

TRAUMALINKS•1

The ABCD Model of Crisis Intervention

Crisis intervention helps resolve the immediate crisis and helps restore the victim to a sense of normalcy or level of functioning equal to or higher than prior to the crisis.

Achieve Contact — Provide safety and security, restore power and control.

- Introduce yourself, name, role, purpose.
- Assure the victim of **emotional** and **physical** safety.
- Ask victim how s/he would like to be addressed (if not known to caregiver).
- As appropriate, collect information regarding residency, health conditions, family member contact, any support systems or friends.
- Use discernment to learn if s/he is taking or needing medication.
- Identify the victim's feelings, reactions and perceptions.

Possible questions and comments: "You are safe now." "I am sorry that it happened." "Are you ready to...?" "Are you able to...?" "Are you ready to give a description now?" "Do you mind if I sit here?" "May I speak with you now?" "Is this all right with you?"

Boil Down the Problem — Allow for reactions and interaction as well as ventilation and validation by telling story; determine most pressing problem and help to restore dignity.

- Ask victim to briefly describe what has just happened.
- Encourage the victim to talk about the present (here and now).
- Avoid criticism of the actions of the victim.
- Ask what the most pressing problem is.
- Review and clarify what you heard as that primary and most immediate problem.
- Ask if the victim has ever experienced a similar situation or crisis in the past.
- Ask how it was handled. Consider how the victim can regain control and authority.
- Review what you heard as the primary problem.
- Transition to "coping with the problem."

Possible questions/comments (if true and appropriate): "You did the right thing." "You did nothing wrong."

Cope With the Problem — Help predict and prepare for the future, explore resources and suggest realistic options, accept a "new normal" or "new reality." What does the victim want to happen?

- Review what is the most important need — the bottom line.
- Explore what the victim feels is the best solution.
- Help the victim formulate a plan of action: needed resources, specific actions and timeline.
- Reaffirm the future and talk in hopeful terms.
- Arrange follow-up contact or visit with the victim.
- Follow through!

Determine the Meaning of the Event — Assist in offering opportunities for restoration and hope, and to find meaning in the traumatic event.

- Assist in allowing the victim/survivor to accept the reality and to experience the pain of the loss.
- Reassure the victim that s/he is not alone in suffering or in having fears.
- Assist in accepting a new normal and new reality, and the understanding or appreciation of beliefs and assumptions about our world.
- Allow questions about faith, God, spiritual issues. Address issues of forgiveness and anger. Determine how the trauma fits into the victim's life.
- It may take some time for the victim to determine the meaning of the event.
- Help the victim/survivor withdraw emotional energy from the loss and reinvest it in other relationships and other aspects of life.

ABCD

Association of Traumatic Stress Specialists

"Recognizing Standards Of Excellence In Response, Treatment & Services"

PO Box 2747 • Georgetown TX USA • 78627

512-868-3677 • 512-868-3678 fax • admin@atss-hq.com • www.atss-hq.com

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The ABCD Model of Crisis Intervention was created by Romaine Edwards and Warren Jones; revisions by David Lowenberg, Paul Forgach, Carol Hacker, PhD, Jayne Crisp, CTS, CVAS, Paul Hamilton, MDiv.