



# ጥንቅቅ 5

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ለአስተሳሰብ ባህሪዎች  
መፍትሄ መፈጠር

# የአቀራረብ ባህሪያት ስልት

## STRATEGY FOR APPROACHING BEHAVIORS

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- ሁሉንም መፍትሄዎች የሚያሟላ አንድ ስልት የለም።
- የተለያዩ ሰዎች የተለያዩ ፍላጎቶች አሏቸው።
- ለባህሪዎች መፍትሄዎችን ለማግኘት፡-
- ያቁሙ ፡ያልተጠበቀ ባህሪ ሲያጋጥምዎ ያቁሙ፤ እራስዎን ያረጋጉ እና ትኩረት ይስጡ
- ባህሪውን ያመጣው እና ያነሳሳውን ይወቁ
- እርምጃ ውሳኔ እያንዳንዱ ችግር የራሱ የሆነ መፍትሄ አለው።





# I. አቁም STOP



- ያልተጠበቀ ባህሪ ሲያጋጥሙህ እራስህን ለማቆም ትንሽ ጊዜ ወስደህ ከሁኔታው ወደ ኋላ አንድ እርምጃ ውሰድ፤ እራስህን አረጋጋ።
- ለእያንዳንዱ ባህሪ ምክንያት አለ። ፈታኝ ባህሪ ባህሪውን በተግባር ላስቀመጠው ነገር ምላሽ ነው።
- ለአስቸጋሪ ባህሪ ምላሽ መስጠት ራስን መቆጣጠር እና ተግሣጽ ይጠይቃል። ከሁሉ የተሻለው ምላሽ እርምጃ ከመውሰዱ በፊት ማቆም ነው።



- የማረጋገጥ ዘዴዎች
- ትንሽ በጥልቀት ይተንፍሱ ፣ እስከ አስር ድረስ ይቆጥሩ ፣ ባህሪውን ከሰውየው ይለዩ ፣ ስለእርስዎ አለመሆኑን ይገንዘቡ ፣ የመረጋገጥ ስሜት የሚሰጥዎት ነገር ያስቡ ፣ ለራስዎ አዎንታዊ ሀረጎችን ይድግሙ “ በአስቸጋሪ ሁኔታ ውስጥ የተረጋገ እና አዎንታዊ ነኝ ። ”
- እራስዎን ማረጋገጥ ካልቻሉ ትንሽ እረፍት ይውሰዱ ወይም እርዳታ ይጠይቁ። አደጋ ላይ ከመድረስ እና ሁኔታውን ከማባባስ ይልቅ ለጥቂት ደቂቃዎች መጠበቅ ይሻላል።



## 2. መለየት IDENTIFY



- ምን እየተፈጠረ እንዳለ ይወቁ?
- የችግሩ መንስኤ ምን እንደሆነ ይለዩ?
- When you see a change that concerns you, remain emotionally available to the individual.
- እርስዎን የሚመለከት ለውጥ ሲመለከቱ፣ ለግለሰቡ በስሜታዊነት ይቆዩ።
  - እውነተኛ ፍላጎት እና አሳቢነት አሳይ
  - ሰውየው በአካል ቋንቋ፣ በቃላት እና በስሜት ከድርጊታቸው በስተጀርባ የሚናገረውን ያዳምጡ።

