



Crisis Response Checklist for Carers

What to do before, during, and after a teen's emotional or behavioural crisis



BEFORE the Crisis (Prevention & Preparation)

- ✓ I've identified the young person's early warning signs
- ✓ I've completed or reviewed the Safety Plan
- ✓ I know my own triggers and how to stay regulated
- ✓ I've practised simple calming tools (breathing, grounding, pause)
- ✓ I've talked to my support team about crisis planning
- ✓ The teen knows what will happen if things escalate



"Prepared carers feel less overwhelmed and more confident in the heat of the moment."



DURING the Crisis (In-the-Moment Response)

- ✓ I stay calm and speak in a low, slow voice
- ✓ I give the teen space and avoid crowding
- ✓ I avoid arguing, shouting, or threatening
- ✓ I use short phrases like:
 - "I'm here."
 - "You're safe."
 - "We'll talk when we're both calm."
- ✓ I remove any unsafe objects if needed
- ✓ I move other people to safety if required
- ✓ I don't try to physically stop or restrain unless it's absolutely necessary and I am trained
- ✓ I call for help if anyone is at immediate risk



"In crisis, your calm is more powerful than your words."



AFTER the Crisis (Repair & Recovery)



☒ I allow space before discussing the event

☒ I check in with the teen:

“That was hard. Are you okay to talk?”

☒ I name the rupture gently, without blame

☒ I work with the teen to reflect (when they’re ready)

☒ I review or update the Safety Plan if needed

☒ I document the incident for records and support

☒ I check in with myself:

- What do I need to decompress?
- Who can I debrief with?

💬 *"Repair builds safety. Safety builds trust."*

✿ Optional Follow-Up Supports

☐ Respite arranged or considered

☐ Caseworker informed or consulted

☐ Mental health supports accessed

☐ Daily Regulation Journal updated

☐ Reflection shared with support network or supervisor