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# BEHAVIORAL HEALTH & DE-ESCALATION

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FOUNDATION

## Recognize

Recognize signs and symptoms of a behavioral health issue

## Demonstrate

Demonstrate active listening and de-escalation strategies

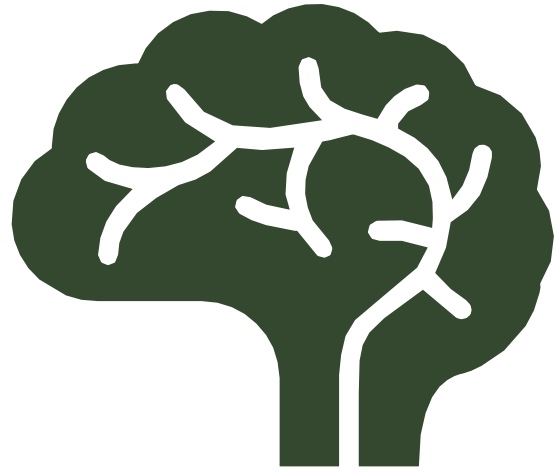
## Identify

Identify resources including the 302 process & components in Bucks County

# OBJECTIVES



POP QUIZ



WHAT BEHAVIORAL HEALTH  
CHALLENGES OR  
DISORDERS HAVE YOU  
HEARD OF?

# SYMPTOMS OF DEPRESSION (BI-POLAR)

## Physical

- Fatigue
- Overeating or loss of appetite
- Unexplained ached and pains

## Behavioral

- Crying spells
- Withdrawal from others
- Neglect of responsibilities
- Use of drugs and alcohol

## Psychological

- Sadness, anxiety, guilt, anger, irritability
- Lack of emotional responsiveness
- Helplessness, hopelessness, thoughts of death and suicide
- Impaired memory and concentration.



# SYMPTOMS OF MANIA (BIPOLAR)



- Increased energy and over-activity
- Elevated mood
- Rapid thinking and speech
- Lack of inhibitions
- Grandiose delusions
- Lack of insight

# WHAT DO YOU DO?

- Be patient—some behaviors are not willful
- When an individual is manic, they are often not behaving in a rational fashion
- Be conscious of how their state is impacting you and how you feel

## WHAT IS PSYCHOSIS?

Loss of some contact with reality

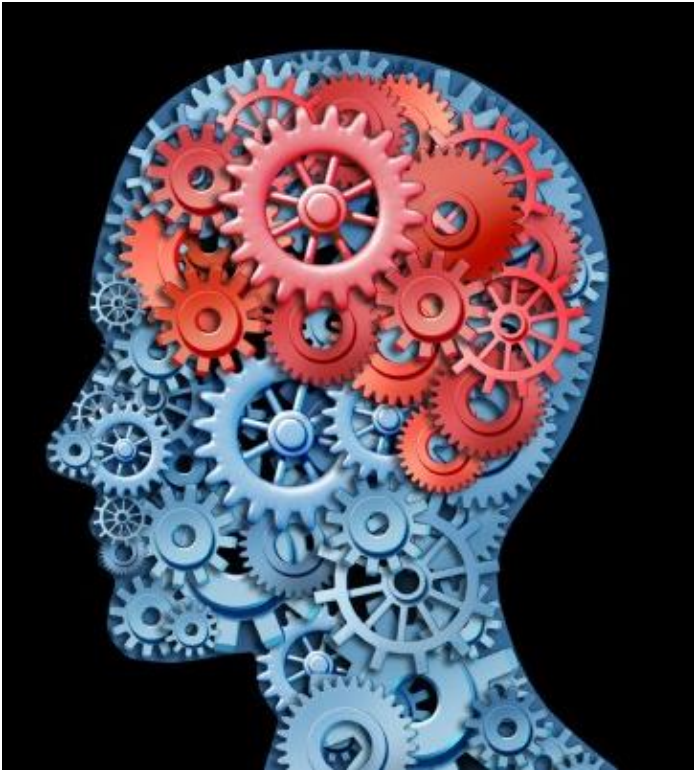
Disturbances in thinking, emotion, and behavior

Not as common as depression and anxiety disorders

Usually occurs in episodes, rather than a constant or static condition



# TYPES OF PSYCHOTIC DISORDERS



- Schizophrenia
- Psychotic Depression
- Schizoaffective Disorder
- Drug-Induced Psychosis

# SYMPTOMS OF PSYCHOSIS

- Delusions
- Hallucinations
- Thinking difficulties
- Loss of drive
- Blunted emotions
- Social withdrawal



# WHAT DO YOU DO?

- Do not enter into the delusional thinking
- Ask them what they are hearing or seeing
- Reassure them that they are safe
- Be calm and quiet