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- ባህሪውን ሊያስከትሉ የሚችሉ አንዳንድ የተለመዱ ቀስቅሴዎች አሉ።
    - Physicalአካላዊ፡ ኢንፌክሽን፣ ህመም፣ የመድኃኒት የጎንዮሽ ጉዳቶች፣ ድርቀት፣ ረሃብ፣ ጥማት፣ ድካም፣ የቅርብ ጊዜ ጉዳት፣ አለመቻል፣ የሆድ ድርቀት፣ የማይመች ልብስ፣ ለእንክብካቤ ምላሽ መስጠት፣ ያልተሟላ አካላዊ ፍላጎቶች።
    - Environmentalአካባቢ፡ ከመጠን በላይ ጫጫታ/ሰዎች፣ ሙቀት (በጣም ሞቃት ወይም በጣም ቀዝቃዛ)፣ ለአካባቢው አዲስ ነገር፣ ግላዊነት ማጣት፣ በጣም ደማቅ/ጨለማ፣ ማሸተት፣ ሙሉ ጨረቃ ወይም ፀሀይ ስትጠልቅ፣ የለውጥ ለውጥ፣
    - Emotional፡ ስሜታዊ፡ የዕለት ተዕለት ለውጥ፣ የቅርብ ጊዜ ትልልቅ ለውጦች/ኪሳራዎች፣ ከቤተሰብ/ጓደኛ ጋር ችግር፣ ድብርት፣ መሰላቸት፣ ጭንቀት፣ ፍርሃት፣ ብቸኝነት፣ የቅርብ ግንኙነት ማጣት
  - የሚንከባከቡት ግለሰብ መመልከት አስፈላጊ ነው





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- ሌሎች የሚፈለጉ ነገሮች፡-

- ባህሪው ከመጀመሩ በፊት ምን ሆነ?
- የት ነው የተከሰተው?
- ሰው በሚኖርበት ቦታ ውስጥ ምን እየሆነ ነው?
- ይህ አዲስ ባህሪ ነው?
- ጉዳቱን የሚያባብሱ አንዳንድ ድርጊቶች አሉ?

### 3. ድርጊት ACTION

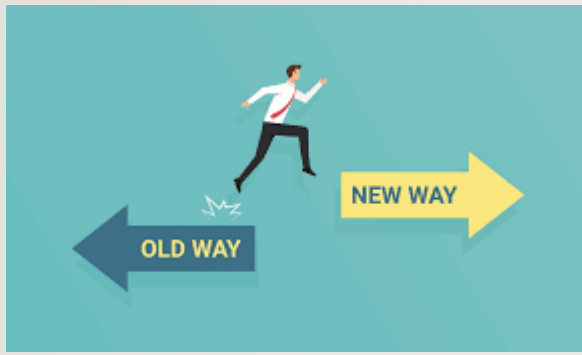
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- ፈታኝ ባህሪን ለመቋቋም ምርጡ መንገድ ወደ እያንዳንዱ ልዩ ግለሰብ እና ሁኔታ ሲሄዱ መላመድ ነው።
- ባህሪውን ካነሳሳው ነገር ግለሰቡን በአክብሮት ያዙት።
- የሞከሩት ነገር የማይሰራ ከሆነ የተለየ ነገር ለማድረግ ፈቃደኛ መሆን።

Tips when approaching: Knock. Ask permission to enter a personal space, Smile genuinely, Try to get the person's attention before you talk, Move slowly, avoid sudden movements. Identify yourself and why you are there, Address the individual by the preferred name





- ቀስቅሴውን ይቀንሱ ወይም ያስወግዱ
- ከግለሰቡ እና ከዕለት ተዕለት እንቅስቃሴው ጋር ይላመዱ። ስውር ዝርዝሮችን ያስተውሉ እና ይከታተሉ። ለምሳሌ ምን አይነት ነገሮች፣ ሁኔታዎች ግለሰቡን ያስቆጣው? ለግለሰቡ ምን ዓይነት የእንቅስቃሴ ፍጥነት ምቹ ነው? ለግለሰብ ባህል የተለየ ነገር አለ?
- ቦታ ስጡ፡ ግለሰቡን ለማረጋገጥ ከአምስት እስከ አስር ደቂቃዎች ይስጡት።
- ማረጋገጥ፡ ያዳምጡ። ግለሰቡ ስለ ስሜቱ ይናገር ፣ ተረዳ እና አዛኝ ይሁኑ ፣ በአክብሮት ከተያዙ ግልፅ ድንበሮችን ይጠብቁ ።



