



## LEND A HAND – A Crisis Management, Triage, and De-escalation Model

### *Highlights & Key Concepts*

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### Summary Ideas:

**Effective crisis managers and behavioral health staff can utilize a variety of de-escalation techniques to aid those in crisis.**

- **LEND A HAND:** The LEND A HAND model is used to evaluate risk and determine the appropriate responses.
- **REST:** The REST model is used to help people in practicing self-care by rewarding, share, establishing trust among coworkers in the field.
- **RESILIENCE and MEDIC:** The RESILIENCE model and MEDIC model both promote making connections, establishing boundaries, and creating change within the behavioral health field.

### Questions & Responses:

**Q1** *How has the COVID-19 pandemic affected our experiences with crisis management?*

**A1** Most of us are having to manage crises in our work setting, personal lives, and in our day-to-day lives. It is important to understand de-escalation, interventions, strategies, and techniques to help deal with crises as they arise.

**Q2** *How do equity issues impact situations of crisis and/or crisis management?*

**A2** There are two primary ways that equity issues can impact situations of crisis and/or crisis management. The first way is the lack of emotion regulation that people are facing right now, which can create mean that people are already on edge. The second way is people may jump to conclusions in certain scenarios or perceive something as being dangerous even though it is someone's cultural norm.

**Q3** *What is the role of a crisis manager?*

**A3** A crisis manager offers behavioral health support to those who are in need. A crisis manager can identify when someone is triggered or aggravated. They also can help people who are in crisis by utilizing de-escalation techniques.

**Q4** *How can you help someone who is in crisis?*

**A4** You can help someone in crisis by using active listening and engaging with that individual to help understand the underlying issues that are affecting their behavior.

**Q5** *What is the LEND A HAND model, and how is it used?*

**LEND A HAND** is a model for evaluating risk and determining appropriate responses. It can be used in correctional settings, behavioral health response, and recovery settings.

<b>A5</b>	<b>LEND (Actions to Take)</b>	<b>A</b>	<b>Hand (Areas of Focus)</b>
	L – Listen	A – Assess	H – Health
	E – Engage		A – Available resources
	N – Notice		N – Narrative
	D – Decide		D – Danger

**Q5** *You work with a crisis management model called LEND A HAND. How did you arrive at this model?*

**A6** The LEND A HAND model was developed from my work over the past thirteen years in correctional and disaster behavioral health. This model was developed from research and practice in the areas of clinical psychology, community mental health, substance use intervention and treatment, and inpatient and outpatient behavioral health care. It is informed by de-escalation training in correctional settings as well as disaster behavioral health response and recovery.

**Q7** *Dr. Mauseth, how did you come to work in this part of the field, and what inspires you to keep this focus?*

**A7** One of my first experiences in disaster behavioral health was my deployment to Haiti during the 2010 earthquake. I enjoy disaster science work and recovery because it allows me to work as a clinician in a context that's pretty unusual and unique, but also that it highlights and spotlights the incredible capacity for resilience and the capability that humans have to recover from things that even in the darkest moments of pretty significant and severe trauma and disasters. People usually are able to work through with each other in community, or even on an individual level, and so doing that work, for me at least is very rewarding in that way, because you get to see resilience in action all the time, in a lot of different contexts, which is pretty cool.

### Resources:

- [LEND A HAND worksheet](#)
- [National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit from SAMHSA](#)
- Resources from Northwest MHTTC related to this topic:
  - [Behavioral Health Crisis Response Systems webinar series](#)
  - Dr. Mauseth's previous series with the Northwest MHTTC: [Disaster Response and Behavioral Health](#)
  - [Brief Behavioral Skills: DBT Distress Tolerance Skills](#)

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