



Understanding TAY Mental Health and De-Escalation Strategies  
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Presentation Slides: [Here](#)

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Please complete this evaluation of the webinar, and we appreciate your feedback and ideas for future topics.

- Access the Evaluation Survey [Here](#)

Questions:

Is it ever helpful to ask a client how you can help in the moment/escalation or is that too broad/open-ended?

- It depends on the client. If you are meeting the client for first time it is best to avoid this statement as they may be thinking that you can't help them since you know little about them. A different way to phrase it, might be "I want to try to help you, but first I want to ask some questions to better understand..." If you know the client well, this is a good question to ask.

What would you recommend if an individual doesn't want to talk/answer any questions?

- Never force the issue. Something you might want to say is, "I would love to get your side of the story and if you won't share it I won't force you. However, I will have to rely on others to try to understand. I'd love to hear from you. I'll give you some time and will check in later."

What to do when the individual (a teen) is cursing very offensively? How do we respond?

- If they're escalating don't tell them to stop as it will usually get worse. Expect that when escalate they will usually curse, yell, scream. Don't take the bait, just stay calm and keep talking to them. Show them the cursing won't phase you.

#### Additional Resources:

- County Access 24/7 Emergency and Non- Emergency 1-800-854-7771
- Report Child Abuse In LA County 1-800-540-4000
- National Suicide Prevention Hotline 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish
- National Domestic Violence Hotline 1-800-799-7233 or text LOVEIS to 22522
- National Child Abuse Hotline 1-800-4ACHILD (1-800-422-4453) or TEXT 1-800-422-4453
- National Sexual Assault Hotline 1-800-656-HOPE (4673)
- The Eldercare Locator 1-800-677-1116
- Veteran's Crisis Line 1-800-273-TAL (8255)

#### Upcoming Trainings

- March 6th 10am-11:30am | [Trauma-Informed, Equity-Based, and Healing Centered Workplace for TAY | Eventbrite](#)