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- ማረጋገጥ እና ማጽናኛ: የእራስዎን እንቅስቃሴ እና ጉልበት ይቀንሱ፣ ምንም አይነት ጭንቀትን ወይም ሌላ ኃይለኛ ስሜቶችን ላለማሳየት ይሞክሩ። የግለሰቡን ስሜት ያረጋግጡ፣ ቀስ ብለው ይናገሩ፣ በዝቅተኛ ድምጽ እና በሚያረጋጋ ድምጽ፣ ግለሰቡን ሊያጽናኑ የሚችሉ የሚያውቋቸውን ነገሮች ያቅርቡ። ለምሳሌ አንድ ኩባያ ሻይ፣ ተወዳጅ ትርኢት፣ በተቻለ መጠን ትኩረትን የሚከፋፍሉ ወይም የሚጮሁ ጩኸቶችን ይቀንሱ፣ መዝናናትን ወይም ፀረ ጭንቀት መዝናኛ ወይም መድሃኒቶችን ይጫወቱ
  - Distract or redirect: ይረብሹ ወይም ይቀይሩ፣ ምርጫዎችን ያቅርቡ ለምሳሌ ተወዳጅ እንቅስቃሴ (መራመድ)፣ መክሰስ ወይም መጠጥ፣ ውይይቱን ወደ አወንታዊ ነገር ይለውጡ፣ ሰውዬው ብዙ ጥልቅ ትንፋሽ እንዲወስድ ያበረታቱት፣ አወንታዊ ባህሪን ያጠናክሩ።





- Encourage: አበረታቱት፣ ያዳምጡ፣ ምስጋናን ይጠቀሙ፣ አወንታዊ ባህሪን ያጠናክሩ፣ እንደ የቤተሰብ ምስሎች ያሉ አስደሳች ማሳሰቢያዎች፣ በአመጋገብ ውስጥ በጤና ባህሪያት ውስጥ ይሳተፉ፣ የአካል ብቃት እንቅስቃሴ ያድርጉ እና ከሌሎች ጋር ይገናኙ።
- በባህሪው የተጎዱትን ይከላከሉ እና ይደግፉ
- እርዳታ ከፈለጉ ያግኙት።
- Self careእራስን መንከባከብ፡ አስጨናቂ ባህሪያትን ከጨረሱ በኋላ ስሜታዊ ክህሎትን መመላት ያስፈልግዎታል። ይህ ራስን መንከባከብን ይጠይቃል። ስሜትዎን ለመቆጣጠር ጊዜ ይውሰዱ።

# ሰነድ እና ሪፖርት አድርግ

## DOCUMENT AND REPORT

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- ያጋጠሙትን ነገር ማካፈል ጥሩ ነው፡ ምን እርምጃዎችን እንደወሰዱ፡ ምን አይነት ዘዴዎችን እንደሚጠቀሙ እና ምን አይነት ዘዴዎችን እንዳደረጉ፡፡
- ምን እንደተፈጠረ እና ምን አይነት እርምጃዎችን እንደወሰዱ በመጻፍ - ለሁሉም ሰው መዝገብ ይሰጣል፡፡



# ቅዠት HALLUCINATION

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- አንድ ሰው ድምፅ የሚሰማ ሲመስል ወይም ያላየኸውን ነገር ሲያይ ተረጋጋ፤
- ግለሰቡ አንድ ነገር እንዲያደርግ በመጠየቅ ወይም በውይይት በመሳተፍ ትኩረትን ለመሳብ ይሞክሩ።
- ሰውየው ድምጾችን የበለጠ እየሰማ ከሆነ - ምናልባት እንደገና የማገረሻ ምልክት ሊሆን ይችላል.
- ግለሰቡ ከጤና ባለሙያዎች ጋር እንዲነጋገር ማበረታታት፤
- ሰውየው የሰማውን እንዳየህ ወይም እንደሰማህ አታስብ፤ ነገር ግን የሚሰማውን ተቀበል። ለምሳሌ “ባላውቅም ሌላ ድምፅ እንደምትሰማ አምናለሁ”

