## **Contents**

About the Authors		XVI
		xvii
1	Understanding Crisis	1
	Defining Crisis 2 Danger vs. Opportunity 3 Types of Crises 4 Developmental Crises 4 Traumatic Event Crises 6 Existential Crises 6 Psychiatric Crises 7 Crises Reactions: A Continuum of Response 7 Multicultural Awareness and Crisis Intervention 10 Resources for Chapter Enrichment 14 Suggested Readings 14 Suggested Websites 14	
2	Crisis Intervention Models: An Exploration of Historical and Contemporary Models	15
	Crisis Assessment Models 15 Crisis Intervention Models 19 Maslow's Hierarchy of Needs and Crisis Intervention 21 Slaikeu's Comprehensive Model for Crisis Intervention 22 Flannery & Everly's Crisis Intervention Model 23 Aguilera's Model of Crisis Intervention 24 Roberts's Seven-Stage Crisis Intervention Model 26 James and Gilliland's Six-Step Crisis Intervention Model 28 Greenstone and Leviton's Crisis Intervention Model 29 Kanel's A-B-C Model of Crisis Intervention 30 Cavaiola and Colford's L-A-P-C Model of Crisis Intervention 31 Crisis Intervention Services in the 21st Century 32 Summary 33	A COLOR OF THE PROPERTY OF THE

```
Responses to Crisis 36
The Physical Response 37
The Emotional Response 37
The Cognitive Response 38
Characteristics of Effective Crisis Intervention 38
Empowerment-Focused Crisis Intervention 39
Flexible Crisis Intervention 40
     Cognitive Factors 41
      Ecological Factors 41
Characteristics of Effective Crisis Counselors 42
     Tolerance for Ambiguity 43
     A Calm Neutral Demeanor 43
     Tenacity 43
     Optimism 44
     Adventuresomeness 44
     Capacity for Empathy 44
     Flexibility 44
     Confidence 44
     Little Need to Rescue 44
     Capacity For Listening 45
     Awareness of Trauma Indicators 45
     Openness to Individual Crisis Reactions 45
     Capacity for Information Management 45
Empathy, Genuineness, and Acceptance and Positive Regard 45
     Empathy 46
     Genuineness 46
     Acceptance and Positive Regard 46
Crisis Intervention Techniques: The L-A-P-C Model 47
     Step 1: Listen 48
          Communicate Safety 48
          Introduce Yourself 48
          Act Immediately and Take Control 48
          Begin Handing Over Some Control to the Victim 49
          Communicate the Message that the Victim is Heard 49
Putting Empathy, Genuineness, and Acceptance into Practice 50
     Attending 50
     Listening 52
          Clarifying 52
          Reflecting/Mirroring 53
          Summarizing 54
          Using "I" Messages 55
```

```
Managing Silence 55
            Questioning 55
       Step 2: Assess 57
       Step 3: Plan 57
            Communicating the Message that the Client is in Control 58
       Step 4: Commit 59
Child Maltreatment
 Discussion Questions 61
 Introduction 61
 Consequences of Child Abuse and Neglect 63
       Physical 63
       Psychological 64
       Behavioral 64
       Cognitive 64
       Social 65
 Definitional Issues in Maltreatment 65
       Physical Abuse 66
       Neglect 66
       Sexual Abuse 66
       Emotional Abuse 67
 Prevalence of Child Abuse and Neglect 67
       Types of Maltreatment 67
       Victim Characteristics 68
       Perpetrator Characteristics 68
 Possible Indicators of Child Abuse and Neglect 69
       Case Presentation: Physical Neglect and the Neighbor 69
            Intervention 71
            Case Conceptualization/Crisis Resolution 72
       Case Presentation: Physical Abuse and the Third Grader 73
            Intervention 74
            Case Conceptualization/Crisis Resolution 75
       Case Presentation: Self-Disclosure of Abuse 76
            Intervention 77
            Case Conceptualization/Crisis Resolution 78
       Case Presentation: Self-Blame and Abuse 79
            Intervention 80
            Case Conceptualization/Crisis Resolution 81
  General Guidelines for Reporting Suspected Child Abuse and Neglect 82
  Resources for Chapter Enrichment 84
        Recommended Films 84
        Suggested Activities 85
        Student Activity: What Would You Do? 85
```

