Mental Health Crisis Prevention and De-escalation Video
Quiz

Name _____   **Date_____**   **Score _____**

Circle your answer to each question listed below.

1. **What determines the outcome of a mental health crisis?**

    a. Good teamwork

    b. Your response

    c. The actions and decisions of the person with the mental health crisis

2. **What happens during Stage 2 in the Mental Health Crisis Life Cycle?**

    a. The person's actions begin to disrupt others

    b. The caregiver intervenes to stop verbal and physical abuse

    c. The person begins to calm down

3. **What was the cause of Jon's aggressive behavior in the second de-escalation example?**

    a. Anger

    b. Headache

    c. Agitation

4. **One example of a mental health crisis is:**

    a. Pacing the floor

    b. Destructive actions like hitting, kicking and breaking things

    c. Big moods swings between mania and depression

5. **Many mental health crises happen because of:**

    a. Poorly trained caregivers

    b. Power struggles

    c. Roommate disagreements

6. **What is the three-step process you should use to de-escalate a mental health crisis.**

    a. Airway…Breathing…Circulation

    b. Act…Listen…Learn

    c. Listen…Understand…Act

7. **Never say _____ when trying to de-escalate a crisis.**

    a. "I'm here to help you"

    b. "Why can't you be reasonable?"

    c. "You're looking fine today"

8. **What is the top concern you should have when de-escalating a mental health crisis?**

    a. Keeping the volume low of the person yelling, hitting or throwing things

    b. The safety of you and others

    c. Not allowing a person to challenge your authority when you ask them to stop their actions

9. **One mental health crisis prevention tip is:**

    a. Developing a personal prevention plan

    b. Removing heavy and sharp objects from a person's room

    c. Asking others for help before a crisis happens

10. **A past history of aggression is a good predictor of:**

    a. How well someone will respond to group therapy

    b. Future mental health crises

    c. Post-traumatic stress disorder (PTSD)