# POTENTIAL CRISIS SITUATIONS

## Panic Attack

- Signs and Symptoms
- History
- Duration

## Aggression

- Violence vs. Aggression
- Components
- Fear
- Safety

## After a Traumatic Event

- Definition
- Immediate needs
- Story
- Ongoing support
- Avoid negative coping

## Non-Suicidal Self Injury

- Definition
- Underlying distress
- Risk

## URGENT CRISIS SITUATIONS

Medical Emergencies

Overdose or severe effects of  
Substance Use

Severe psychosis

- Symptoms
- Feelings vs beliefs
- Risk of harm

# SUICIDAL BEHAVIORS OR ATTEMPT

## Signs and Symptoms

- Change in sleep
- Writing or talking about death
- No sense of purpose
- Feeling trapped/agitated

## Risk Factors

- History/family history
- Untreated mental illness
- Substance use
- Loss

## Ask the Question

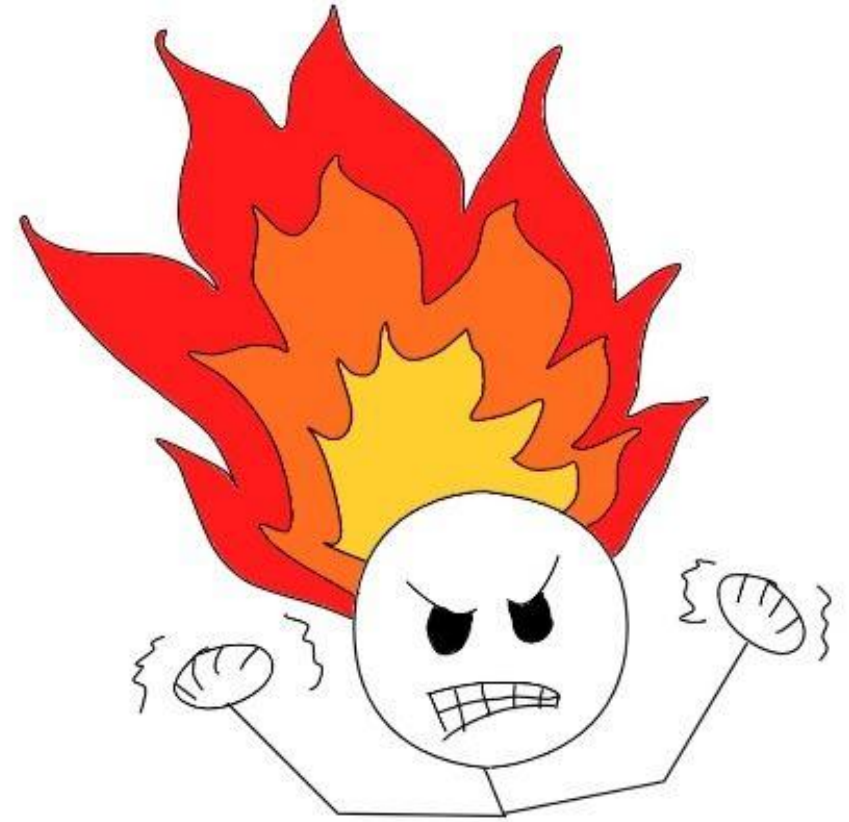
- Are you thinking about suicide?
- Are you thinking about killing yourself?

## Ask about Planning

- How?
- When?
- Items needed?
- Any others?

# DE-ESCALATION IS NOT

Tell people to Calm Down in a stern voice while pointing at them.



HELPFUL OR  
UNHELPFUL?



# HOW DO THEY KNOW YOU'RE LISTENING?

## Non-Verbal

- Eye - contact
- Facial expressions
- Open posture
- Volume and tone of voice
- Listen to understand, not to respond

## Verbal

- Questions
- Mmhhh...
- That must be...
- It sounds like...

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Advice vs. Information

Practical

Reassuring

Validating

=HOPE

# PUTTING IT ALL TOGETHER

## Do's

- Continuously assess for safety
- Listen to understand
- Speak slowly and confidently
- Appear calm and confident
- Offer choices
- Take a break if needed
- Debrief

## Don'ts

- Make assumptions
- Minimize their experience
- Give Advice
- Make threats or promises you can't keep
- Restrict movement
- "Calm down!"