# የመንፈስ ጭንቀት DEPRESSION

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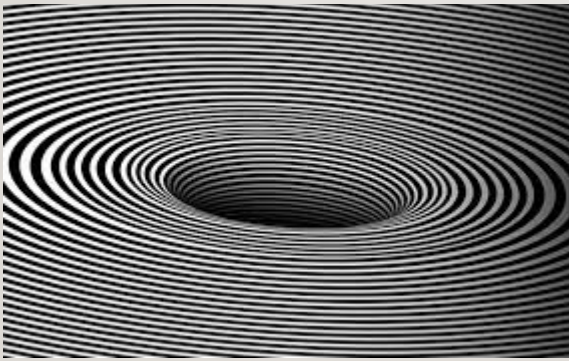


- በእንቅስቃሴዎች ውስጥ ተሳትፎን በቀስታ ያበረታቱ ፤
- ግለሰቡ ፍጥነቱን እንዲያስተካክል ይፍቀዱለት ፤
- የግለሰቡን ስሜታዊ እና አካላዊ ገደቦች ያክብሩ።
- እንደገና ለመዳን እረፍት ሊያስፈልግ ይችላል፤ ወደ ውጭ መውጣት እና በማንኛውም መልኩ የአካል ብቃት እንቅስቃሴ ማድረግ የስኬት ስሜት ይፈጥራል እና በራስ የመተማመን ስሜት ይጨምራል።
- ለሁሉም ስኬቶች አዎንታዊ ግብረመልስ መስጠትዎን እርግጠኛ ይሁኑ



# ቅዠቶች DELUSIONS

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- ማታለል ቋሚ የውሸት ሀሳብ ነው ፣ አንዳንድ ጊዜ ሁኔታን በተሳሳተ ትርጓሜ ላይ የተመሠረተ ፣ ከደንበኛው ጋር መጨቃጨቅ ትርጉም የለሽ ነው ፣
- ሰውየው የምትናገረውን በእውነት እንደሚያምን ነገር ግን በሱ እንዳልተስማማህ አድናቆትህን ተቀብል።
- እምነቶቹን ከማስወገድ ይልቅ የሚሰማቸውን አስጨናቂ ስሜቶች መርዳት የተሻለ ነው።

# የማኒክ ባህሪ

## MANIC BEHAVIOR

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- የማኒክ ባህሪ ቅጦች ከልክ በላይ እንቅስቃሴን ፣ ከፍተኛ ስሜትን እስከ ደስታ እና ከመጠን በላይ መደሰትን ያካትታሉ።
- አንድ ሰው የማኒክ ባህሪ ካለው ፣ የሚያረጋጋ ተፅእኖ ለመሆን ይሞክሩ ፣
- ነገሮችን ለማዘግየት ይሞክሩ። በዝግታ ይናገሩ ፣ በዝግታ ይራመዱ ፣
- ስለ ድርጊቶቹ ስጋትዎን ይግለጹ ነገር ግን ግለሰቡ ምንም ስህተት እንዳያይ ተዘጋጅ፤
- የማስጠንቀቂያ ምልክቶች መታየት ሲጀምሩ በባህሪ ላይ ግልጽ ገደቦችን ያስቀምጡ እና እርምጃዎችን ይውሰዱ።



# ማህበራዊ ማቋረጥ

## SOCIAL WITHDRAWAL

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- ከቤተሰብ፣ ከጓደኞች እና ከእንቅስቃሴዎች መራቅ፤
- ግለሰቡ በዕለት ተዕለት እንቅስቃሴዎች (ምግብ መመገብ, ቴሌቪዥን በመመልከት) እንዲሳተፍ በእርጋታ ያበረታቱ, ነገር ግን ግለሰቡ እምቢ ለማለት ዝግጁ ይሁኑ,
- እንደ የመልሶ ማገገሚያ ደረጃ ላይ በመመስረት ለእሱ አስቸጋሪ ሊሆን ይችላል.
- ትላልቅ ስብሰባዎች ወይም የተጨናነቁ የቡድን እንቅስቃሴዎች በጣም አሰልፎ ናቸው።

