

General Public: Persons Experiencing Agitation

Action

There can be numerous triggers behind a person's agitation. Keep in mind that agitated persons perceive their triggers as reality. Do not dismiss their thoughts or ridicule it. When interacting with agitated persons, take note of the following actions.

- **Remain calm and composed**

**You may
say**

I can see that you are angry, do you want to share what is making you feel this way?

- **Do not challenge their delusion**

**You may
say**

I can't see them but I know you can and I am here to help you.

**Avoid
saying**

***It is all in your head, you are not well!
You need to see a doctor!***



Saying "It's not real" can stop communication or make things worse.

- **Avoid sudden movements**
- **If possible, remove any objects that could be used as weapons or cause harm**

Speech

Once we've established a reasonable rapport with the person, try to involve him or her in problem solving.

Be honest, express your feelings and ask questions respectfully. Acknowledge their feelings without reinforcing their beliefs such as saying, 'This must have made you feel anxious. Maybe if we talk about it, you may feel less anxious.'

- **One message at a time**
- **Keep statements short, specific, and clear.**
- **Be honest and use "I"**

**You may
say**

I'm concerned by what you are seeing.

- **Ask questions respectfully**

**You may
say**

How may I help you?

- **Avoid using confrontational statements**
- **Don't panic if you make a mistake**

**You may
reattempt by
saying**

I'm sorry if I said the wrong thing. Can we start again?

Safety

- Scan the environment for potential hazards
- Keep a safe distance, and move away from the situation if needed
- Refrain from attending to the person alone

If there are safety concerns for either yourself or the person, contact the authorities or the police for help.