Meeting Crisis in Your Practice

Thursday, March 5, 2020
Noon–1 p.m.

1 Mental Health/Substance Use credit
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Presentation Slides—Meeting Crisis in Your Practice: How to Recognize and Respond to Crisis in your Clients, Colleagues, and Others. ................................................. 1
SCHEDULE

11:30 Registration
Noon Program
1:00 Adjourn

FACULTY

Colleen Cadell, MA, Clinical Training Strategist, Lines for Life, Portland. Ms. Cadell is the Clinical Training Strategist at Lines for Life in Portland, where she develops evidence-based crisis deescalation curriculum, facilitates onboarding training for crisis responders, provides clinical supervision for crisis lines staff, and oversees clinical training initiatives. Her clinical background includes practicing psychotherapy and grief crisis intervention as a medical family therapist in a 40-physician primary care practice and as a marriage and family therapist in private practice. Her experience includes treating traumatic stress, complex family conflict, grief and loss, substance use disorder, gambling addiction, and chronic illness. Ms. Cadell holds a Master of Arts degree in Counseling Psychology from Lewis & Clark Graduate School and a Bachelor of Science degree in Human Development and Family Sciences from Oregon State University. She has received specialized training in the treatment of complex family systems, trauma, problem gambling and addictions, crisis deescalation, and suicide prevention. She holds certification in Mental Health First Aid and is certified as a Crisis Intervention Specialist through the American Association of Suicidology. She also is a certified trainer in Applied Suicide Intervention Skills Training (ASIST).

Dwight Holton, CEO, Lines for Life, Portland. Mr. Holton is Chief Executive Officer of Lines for Life, the leading suicide and substance abuse prevention nonprofit in the Northwest. Mr. Holton took the reins at Lines for Life after 15 years as a federal prosecutor, most recently as Oregon United States Attorney. He prosecuted hundreds of federal criminal cases, including terrorism and violent crime, narcotics trafficking, fraud, and environmental crimes. Through his work as a prosecutor, Mr. Holton learned the importance of early intervention and prevention strategies, and as U.S. Attorney, he launched efforts to improve access to addiction treatment and better mental health services. In 2010, Mr. Holton convened the first statewide Prescription Drug Abuse Summit in the nation. He was the inaugural recipient of the OHSU Pain Awareness and Investigation Network (PAIN) Award for his efforts to address the prescription drug overdose epidemic in Oregon. In addition, Mr. Holton teaches classes at Lewis and Clark Law School.

Harry Wilson, Markowitz Herbold PC, Portland. Mr. Wilson represents clients in high-stakes commercial litigation in state and federal forums. His clients include public and private companies, governments, and political campaigns. He specializes in complex statutory claims, including claims brought under the Racketeer Influenced and Corrupt Organizations Act (“RICO”), the False Claims Act, the Copyright and Trademark Acts, the Oregon Securities Law, and state and federal election law. Mr. Wilson is a former chair of De Paul Treatment Centers, the largest nonprofit drug and alcohol treatment center in Oregon. He is a member of the Coalition for Responsible Use of Prescription Medications board, the American Health Lawyers Association, the Multnomah Bar Association, the Oregon Trial Lawyers Association, and the Federal Bar Association.
Meeting Crisis in Your Practice:
How to Recognize and Respond to Crisis in your Clients, Colleagues and Others

Colleen Cadell, MA, Lines for Life
Harry Wilson, JD Markowitz Herbold
Dwight Holton, JD, Lines for Life

1-800-273-8255
### 2019 Inbound Crisis Line Contacts Volume

- **Suicide Lifeline**: 26,065
- **A+D**: 6,113
- **MHL**: 2,973
- **Senior Loneliness**: 4,698
- **YouthLine**: 17,266
- **VCL**: 18,972
- **Contract**: 46,997

**Total Contacts in 2019**: 123,084

### US all-cause mortality rates, ages 45-54

“Suicide prevention is effectively occurring daily, in ways that are rarely finding headlines. For every one person who tragically dies by suicide in the U.S., there are approximately 278 people who thought seriously about suicide but did not kill themselves, and nearly 60 who have survived a suicide attempt, the overwhelming majority of whom will go on to live out their lives. These untold stories of hope and recovery are the stories of suicide prevention.”
### Signs of Crisis

#### Physical
- Poor hygiene
- Somatic complaints (headache, stomach hurts, muscle aches)
- Difficulty sleeping or sleeping too much
- Increase or Decrease in appetite
- Change/loss in sex interest

#### Emotional
- Sad
- Irritable
- Guilty
- Angry
- Depressed
- Hopeless
- Helpless
- Trapped
- Overwhelmed
- Feeling like a burden

#### Behavioral
- Crying
- Yelling
- Withdrawal ((family, friends, school, work)
- Increased substance use
- Impulsive or reckless actions
- Giving away possessions
- Self-mutilation

### Stressful Events with Feelings of Loss

### Your Brain on Stress

**The Amygdala (“Lizard Brain”)**
- Fight
- Flight
- Freeze
Sequence of Engagement

Regulate
- Warm tone of voice
- Address them using their first name
- Show caring through facial expression, body posture.
- “Calm Acceptance”
- Use short, comforting phrases: “I’m here. I care. Take your time.”
- Physical soothing – quiet environment, water, comfortable chair.
- Ask permission before making any physical contact.

Relate
- Identify Feelings

Reason
- Brainstorm Solutions
Relate

- Empathy/Naming Feelings
- Active Listening
- Ask Directly about Suicide:
  - "Sometimes, when people are going through a lot of stress as you are right now, they have thoughts of suicide. Are you having any thoughts of suicide?"

Naming Emotions
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**Common Stumbling Points**

- Miss: Easy to miss the signs
- Dismiss: "They don't really mean it"
- Avoid: What if they say yes?

**Reason**

- Will not be possible unless you have addressed the need to regulate and relate first.
  - Collaborative Problem-Solving
  - Coping Strategies
  - Connection to Resources
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A Trauma Exposure Response

- Feeling Helpless and Hopeless
- Grandiosity: An Inflated Sense of Importance Related to One's Work
- Addictions
- Inability to Empathize/Numbing
- Anger and Cynicism
- Fear
- Guilt
- Sense of Persecution
- Dissociative Moments
- A Sense That One Can Never Do Enough
- Hypervigilance
- Diminished Creativity
- Inability to Embrace Complexity
- Minimizing
- Chronic Exhaustion/Physical Ailments
- Inability to Listen/Deliberate Avoidance
- Sense of Persecution
- Inability to Empathize/Numbing

Help is always available...

- Lifeline: 800.273.8255
- Ayuda en Espanol: 888.628.9454
- Alcohol and Drug Helpline: 800.923.4357
- Military Helpline: 888.457.4838
- YouthLine: 877.968.8491 or text teen2teen to 839863
- Senior Loneliness Line: 503.200.1633

Building Hope Every Day
www.LinesForLife.org
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Thank you!

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