

Critical Incident Review Interview Questions

Communication:

- Does the staff know how the youth best communicates? (directive, collaborative, written, symbols, etc.)

Tangible:

- Did the youth want something?
- What efforts were made by the staff to fulfill the youth's request?

Choice:

- Were choices offered or alternatives given?
- Was a change of activity offered?

Environment:

- Was a change of location or setting offered
- Was thought given to a smaller space or level of distraction?
- Were the youth's sensory concerns known and were they supported?

Health/Physical Needs:

- Was consideration given to illness, hunger, thirst, pain, heat, cold, fatigue activity level?

Relationships/Interactions:

- Was a change of staff member needed?
- Was the need for attention considered?
- How often does the staff provide systemic praise or reinforcement?

Therapeutic Alternatives:

- Were strategies such as music, massage, perceptual stimulation, sensory needs considered and attempted?

Relaxation:

- Was relaxation, deep breathing, slow breaths, counting offered or modeled?
- Were other relaxation skills discussed?

Calming:

- Were techniques such as reflection, empathy, reassurance, redirection or incentives and rewards considered and attempted?

Observation Techniques:

- Was careful listening, looking for cues or signs and attempts to slow down and not hurry considered and attempted?

Values/Sensitivity:

- Were attempts made to restore the youth's confidence and dignity following the crisis?
- Were non-confrontational attempts made to correct the situation and gain closure?

Learning:

- Were coping or replacement strategies attempted?
- Were rehearsals attempted?

Training:

- Were required skills presented by staff (if not why)?
- Were training/systemic needs identified and communicated?