# INFORMATION AND OPTIONS

## Professionals

- Psychiatrists
- Nurse Practitioners
- Psychologists
- Therapists
- Counselors
- Social Workers

## Treatments

- Medication
- Therapy/counseling
  - Individual, group, family, marriage



# LVF ADULT & CHILDREN'S MOBILE CRISIS

- All of Bucks County
- Monday-Friday 7a-11p
  - 3 staggered teams
- Saturday-Sunday 9a-9p
- Overnight On-call
  - One crisis worker responds with police

*Referrals 24/7*  
*877.435.7709*



# SITE-BASED CRISIS CENTERS

- Central Bucks - Doylestown Hospital (enter through ER)
  - 215.345.2273
- Lower Bucks - Lower Bucks Hospital (ER vs Center behind hospital)
  - 215.785.9765

Upper Bucks - St. Luke's Quakertown - 267-985-1132 or 267-985-1133



COMMUNITY  
SUPPORTS

Anonymous/Support groups

Nutrition

Faith-based

Self-help

## 302 CRITERIA

Inflicted or attempted to inflict serious bodily harm on another and there is reasonable probability that such conduct will be repeated

Unable to care for self with a reasonable probability that death, serious bodily injury, or physical debilitation would ensue within 30 days unless treatment is provided.

Attempted or threatened suicide with a plan and/or act of furtherance

Substantially Mutilated or attempted to substantially mutilate self



## CRITERIA CONTINUED

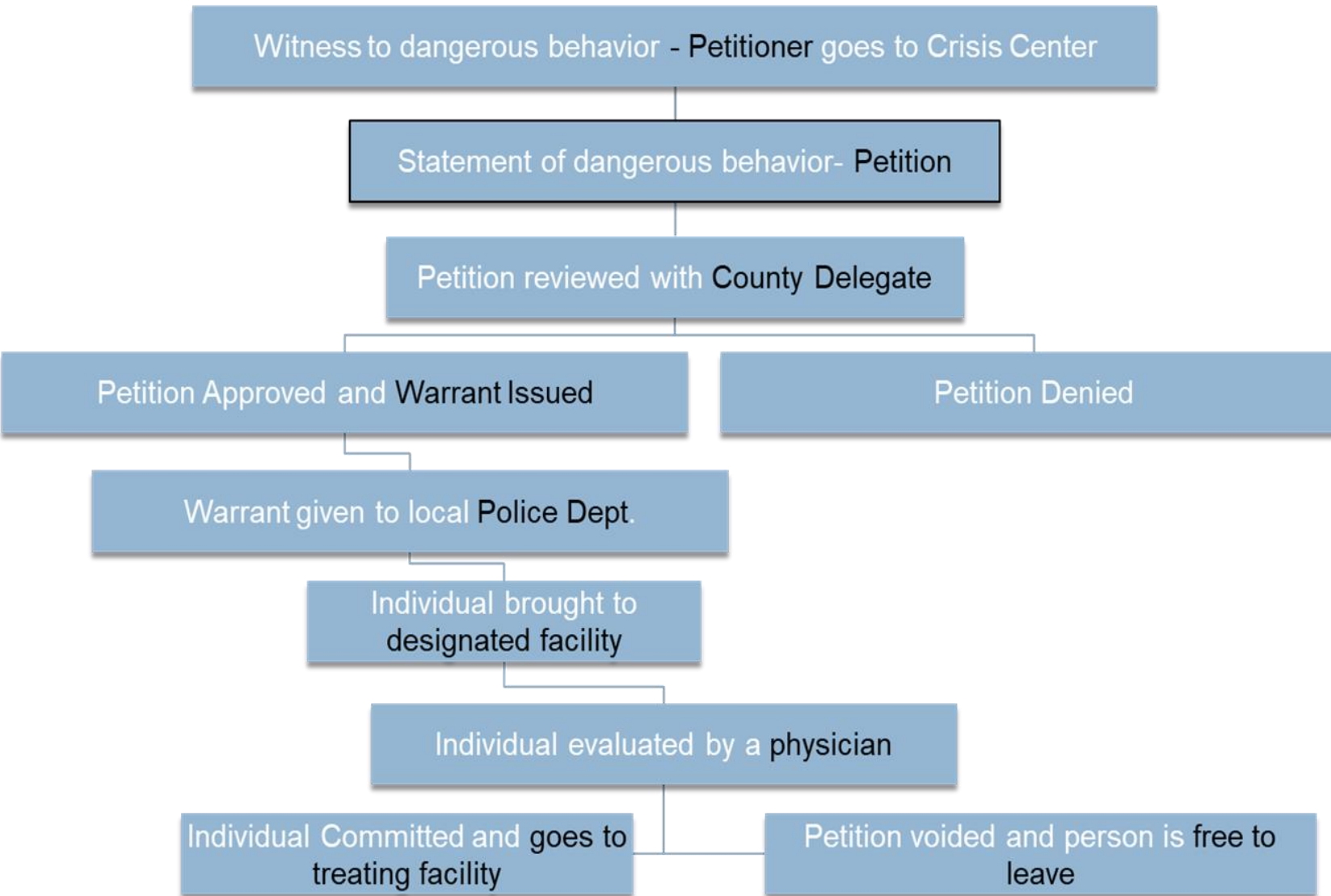
All behavior has to be witnessed first hand by the person filing

Behaviors must be directly related to a mental illness. Individuals can not be committed if behaviors are related to dementia, traumatic brain injury, intellectual disability, autism and/or substance abuse.