ጠበኛ ባህሪ

## AGGRESSIVE BEHAVIOR

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- የጥቃት ወይም የጥቃት ባህሪን መታገስ የለብዎትም፤
- በመጀመሪያ ማድረግ ያለብዎት የአደጋውን ደረጃ መገምገም ነው።
- ደህንነት ወዲያውኑ አደጋ ላይ እንደሆነ ከተሰማዎት ለእርዳታ ወደ 911 ይደውሉ፤
- ሁኔታው አስተማማኝ እንደሆነ ከተሰማዎት ግለሰቡ ለምን እንደተናደደ ለማወቅ ይሞክሩ።
- አንድን ሰው ለማረጋጋት በጣም ውጤታማው መንገድ ስለ ቁጣው እንዲናገር ማበረታታት ነው ፤
- እንደ “እንደተናደድክ አይቻለሁ” ወይም “የተሰማህን ስሜት አደንቃለሁ፤ ላለመጨቃጨቅ ሞክር፤ ሁኔታውን ሊያባብሰው እንደሚችል ባሉት አስተያየቶች ስሜትን አምነህ ተቀበል።”



ግዴለሽነት / ተነሳሽነት ማጣት

## APATHY/LACK OF MOTIVATION

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- ግለሰቡ በቀላል ስራዎች ወይም የቤት ውስጥ ስራዎች እንዲረዳው ይጠይቁ እና ሲያደርግ እሱን/እሷን ማመስገን ያረጋግጣሉ። የሆነ ነገር ልትል ትችላለህ። " በልብስ ማጠቢያ ስለረዱኝ አመሰግናለሁ። ስራውን በጣም ቀላል ስለሚያደርገው ኩባንያዎን ወድጄዋለሁ
- መደበኛ የአካል ብቃት እንቅስቃሴ እና እንደ የእግር ጉዞ እና ጋዜጣ ማንበብ ያሉ የአእምሮ እንቅስቃሴዎችም ሊረዱ ይችላሉ።
- በተቀናጀ ፍጥነት መንቀሳቀስ አስፈላጊ ነው. ቶሎ ቶሎ ለመስራት መገፋፋት በጣም ከባድ እና በደንበኛ ህይወት ላይ ጭንቀትን ሊጨምር ይችላል።

# የዕፅ አጠቃቀም SUBSTANCE USE

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- የአእምሮ መታወክ እና የዕፅ አጠቃቀም ብዙ ጊዜ አብረው ይከሰታሉ። 50% የሚሆኑት የአእምሮ ጤና ችግር ያለባቸው ሰዎች የአደንዛዥ ዕፅ አጠቃቀም ችግር አለባቸው።
- የአእምሮ ችግር ያለባቸው ሰዎች የዕፅ አካላት ተጽእኖ የበለጠ ስሜታዊ ናቸው. የዕፅ አጠቃቀም የታዘዙ መድሃኒቶች ውጤታማነት ላይ ጣልቃ ይገባሉ.
- Use of substances use are linked to increased risk of violence.
- የአእምሮ ችግር ያለባቸው እና በአደንዛዥ እፅ አጠቃቀም ላይ ከባድ ችግር ያለባቸው ሰዎች



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# ትምህርት 9: የቀውስ አስተዳደር

## LESSON 9: CRISIS MANAGEMENT



# ቀውስ ምንድን ነው? WHAT IS A CRISIS?

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- አንድ ግለሰብ ከፍተኛ የስሜት መቃወስ ወይም የባህርይ ጭንቀት እያሳየ ያለ ለሕይወት አስጊ ያልሆነ ሁኔታ፤
  - በራስ ወይም በሌሎች ላይ የሚደርሰውን ጉዳት ግምት ውስጥ ማስገባት ፤
  - ግራ የተጋባ ወይም ከእውነታው ጋር ያልተገናኘ የመሥራት ችሎታ አለው ወይም በሌላ ነው።
  - ተበሳጫ እና መረጋጋት አልቻለም.
- ለምሳሌ ስለ ራስን ማጥፋት ማስፈራራት፤ ወይም ማስፈራሪያ ባህሪ፤ ራስን መጉዳት፤ አልኮል ወይም ሱስ አላግባብ መጠቀም፤ ያልተረጋጋ ባህሪ፤ የአመጋገብ ችግር፤ የአዕምሮ ህክምና አለመውሰድ፤ ወዘተ.



