

Escalation Avoidance Summary & Evaluation (EASE)

Individual's Name: _____

Date: _____ Time: _____

Awareness

Observed a change in:

Emotion Verbal Interaction Physical Energy Social Interaction Other

Understanding

Change may have been caused by:

Not feeling safe Not feeling understood Not feeling in control Feeling no one cares

Loss or disappointment Failure Guilt or shame Feeling alone Feeling trapped

Other _____

Dialogue

Gently acknowledged you noticed a change "Mr./Ms. _____, you seem a little distressed/worried/nervous/upset", be careful not to make the person feel defensive

Respectfully asked how the individual is feeling "What are you feeling right now?" Listen and accept feelings as real experiences for that individual at that moment. Feeling understood and acknowledged is important.

Offered assistance "Would you like to talk with me for a few minutes?"

Identify

Genuinely acknowledged the individuals feelings and concerns without minimizing or criticism. Help the individual feel that you are listening and truly understand their feelings.

Options

Offered a few possible solutions and choices. Help the individual recognize you as someone they can trust and as someone who wants to help.

Provided support and encouragement to build hope and confidence. Help them to feel that things can get better.

Staff Name(s): _____

Comments: _____
