

# The Boiling Point



## Boiling Point

- Keep maximum distance from the individual
- Remove other individuals from the area, if possible
- Keep verbal interactions short and limited
- Be careful to look and sound non-threatening
- This is a crisis situation

## Heightened Emotion

- Keep a safe distance from the individual
- Shorter interactions with an emphasis on keeping a calm tone
- Be mindful of your body language

## Minor Agitation

- Ask: "What is going on with..." questions
- Redirect individual by talking about something else or changing the task / environment
- Be mindful of how close to stand to prevent provocation
- Monitor the individual(s) closely until calm

## Calm

- May enter "Personal" or "Intimate Zone" (if necessary) according to the individual's comfort
- Keep individual engaged
- Give praise/positive reinforcement

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