# ቀውስን ወደ ኋላ መመለስ ADVERTING CRISIS



- አንድ ሁኔታ ቀውስ ከመሆኑ በፊት ማድረግ የምትችላቸው ነገሮች አሉ።
- (1) ቀደምት ምልክቶችን (በእንቅልፍ ላይ ለውጥ፣ ወይም በማህበራዊ እንቅስቃሴ፣ በጥርጣሬ፣ በመባባስ ጭንቀት ወይም የስሜት መለዋወጥ ላይ ይመልከቱ)
- (2) ምን እየተደረገ እንዳለ ለማወቅ ይሞክሩ እና
- (3) ሰውየው ካለ ወደ ሳይካትሪስት ወይም የማህበራዊ ጉዳይ ሰራተኛ ወይም ጉዳይ ጠባቂ እንዲያይ ለማድረግ ይሞክሩ።

# ወሳኝ የአደጋ ምክንያቶች

## CRITICAL RISK FACTORS

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- ግለሰቡ ቀጥተኛ ዛቻ አድርጓል ወይስ በቅርቡ ጠበኛ ነበር? ሰውየው አጥፊ ወይም አስጊ መግለጫዎችን ሰጥቷል? ሰውየው ሆን ብሎ አንድን ሰው አስፈራርቷል? ሰውየው ሰዎችን እያሳደደ ነው ወይስ ተከታትሏል? ሰውየው የተጨነቀው በጉዳት ወይም በእውነታው የራቀ ፍርሃት ላይ ነው? ግለሰቡ ከአመጽ ባህሪ ጋር ተያይዞ የቁጣ ችግሮች ታሪክ አለው? ሰውየው ከጊዜ ወደ ጊዜ እየተናደደ፣ ጠበኛ ወይም ጠበኛ ነበር? ሰውየው መግለጫ ሰጥቷል ወይስ እቅድ እንዳላቸው ተናግሯል? ሰውየው መግለጫ ሰጥቷል ወይስ እቅድ እንዳላቸው ተናግሯል? ሰውየው መግለጫ ሰጥቷል ወይስ መሳሪያ ሊኖራቸው እንደሚችል ተናግሯል?



ፈጣን አደጋ በማይኖርበት ጊዜ

## WHEN THERE IS NOT IMMEDIATE DANGER

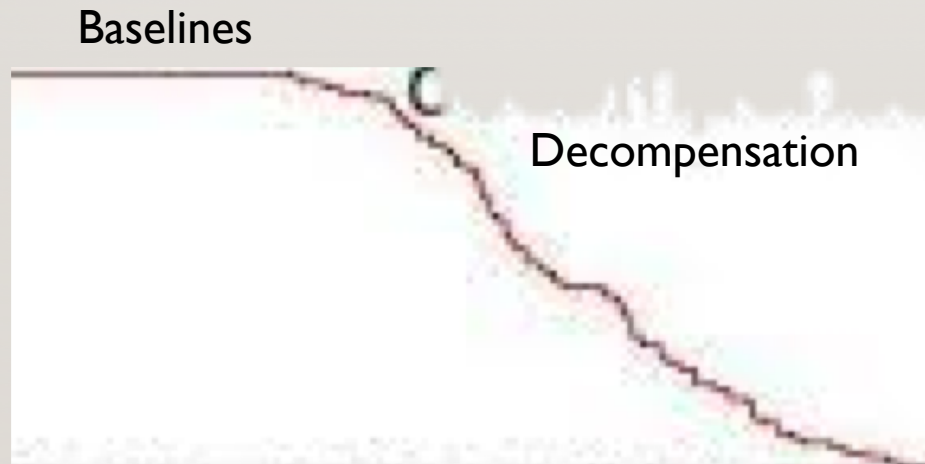
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- (1) የአደጋ መንስኤዎችን መለየት እና እነዚህን ድጋፍ ሰጪ እና ገንቢ ምክሮችን ከሚሰጡ ሰዎች ጋር ተወያይ
- (2) የጥቃት ወይም አስጊ ባህሪን በተመለከተ ማንኛውንም መረጃ ሪፖርት ያድርጉ እና ይመዝግቡ
- (3) ለማስጠንቀቂያ ምልክቶች ትኩረት በመስጠት፣ ብቁ ከሆነ የአእምሮ ጤና ባለሙያ ወይም ተቆጣጣሪ ምክር በመጠየቅ ጥቃትን መከላከል።

