

## **Crisis intervention**

1. Look around
2. Examine yourself
3. Make the environment as safe as possible
4. Contact the person
5. Listen
6. Exit
7. Come back to yourself

## **Crisis intervention - decoding concepts**

### **1. Look around**

- First and foremost, it is essential to look around, map the terrain and the situation, have a perspective, see if we ourselves are in danger and what we are in.

### **2. Examine yourself**

- In order to start helping, we must first find out where we are. Ground ourselves, put both feet on the ground, breathe out, look at whether we are in a frame of mind where we are able to help. If not, ask someone who is in our immediate vicinity or call professional psychological help - crisis lines.

### **3. Make the environment as safe as possible**

- If possible, get the person in as pleasant a position as possible, find a quiet place for them, sit them down, make them comfortable, offer them a glass of water...

### **4. Contact the person**

- Make eye contact, address the person, gently touch a safe part of the body (hand, arm).

Try to tune in to the person, feel his/her state of mind, but at the same time stay in yourself, in inner peace, do not get overwhelmed by his/her state.

### **5. Listen**

- Ask - What is going on inside you right now?
- Listen actively - mirror, paraphrase what he is telling us.
- Don't belittle! Respond absolutely without evaluation.
- Identify the person's needs and pick them out, name them - thereby summarising them and also making sure we perceive them in the same way.

- If we are able to meet the needs or mediate their satisfaction, suggestions from our side and their implementation can come.
- Link - relate the satisfaction of needs to specific areas (pass on contacts, help him negotiate what he needs with the relevant people).

## **6. Exit**

- Summarize what is happening, what we have mutually arrived at.
- To direct the person on, to see if we can leave them as they are or if they need someone specific to join them.
- Arrange this if necessary and leave.

## **7. Get back together**

- To create a space for ourselves, to reflect on the process that has taken place within it, and to see how we feel about ourselves.
- It is also important to share our experience back with someone called, to supervise them, both for our own safety and for the safety of the person we have come into contact with.

The current times are not easy for any of us and it is safe to assume that they will not be short-lived. Let us venture to help in the areas where we can and be civically active now where we are needed. But immediately linked to this is the acute importance of not forgetting ourselves. Let us also return to our ordinary lives. Let us not feel guilty about joy and let us indulge it. Let us also give our time to what pleases us. In short, let's be kind to ourselves, there is no other way to handle the situation.

### **Contacts:**

- **[terapie.cz](http://terapie.cz)**
- **[nudz.cz](http://nudz.cz)**
- **[czap.cz](http://czap.cz)**
- **[aplikace nepanikar](http://aplikace.nepanikar.cz)**
- **[ukrajine.cuni.cz](http://ukrajine.cuni.cz)**