61

**5** Adolescent Crises 87

Discussion Questions 87
Introduction 87
Historical Perspectives in Adolescence 88
What the Data Say 89
Alcohol and Drug Use 89
High-Risk Behaviors 90
Sexuality Practices 91
YBRSS 91
KFF 92
Adolescent Crises 92
Eating Disorders 93
Anorexia Nervosa 93
Bulimia Nervosa 93
Binge-Eating Disorder 94
Case Presentation: Danielle, A Story of Anorexia 95
Case Conceptualization/Crisis Resolution 96
Guidelines for Intervening with Eating Disorders 98
Adolescent Suicide 98
Case Presentation: Georgia, A Threatened Suicide 100
Intervention 100
Case Conceptualization/Crisis Resolution 102
Guidelines for Dealing with a Suicidal Adolescent 103
Adolescents and Non-Suicidal Self-Injury (NSSI): An Overview 104
Case Presentation: A Case of Self-Injury/Cutting 106
Intervention 106
Crisis Conceptualization/Crisis Resolution 107 Guidelines for Treating an Adolescent for Self-Injury 107
An Identity Crisis in Adolescence 108
Case Presentation: David, A Case of Identity 108
Intervention 110
Case Conceptualization/Crisis Resolution 111
Guidelines for Addressing Issues of Identity Development 112
Resources for Chapter Enrichment 113
Recommended Films 113
Suggested Activities 113
The School's Response to Crisis

115

Discussion Questions 115 Introduction 115 Active Shooter Incidents: Results from the FBI and the Secret Service 117 Implications for Schools 119 Prevention/Mitigation 119

```
Preparedness 123
       Response 125
       Case Presentation: A Case Involving a School Shooting 127
           Case Conceptualization/Crisis Resolution 128
      Case Presentation: Suicide and the School's Response 129
           Case Conceptualization/Crisis Resolution 130
 Guidelines for Dealing with a School-Related Suicide 131
       Engaging the School Crisis Team 131
      Contacting the Victim's Family 131
      Calling Together the School Staff 131
      Informing Students of the News 131
      Identifying At-Risk Students 133
      Reinforcing Prevention and Coping Among All Survivors 133
      Arranging for Appropriate Memorials for the Deceased 134
Case Presentation: Accidental Death of a Student 134
      Responding to Accidental Death: The School's Response 134
      The Immediacy of the Event 135
      The Size of the High School 135
      Cultural Differences Among the Deceased and the Survivor Family Members 136
      Loss of Contact Between the School and the Student Body 136
Memorials 136
      Case Presentation: Middle School and 9/11 137
           Case Conceptualization/Crisis Resolution 137
Crisis By Proxy 139
Resources for Chapter Enrichment 140
      Recommended Films 140
      Suggested Activities: What Would You Do? 140
Alcohol and Drug Crises
                                                                                              143
Discussion Questions 143
The Scope of Drug and Alcohol Problems 144
Defining Substance Use Disorders: Diagnostic Concerns 146
      Substance Use Disorders 147
      Substance Intoxication and Substance Withdrawal 148
Crisis Intervention and Case Management 153
      Case Presentation: A Crisis Involving Substance Intoxication 153
           Intervention 154
           Case Conceptualization/Crisis Resolution 157
      Case Presentation: A Crisis Involving Substance Withdrawal 157
      Intervention 159
      Case Conceptualization/Crisis Resolution 160
      Case Presentation: A Crisis Resulting from a Substance Use Disorder 160
           Intervention 161
           Case Conceptualization/Crisis Resolution 162
```

Families in Crisis 162

8	General Guidelines for Working with Individuals with Substance Use Disorders  Treatment Options 165  Summary 171  Resources for Chapter Enrichment 171  Suggested Readings 171  Suggested Websites 171  Recommended Films 172  Suggested Activities 174  Recommended YouTube Viewing 175  Substance Withdrawal 175  Substance Use Disorders 176  The Crisis of Sexual Assault	177
0	Discussion Questions 177 Introduction 178 Statistics 179 Reactions of Victims to Sexual Assault 180 Who Are the Perpetrators of Rape and Sexual Assault? 181 What to Do When Sexual Assault is Reported 182 1-800-656-HOPE 182 Case Presentation: Anita, A Case of Sexual Assault 183 Intervention 185 Case Conceptualization/Crisis Resolution 186 Case Presentation: Nicole, A Case of Date Rape 186 Case Conceptualization/Crisis Resolution 187 Case Presentation: A Case of Date Rape and Date Rape Drugs 188 Case Conceptualization/Crisis Resolution 189 Case Presentation: Kristin, A Case of Rape 190 Case Conceptualization/Crisis Resolution 191 Guidelines for Treating Victims of Sexual Assault 192 Quiz Answers 193 Resources for Chapter Enrichment 195 Recommended Films 195 Suggested Activities 195	
9	Intimate Partner Violence & Domestic Violence	197
	Discussion Questions 198 Scope of the Problem 199 Definitions and Terminology 200 Battered Women 202 Characteristics Common to Batterers 205 The Cycle of Violence 208 Multicultural Considerations 209 Survivor Therapy with Battered Women 210	

