



Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Post Test: Understanding the Levels of Crisis and Staff Therapeutic Response

### Part 1: Multiple Choice (Choose the best answer.)

1. What is the primary focus when someone is in the Acting Out Level?
  - a. Re-establishing rapport
  - b. Enforcing the rules
  - c. Ensuring safety
  - d. Encouraging reflection
2. Which of the following is a supportive response to someone in the Irrational Level?
  - a. “Calm down now!”
  - b. “You need to do this because it’s the rule.”
  - c. “You seem upset. Can I sit with you and hear what’s going on?”
  - d. “If I have to repeat myself, you’ll be sorry.”
3. Which level can be compared to a spark or match igniting?
  - a. Irrational Level
  - b. Acting Out Level
  - c. Relaxation Level
  - d. Warning Level
4. During which level is it most appropriate to begin developing or reviewing a crisis prevention plan with a resident?
  - a. Warning Level
  - b. Acting Out Level
  - c. Relaxation Level
  - d. Irrational Level
5. Which behavior might indicate someone is in the Warning Level?
  - a. Breaking a plate
  - b. Pacing or wringing hands
  - c. Answering questions calmly
  - d. Sitting quietly and smiling

### Part 2: Fill in the Blank

6. The four levels of crisis are: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
7. During the Acting Out Level, staff should avoid using physical restraint and always prioritize \_\_\_\_\_.
8. A calm, professional response that shows empathy without getting emotionally involved is called \_\_\_\_\_.

### Part 3: True or False

9. **True or False:** Staff should avoid phrases like “Calm down” or “What’s your problem?!” because they can escalate a power struggle.
10. **True or False:** After a crisis, it is helpful for staff to debrief. Staff can determine who is to blame for the escalation.