

Situational Response Matrix (revised 5/25/17)

	Non-escalation Response	De-escalation Response	Verbal Directive Response	Physical Response
Behavior Level*	Designed to work with youth in a way that does not raise escalation from their current level.	Used to support a youth's ability to return to the Calm Stage and to prevent the Peak Stage from being activated.	Clear, concise, expressed directives designed to gain compliance.	Designed to respond to an emergency, that is a serious, probable, imminent threat of bodily harm to self or others where there is the present ability to effect such bodily harm
Calm	X			
Trigger	X	X		
Agitation	X	X	X	
Acceleration		X	X	
Peak			X	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">ESCORT</p> <p style="margin: 0;">Serious, probable, imminent threat of bodily harm to self or others where there is the present ability to effect such bodily harm and the youth allows the staff to guide them.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">SUPPORTS</p> <p style="margin: 0;">Serious, probable, imminent threat of bodily harm to self or others where there is the present ability to effect such bodily harm and / or is Fighting, Attempted Assault, Assault, Physical resist staff.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">SELF DEFENSE</p> <p style="margin: 0;">Only to be used when you are being actively assaulted or someone is being actively assaulted and unable to defend or protect themselves.</p> </div>
De-escalation	X	X	X	
Recovery	X	X		

*From the *7 Stages of Behavior Escalation*, Colvin & Suai, 1989