# ቀውስ እየባሰ ይሄዳል DECOMPENSATION

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- Decomposition የአእምሮ ጤና መታወክ ምልክቶች በይበልጥ መታየት ሲጀምሩ እና ግለሰቡ ምልክቶቹን መቆጣጠር ወይም መቋቋም ሲቻቻቸው ነው። የሰውየው የአለት ተአለት እንቅስቃሴን የማሰብ እና የመቀጠል ችሎታን ወደ ማሽቆልቆሉ የሚያመራው ከሰውየው የመነሻ መስመር ወደ ታች መንሸራተት ነው።





# መንስኤዎች CAUSES:

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- ውጥረት፤
- በሰዎች የዕለት ተዕለት እንቅስቃሴ ላይ ለውጦች ፤
- ድካም,
- ህመም,
- የታዘዘ መድሃኒት አለመውሰድ
- ምን ማድረግ ይቻላል: የሚሰማውን ሰው ያነጋግሩ; ሰውዬውን በእንቅስቃሴ ላይ ያሳትፉ; ግለሰቡ ትኩረት እንዲሰጥ እርዱት፤ የማይለዋወጥ እና የማይፈርድ በመሆን፤ አስፈላጊ ሆኖ ሲገኝ ረዳትን ይደውሉ

# ምልክቶች

## DECOMPENSATION SYMPTOMS

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- ያለ ጣልቃ ገብነት, Decompensation እንደገና መመለስን ሊያስከትል ይችላል
- Decompensation ምልክቶች ለእያንዳንዱ ሰው ልዩ ናቸው። ግለሰቡ ከዚህ በፊት ምን ምልክቶች እንዳጋጠማቸው ማወቅ እና እነሱን መከታተል እንደሚችሉ ማወቅ አስፈላጊ ነው።
- የስሜት ህዋሳት ለውጦች (ጣዕም ፣ ማሽተት ፣ መስማት እና ማየት); የአስተሳሰብ ለውጦች (አንድ ሰው በዙሪያው እየተካሄደ ያለውን ነገር በተሳሳተ መንገድ ይተረጉማል። ብዙ ጊዜ ቅዠቶች እና ውሸቶች። የበለጠ ፓራኖይድ፣ ስሜታዊ ለውጦች (ስሜቶች የበለጠ ከባድ ናቸው) የንግግር ለውጦች (የተለያዩ ድምጽ ወይም ለመረዳት የሚያስቸግር) ፣ ማህበራዊነትን መለወጥ (ማስወገድ እና ማውራት አቁም) የግንዛቤ ለውጦች (የማሰብ ችግር፣ ግራ የተጋባ ይመስላል) ደንበኛው በጥሩ ሁኔታ ላይ በሚሆንበት ጊዜ, አስፈላጊ ሆኖ ሲገኝ እነሱን ለመጠቀም ዝግጁ እንዲሆኑ ከዚህ በፊት ስለሰሩት ዘዴዎች ያነጋግሩ።



# አገረሽብኝ

## RELAPSE

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- ማገረሽ፡ የሕመሙ ምልክቶች ሲባባሱ ወይም የቀደሙት ምልክቶች ሲመለሱ እና ከፍተኛ የባለሙያ ጣልቃገብነት የሚጠይቁ ናቸው።
- አገረሽብኝን ለመከላከል
  - ለድጋፍ የአእምሮ ጤና ጠባቂ ወይም ሌላ የአእምሮ ጤና ባለሙያ ይኑርዎት; የቤተሰብ አባላትን ማካተት; የማይፈለጉ ሀሳቦችን ለማሸነፍ አዎንታዊ የራስ ሀሳቦችን መጠቀም; ግለሰቡ የሚወደውን ተግባር ማከናወን; መራመድ; በቂ እረፍት እና እንቅልፍ ማግኘት
- የማገረሽ መንስኤዎች፡ ምንም ግልጽ ምክንያት የለም; ምልክቶቹ በፀደቀ ውስጥ ይመጣሉ እና ይሄዳሉ; ጥሩ ህክምና እና ድጋፍ ያለው ክስተት፣ አሁንም እንደገና ማገገም ሊከሰት ይችላል።