Programs for Batterers 211 Intimate Partner Stalking 213 Case Presentation: Physical & Verbal Abuse in a Dating Relationship 213 Intervention 214 Case Conceptualization/Crisis Resolution 215 Case Presentation: A Case of Physical & Verbal Abuse 215 Intervention 216 Case Conceptualization/Crisis Resolution 218 Case Presentation: A Verbally and Emotionally Abusive Relationship 218 Intervention 219 Case Conceptualization/Crisis Resolution 219 General Guidelines for Crisis Counseling with Couples Exhibiting Intimate Partner Violence 222 Elder Abuse and Other Types of Domestic Violence 225 Case Presentation: A Case of Elder Abuse 226 Summary 226 Resources for Chapter Enrichment 226 Suggested Readings 226 Suggested Websites 227 Recommended Films 227 Suggested Activities 229 Recommended YouTube Viewing 230 Crises Involving Bereavement, Grief, and Loss Discussion Questions 231 Defining Grief and Crises of Bereavement 232 Determinants of Grief Reactions 234 The Grieving Process 238 The Tasks of Mourning 240 Crisis Intervention in Situations Involving Bereavement and Loss 242

Discussion Questions 231

Defining Grief and Crises of Bereavement 232

Determinants of Grief Reactions 234

The Grieving Process 238

The Tasks of Mourning 240

Crisis Intervention in Situations Involving Bereavement and Loss 242

Case Presentation: George, A Husband Grieves the Loss of his Wife 244

Intervention 244

Case Conceptualization/Crisis Resolution 246

Case Presentation: James and Barbara, A Couple Grieves the Tragic Loss of their Son 246

Intervention 247

Case Conceptualization/Crisis Resolution 247

Case Presentation: Ryan, A Child Grieves the Loss of his Mother 247

Case Conceptualization/Crisis Resolution 248

Case Presentation: Tara and Bill, Parents Grieving the Loss of their Newborn Daughter 249

Intervention 250

Case Conceptualization/Crisis Resolution 250

Case Presentation: Tanya, A Case of Traumatic Bereavement 251

Intervention 252

Case Conceptualization/Crisis Resolution 253

231

```
Intervention 255
                Case Conceptualization/Crisis Resolution 255
     Suicide Bereavement 255
      Grieving the Loss of a Pet 256
                Case Conceptualization/Crisis Resolution 257
      General Guidelines for Counselors in Managing Crises of Loss and Bereavement 257
     Summary 259
      Resources for Chapter Enrichment 260
           Suggested Readings 260
           Suggested Websites 261
                Crisis, Grief, & Healing 261
                Hospice Information 261
                Maternal Grief 261
                Bereavement Information 261
                GriefNet 261
                Suicide Bereavement 261
           Recommended Films 261
           Suggested Activities 263
           Recommended YouTube Viewing 264
11
        Crises Involving Suicide, Homicide, and Lethality
                                                                                                265
      Discussion Questions 265
     Introduction 266
     Scope and Definition of the Problem 266
           Case Presentation: Beth, A Case Involving a Vague Threat of Suicide 272
           Case Presentation: Maria, a Case Involving a Threatened Suicide 274
                Intervention 274
                Case Conceptualization/Crisis Resolution 276
     Guidelines for Managing Crises Involving Suicide 279
     Crises Involving Homicide, Lethality, and Threats Of Violence 279
           Scope of the Problem 279
           Assessing Violence/Lethality Risk 280
           Case Presentation: Richard, A Case Involving Threats of Murder/Suicide 282
                Intervention 283
                Case Conceptualization/Crisis Resolution 283
           Case Presentation: Jason, A Case Involving the Threat of Violence 284
                Intervention 286
                Case Conceptualization/Crisis Resolution 286
     Summary 288
     Resources for Chapter Enrichment 289
           Suggested Websites 289
           Recommended Films 289
           Suggested Activities 290
           Recommended YouTube Viewing 291
```

