during the impact)
- Think about what provides meaning in life today
- Affirmation that confusing reactions are common
- Reassurance that most people can cope well; encouragement to build on strengths and adaptive capabilities

The NOVA Model

- Psychological/Emotional First Aid
- Normalizes reactions to an abnormal situation
- Individualized, Victim-Focused
- Temporary, short term
 - Effective crisis intervention requires resources/referrals for follow up
- Strengths-based
- It is NOT psychotherapy



The NOVA Model



Establish Safety & Security

- Safety always comes first
- Emotional, psychological, physical safety (basic needs)
- Be aware, don't rush, repeat, clarify
- Establish rapport
- Introduce yourself and your role in simple terms
- Ask permission
- Answer questions, as needed



1. Establish Safety & Security (Reptilian)

“I’m here to be helpful to you.”

“Do you feel safe now?”

“Would you like some water?”

“I believe you.”

“Would you like me to...”

“May I use your first name?”

“You are in control of what happens next.”

“I’m sorry this happened to you”

2. Ventilation & Validation (Limbic)

De-Escalation Component! Use communication skills to allow victims to talk and convey your understanding

Remember

- Details are not important (minimize questions)
- Focus on emotions (reflecting, parroting, etc.)
- Explore concerns (paraphrase, clarify, etc.)
- Address self-blame (validate, normalize, reality test)
- Help to build a personal narrative

2. Ventilation & Validation (Limbic)

- **Allow time for processing (Don't rush)**
- **Victim Focused – Be mindful of who is doing most of the talking**
 - Avoid giving opinions and advice
 - Do NOT talk about yourself or your own experiences
- **WE ARE NOT INVESTIGATING (limit questions)**
- **Listen carefully and think clearly before speaking**
- **Let them know you care**
- **Never underestimate the power of silence**

2. Ventilation & Validation (Limbic)

Get them talking and validate it

- Utilize silence
- Validate/Normalize
- Make an observation
- Ask an open-ended question
- Identify an emotion or common reaction
- Reflect
- Paraphrase/Clarify/Summarize
- Parroting
- Ask about their concerns/questions

“You seem anxious/scared/shocked, etc.”

“How are you holding up?”

“You must have been terrified”

“It sounds like you are _____”

“It must have felt...”

“You haven’t said this exactly, but I get the sense that...”

“Just so I understand...”

“You are not going crazy.”

“Tell me more about that.”

“_____is a common reaction.”

“That makes sense.”

“What are you most concerned about right now?”

“Do you have any questions?”

“What ideas do you have?”

“Has anything similar ever happened to you before? What did you do?”

“If you had a friend in this situation, what would you suggest they do?”

3. Predication & Preparation (Neo-Cortex)

People are resilient and each individual has the solution that will work best for them. Our job is to help them identify and act.

- Tap into support system, family, friends, church, etc.
- Allow for “outside the box” solutions
- Don’t do anything for the victim that they can do themselves
- Empower
- Help the person formulate a plan of action
- Identify practical issues and emotional reactions that are likely to occur
- Provide resources/referrals for follow up

“Has anything similar ever happened to you before? What did you do?”

“If you had a friend in this situation, what would you suggest they do?”

“What ideas do you have?”

“What would you like to do first?”

“What issues do you think you’ll face in the next few days?”

“That sounds like a good idea.”

“What would be most helpful to you right now?”

Instead of...

I understand how you feel.

I had a similar experience

You are lucky that...

Be strong for...

You'll get over it.

Calm down

Say...

That makes sense.

What ideas do you have? (Victim-Focused)

I'm sorry you had to experience that.

It's normal to feel overwhelmed.

Things may not be the same, but they can get better.

You seem very upset.

Tips for Crisis Intervention

Consider Physical Effects of Trauma

- Water/Food
- Exercise (release)
- Talking
- Tears (release/exhale)
- Sensory Input/Grounding
- Cool down (Vagus Nerve)
- Deep, slow breathing (Vagus Nerve)

Empower & Highlight Resilience

- Choices (begin small)
- Provide accurate information
- Activate support system
- Practical assistance
- Educate (Knowledge is Power)
- Follow-Up/Follow through
- Offer resources and referrals

Empowerment

=

Safety + Options + Action

The NOVA Model

