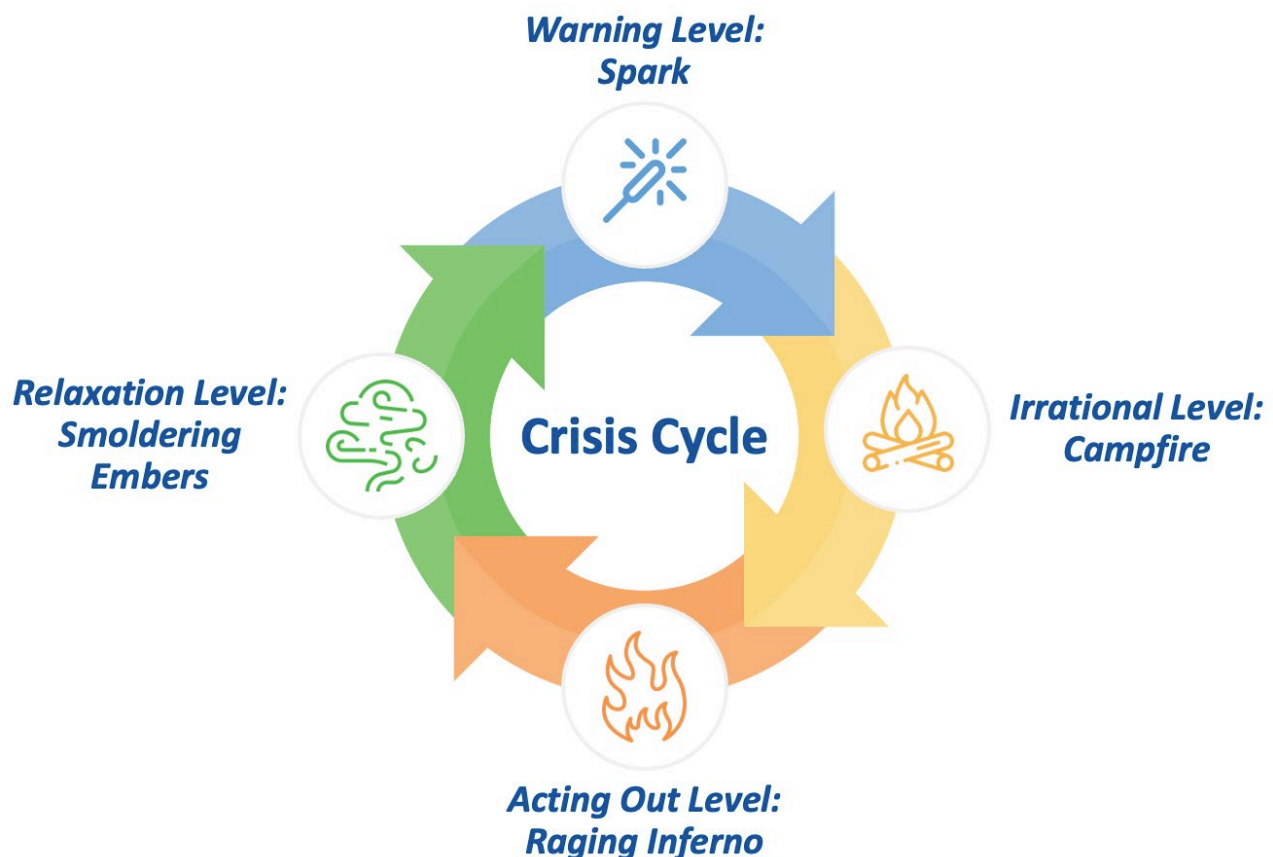




## Crisis Prevention Tips

1. Know your residents' likes and dislikes.
2. Be aware of residents being sensitive to stimulation.
3. Recognize warning signs as early as possible. Become familiar with behavior treatment plans, your residents' triggers, and interventions that have been effective.
4. Do not take the escalation personally by being defensive. Do not engage in power struggles.
5. Create a crisis prevention plan with your resident/staff by reviewing the event with them to identify what went well and what could go better. Update the behavior treatment plan with any new identified triggers or effective strategies.
6. Be aware of your residents' communication and your communication through body language, nonverbals (facial expressions), and tone, volume, and rhythm of voice.



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