Correct answers are in **bold.** Video time codes can help viewers go to questions they missed on the quiz.

1. What determines the outcome of a mental health crisis?
   *Video segment from 01:40 to 02:16*
   
   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?
   *Video segment from 03:36 to 05:48*
   
   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?
   *Video segment from 22:13 to 24:14*
   
   a. Anger
   
   b. **Headache**
   
   c. Agitation

4. One example of a mental health crisis is:
   *Video segment from 02:24 to 02:58*
   
   a. Pacing the floor
   
   b. **Destructive actions like hitting, kicking and breaking things**
   
   c. Big moods swings between mania and depression

5. Caregivers can help prevent mental health crises by:
   *Video segment from 10:39 to 12:16*
   
   a. Telling the person to calm down
   
   b. **Avoiding power struggles**
   
   c. Not talking with a person when they are verbally or physically aggressive
6. **What is the three-step process you should use to de-escalate a mental health crisis.**
   Video segment from 14:44 to 17:15
   
   a. Airway…Breathing…Circulation
   b. Act…Listen…Learn
   c. Listen…Understand…Act

7. **Never say __________ when trying to de-escalate a crisis.**
   Video segment from 18:19 to 18:45
   
   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?**
   Video segment from 16:54 to 17:53
   
   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:**
   Video segment from 12:17 to 13:36
   
   a. Developing a personal prevention plan
   b. Discharging residents with bi-polar disorder
   c. Using the Listen…Understand…Act three-step de-escalation process

10. **A past history of aggression is a good predictor of:**
    Video segment from 09:34 to 10:38
    
    a. How well someone will respond to group therapy
    b. **Future mental health crises**
    c. Post-traumatic stress disorder (PTSD)