



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 stage 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: Warning (spark), Irrational (campfire), Acting Out (raging inferno), and Relaxation (smoldering embers).
7. During the Acting Out Level, staff should avoid using physical restraint and always prioritize safety.
8. A calm, professional response that shows empathy without getting emotionally involved is called rational detachment.

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's helpful for staff to debrief. Staff can determine who to blame for the escalation.