Case Presentation: John, The Grief of Divorce 253

Recommended Films 334 Suggested Activities 335

Recommended YouTube Viewing 336

Discussion Questions 293 Scope of the Problem 294 Defining Various Psychiatric Crises 296 Crises Related to Trauma and Other Stressors 296 Crisis Intervention with PTSD and Other Trauma Disorders 297 Crises Related to Anxiety Disorders 299 Crisis Intervention with Anxiety Disorders 300 Case Presentation: A Case of Panic Disorder in the Aftermath of Trauma 301 Intervention 301 Case Conceptualization/Resolution 303 Practical Guidelines for Crisis Intervention for Someone with PTSD and Anxiety 303 Crises Related to Mood Disorders 304 Crisis Interventions with Mood Disorders 305 Case Conceptualization/Crisis Resolution 306 Practical Guidelines for Crisis Intervention for Someone with Mood Disorders 310 Crises Related to Schizophrenia and Psychotic Disorders 310 Case Presentation: A Crisis Involving Schizophrenia 312 Intervention 313 Case Conceptualization/Crisis Resolution 314 Guidelines for Crisis Intervention for Those with Schizophrenia 315 Crisis Related to Personality Disorders 316 Case Conceptualization/Crisis Resolution 317 Case Presentation: Borderline Personality Disorder 319 Intervention 319 Case Conceptualization/Crisis Resolution 320 Guidelines for Crisis Intervention with Borderline Personality Disorder 321 Crises Involving Neurocognitive Disorders 322 Crisis Cases Involving Delirium and Dementia 323 Medical Conditions & Medications That Can Mimic Psychiatric Symptoms 324 Psychiatric Crisis Service Delivery: Psychiatric Crisis Hot Lines 326 Intervention 326 Psychiatric Crisis Service Delivery: Psychiatric Walk-In Crisis Centers and Mobile Crisis Services 329 Warning Signs of a Mental Health Crisis 330 Multicultural Considerations 331 Summary 332 Resources for Chapter Enrichment 333 Suggested Readings 333 Suggested Websites 333 Mood Disorder Resources 333

13 Health Crisis 337

Discussion Questions 337 Introduction 337 Defining Medical Crises 340 Emotional-Psychological Response to Medical Crises 341 The Crisis Response of the Family and the Cultural Consideration 343 Case Presentation: A Crisis at the Time of Diagnosis 344 Intervention 345 Case Conceptualization/Crisis Resolution 346 Case Presentation: A Treatment Decision Crisis Involving Chronic Back Pain 347 Intervention 348 Case Conceptualization/Crisis Resolution 349 Guidelines for Counselors Working with Medical Crises 350 Summary 352 Resources for Chapter Enrichment 352 Recommended Films 352 Suggested Activities 353 Recommended YouTube Viewing 353

355

## **14** Crises in the Workplace

Discussion Questions 355

Introduction 355 Crises Pertaining to Workplace Violence 358 Case Presentation: When Violence Threatens 358 Case Conceptualization/Crisis Resolution 358 Guidelines for Crisis Intervention with a Potentially Violent Employee 362 Crises Pertaining to Downsizing and Job Termination 364 Case Presentation: "I've Been Downsized" 366 Intervention 367

Case Conceptualization/Crisis Resolution 369

Guidelines for Crisis Counseling with a Downsized Employee 369

Crises Pertaining to Supervisor—Coworker Conflict 370

Case Presentation: A Case of Sexual Harassment 373

Intervention 373

Case Conceptualization/Crisis Resolution 376

Crises Pertaining to the Convergence of Work Stressors and Outside-of-Work Stressors 378

Case Example 378

Intervention 379

Case Conceptualization/Crisis Resolution 381

Summary 381

Resources for Chapter Enrichment 381

Suggested Activities 383 Recommended YouTube Viewing 384 Job Loss 384 Sexual Harassment 384 Workplace Violence 384	
15 Disaster Response	385
Discussion Questions 385 Introduction 385 Middletown, New Jersey: A Community in Crisis 388 Middletown's Response To 9/11 389 Middletown's Favor Answers the Call 390 Middletown and Favor Working Together 392 A Parish Rises up to Help 393 Summary 395 Resources for Chapter Enrichment 395 Recommended Films 395 Suggested Activities 396	
References	397
Index	421

Suggested Readings 381 Suggested Websites 382

Recommended Films 383

Job Loss Resources 382

Sexual Harassment 383

Workplace Violence Resources 382