

It's about being

S A F E R



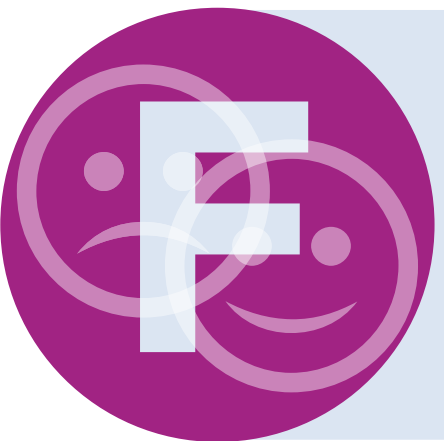
Sensing

What is the "why" behind the person's behavior?



Acknowledging

Safety is our #1 need. A person has to feel safe before de-escalation will occur.



Feeling

Understand how you are feeling. Will you be able to help, and not hinder the situation?



Engaging

Use positive interaction (and giving regular praise) to help build a trusting relationship.



Receiving

Maintain a trauma-informed approach through Comfort v. Control at all times. Especially during escalated situations.