
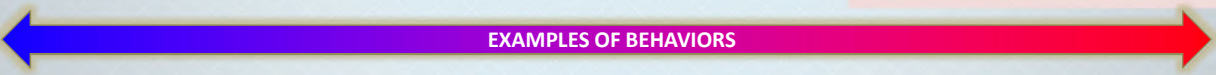


## Crisis/Threat Continuum




**LEVEL OF CONCERN**

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> <li>1<sup>st</sup> time seeing a concern</li> <li>Makes you or others uncomfortable but nothing specific</li> <li>No direct threats made</li> </ul>	<ul style="list-style-type: none"> <li>Not the first time seeing a concern</li> <li>Continuation (persistence) of low-level behaviors</li> <li>Threat implied or issued in a vague manner</li> <li>Threat through verbal or electronic medium</li> <li>Quick change in disposition or behavior</li> </ul>	<ul style="list-style-type: none"> <li>Any serious/severe incidents</li> <li>Multiple incidents in short time frame</li> <li>Multiple concerns (pervasive) or escalating from the “low” to “moderate” continuum</li> <li>Access to or potential to access weapons</li> <li>Clear direct and specific threat and/or plan</li> </ul>



**EXAMPLES OF BEHAVIORS**

<ul style="list-style-type: none"> <li>Excessive eye rolling</li> <li>Constant interruptions</li> <li>Annoying behaviors</li> <li>Crying, sad, angry</li> </ul>	<ul style="list-style-type: none"> <li>Apathy, lack of energy</li> <li>Delayed responses</li> <li>Distracted or difficulty concentrating</li> <li>Impulsive</li> </ul>	<ul style="list-style-type: none"> <li>Interference in your or other’s learning or work duties</li> <li>Seeking “revenge”</li> <li>“You’ll be sorry” or “You’ll pay for this”</li> </ul>	<ul style="list-style-type: none"> <li>Disrespectful, rude</li> <li>“You are incompetent &amp; stupid”</li> <li>“I don’t care if I live anymore” or “No one will miss me”</li> <li>Feelings of hopelessness</li> </ul>	<ul style="list-style-type: none"> <li>Threatening and posturing in intimidating manner</li> <li>Violent statements</li> <li>Hate speech</li> <li>Physically violent</li> </ul>
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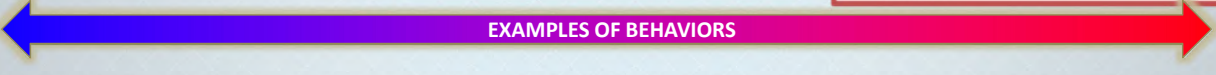


*Adapted from Student Emergency Services & the Behavior Concerns & COVID Advice Line (BCCAL), UT Austin*

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## Strategies – In the Moment

LOW LEVEL	MODERATE LEVEL	HIGH LEVEL
<p><b>De-escalation strategies:</b></p> <ul style="list-style-type: none"> <li>Active listening techniques</li> <li><u>Acknowledge</u> the behavior, and the <u>impact</u> of the behavior</li> <li><u>Redirect</u> with an alternative directive</li> <li>Take a break</li> </ul>	<p><b>De-escalation strategies:</b></p> <ul style="list-style-type: none"> <li>Take a break</li> <li><u>Stop</u> engaging or communicating (“silence” technique)</li> <li><u>Repeat</u> your priority directive and consequences (“broken record” technique)</li> </ul>	<p><b>Safety strategies:</b></p> <ul style="list-style-type: none"> <li>Press the emergency “panic” button</li> <li>Use “code words” to communicate with staff discretely</li> <li>Call 911</li> <li>Lockdown the office suite and/or offices</li> </ul>



**EXAMPLES OF BEHAVIORS**

<ul style="list-style-type: none"> <li>Excessive eye rolling</li> <li>Constant interruptions</li> <li>Annoying behaviors</li> <li>Crying, sad, angry</li> </ul>	<ul style="list-style-type: none"> <li>Apathy, lack of energy</li> <li>Delayed responses</li> <li>Distracted or difficulty concentrating</li> <li>Impulsive</li> </ul>	<ul style="list-style-type: none"> <li>Interference in your or other’s learning or work duties</li> <li>Seeking “revenge”</li> <li>“You’ll be sorry” or “You’ll pay for this”</li> </ul>	<ul style="list-style-type: none"> <li>Disrespectful, rude</li> <li>“You are incompetent &amp; stupid”</li> <li>“I don’t care if I live anymore” or “No one will miss me”</li> <li>Feelings of hopelessness</li> </ul>	<ul style="list-style-type: none"> <li>Threatening and posturing in intimidating manner</li> <li>Violent statements</li> <li>Hate speech</li> <li>Physically violent</li> </ul>
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