WAYS TO UNDERSTAND A CRISIS

1. **Crisis (Chinese translation)**
   Danger and Opportunity
   (Wei) and (Tse)

   What is the danger and opportunity for the student?
   What is the danger and opportunity for you?

2. **A crisis is a dynamic process without time limits or predictable spikes of intensity or resolve.**
   - By definition your response and subsequently you become part of the crisis. Your response may feed the crisis as a calming or intensifying agent.
   - The developmental history of the student may give you some idea as to the path of the crisis.
   - The quality of the internal and external resources of the student will significantly influence the resolution of the crisis.

3. **One person’s crisis is another person’s challenge.**

   **Context of Crisis**
   - **Time:** Sense of urgency and immediacy.
   - **Precipitation:** Change, transition, loss, unexpected event, drugs.
   - **Threat to Self:** Will I survive, fear of the unknown.
   - **Focus:** The crisis is the only thing on the radar screen — everything else is the backdrop.
   - **Emotional Experience:** Paralyzing panic, helplessness and anxiety.
   - **Physical:** Heightened/exaggerated tension, changes in sleep and eating.

   **Context of Challenge**
   - **Time:** Has more wiggle and breathing room.
   - **Precipitation:** Change, transition, loss, unexpected event.
   - **Threat to Self:** Shaken without strong fear of falling apart.
   - **Focus:** The crisis is the main focus yet there is room to embrace the backdrop.
   - **Emotional Experience:** Softer panic, sadness and anxiety.
   - **Physical:** Activation is not static — room for breathing.
Most Important Things to Consider When Managing a Crisis

- Breathe
- Listen Carefully
- Know Your Resources
- Consult, Consult, Consult
- Know your Limits

Decision Making and Crisis Intervention/Management

- **Life and Death**
  - Drop Everything
  - Call 911/Campus Police
  - Consult with Management
  - Respond to Community (roommates, residents, relatives) in a measured way
  - Debrief with your staff
  - Follow up with student is indicated

- **Crisis**
  - Prompt Attention
  - Gather information
  - Consult with Management
  - Consult with Colleagues
  - Immediate Medical or Psychological Intervention is usually indicated
  - Hospitalization may be indicated
  - Respond to Community (roommates, residents, perhaps relatives) in a measured way
  - Debrief with your staff
  - Follow up with student/s is usually indicated

- **Urgent**
  - Prompt, yet measured attention
  - Gather information
  - Consult with Colleagues
  - May need to Consult with Management
  - Medical or Psychological Intervention may be indicated
  - Responding to the community is usually not indicated
  - Debriefing may or may not be necessary
  - Follow up with student/s is usually indicated

- **Uncomfortable**
  - Respond in a timely fashion-show interest
  - Gather information
  - Consulting with Colleagues may be useful
  - Consulting with Management usually not indicated
  - Psychological Intervention may be useful without urgency
  - Responding to community usually not indicated
  - Debriefing usually not necessary
  - Casual follow up with student could be useful not necessary