

3-hour Training

Objectives

1. Identify and understand crisis
2. Discuss avenues for intervention
3. Learn to defuse the crisis

Training plan

The Notion of Crisis

- Defining Crisis
- The Steps of Crisis
- Defusing Crisis
- Reactive Crisis
- Developmental Crisis
- Atemporal Crisis

Observable behaviours in crisis situations with seniors

- Senior refusing help and care
- Agitation and aggressivity
- Suicidal ideation
- Intervene with a senior with suicidal ideation

Intervention in crisis situations

- Conditions for an effective intervention
- Steps in an intervention
- Intervention tools
- 10 attitudes to foster