Behaviors occurred within the last 30 days

Plan and/or Act in furtherance of threat.

# 302 PROCESS & COMPONENTS



# If the Petition is Denied by the Delegate...

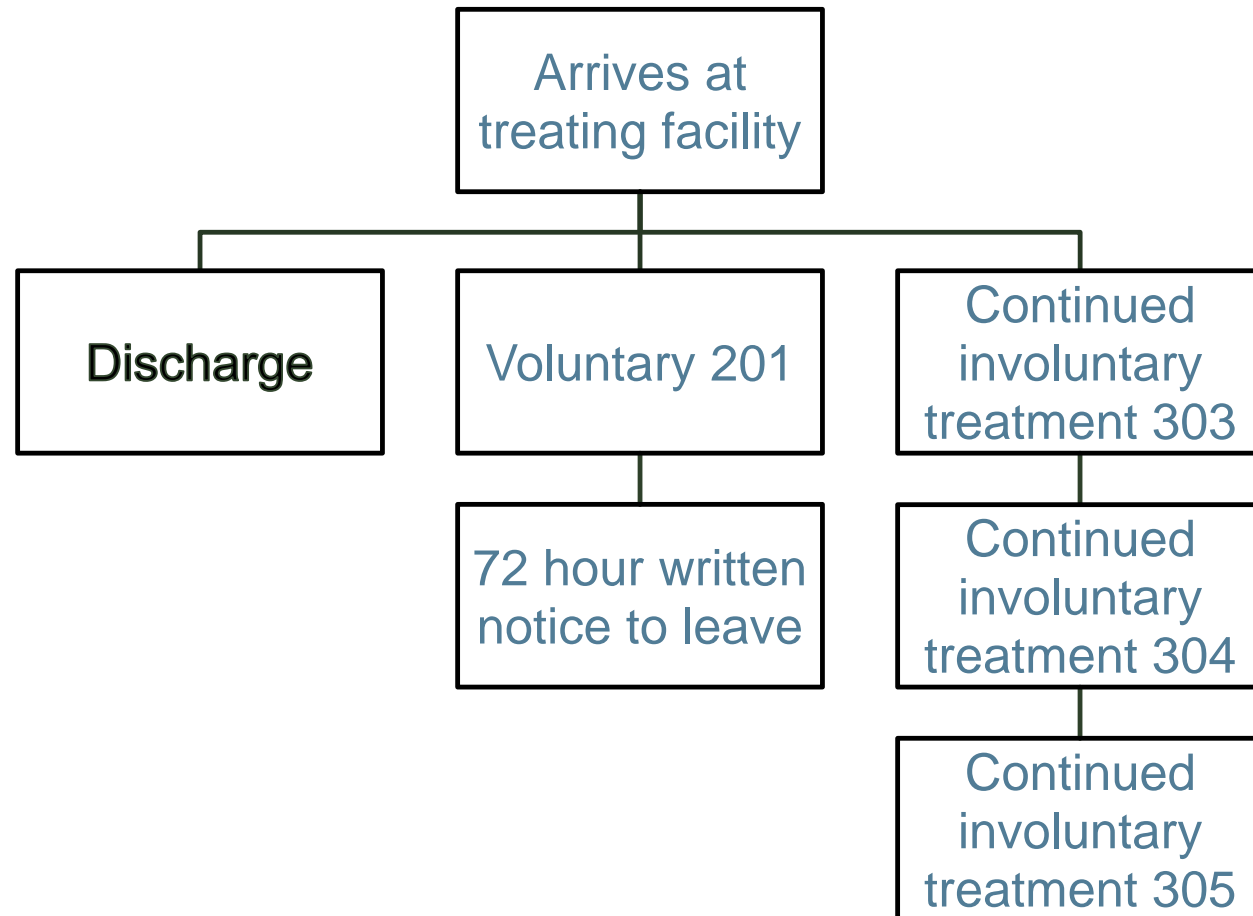
- Explanation of reason for denial
  - Some examples:
    - Criteria for clear and present danger not met
      - No act in furtherance of the threat
    - Behaviors not witnessed by petitioner
    - Behaviors not the result of mental illness
- Guidance on what to look for
- Alternative resources

If the petition  
is denied by  
the doctor...

- Individual given opportunity to seek treatment voluntarily
- Individual and petitioner given alternative resources

**\*\*The individual maintains their right to privacy\*\***

# SUBSEQUENT TO THE 302



- Act 77
- 303 Hearing

## OTHER IMPORTANT INFO ABOUT 302S

- Back-up 302 when person is voluntary
- Importance of communication with Crisis Worker to document behavior
- MH/DP Office can not release records
- Court hearing timing and notification



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# QUESTIONS?

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Thanks for all you do for our community!

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