# የማገገም እቅድ ወይም የቀውስ እቅድ RELAPSE PLAN OR CRISIS PLAN

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- የማገገሚያ እቅድ አንድ ሰው ያገረሸበት ሁኔታ ሲያጋጥመው ምን ማድረግ እንዳለበት አስቀድሞ የተዘጋጀ እቅድ ነው።
- ያካትታል
  - ከዚህ ቀደም አገረሽብኝ ያደረጉ ክስተቶች ወይም ሁኔታዎች
  - የቅድሚያ ማስጠንቀቂያ ምልክቶች አንድ ሰው ከዚህ በፊት ያጋጠመው
  - ግለሰቡ ቀደም ባሉት ጊዜያት እነዚያን የቅድመ ማስጠንቀቂያ ምልክቶች ሲያጋጥመው ግለሰቡን የረዳው ምንድን ነው?
  - ግለሰቡ ኮንትራት እንዲሰጠው የሚፈልገው
  - በእቅዱ ውስጥ የእያንዳንዱ ሰው ሚና ምንድነው?



# ቀውስ በሚፈጠርበት ጊዜ WHEN A CRISIS OCCURS



**988**  
SUICIDE  
& CRISIS  
LIFELINE

- ለማንኛውም ሰው አደጋ እንዳለ ከተሰማዎት የችግሩን አሳሳቢነት ለመገምገም እርዳታ ለማግኘት ወደ ቀውስ ማእከል ይደውሉ ወይም ከአካባቢው የህግ አስከባሪ መኮንን እርዳታ ይጠይቁ።
- የግለሰቡን የህክምና መረጃ በእጅዎ ይያዙ። ስለሰዎች ምርመራ፣ መድሃኒቶች እና እርስዎን ስላሳሰቡ ልዩ ክስተቶች ወይም ባህሪ የተፃፈ መረጃ።
- የአእምሮ ጤና ሁኔታ ማንም ስህተት አይደለም

# የችግር መፍረስ

## CRISIS DE-ESCALATION



- De-Escalation ጥቃትን ለመከላከል ዘዴ ነው። አደገኛ ሊሆን የሚችል ሁኔታን ለማረጋገጥ ግለሰቦች ዓላማ ያላቸው ድርጊቶችን፣ የቃል ግንኙነቶችን እና የሰውነት ቋንቋን እንዲጠቀሙ ይበረታታሉ። እርስዎ የሚወስዱት እርምጃ ግጭቱን ወይም ግጭትን፣ ቀውስን ወይም የአመፅ ሁኔታን ለመቀነስ።
- You can use stop, identify, and action method for de-escalation.
- ማቆም፣ መለየት እና የእርምጃ ዘዴ መጠቀም ይችላሉ።
- ለግለሰቡ ትኩረት ይስጡ ፣ የማይፈርዱ ሁኑ ፣ በስሜቱ ላይ ያተኩሩ (ለምሳሌ ፣ አስፈሪ መሆን አለበት) ፣ ዝምታን ይፍቀዱ ፣ መልዕክቶችን ያብራሩ ፣ እቅድ ያዳብሩ ፣ የቡድን አቀራረብን ይጠቀሙ ፣ በራስ-አዎንታዊ ንግግር ይጠቀሙ ፣ ግላዊ ገደቦችን እና መግለጫዎችን ይወቁ



# ሚሊዩ በአካባቢው ለውጦች

## MILIEU CHANGES IN THE ENVIRONMENT

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- ሚሊዩ ለውጦች አንድ ነገር በሚከሰትበት ወይም በሚዳብርበት አካባቢ ውስጥ ለውጦች ናቸው።
- መበሳጨት፡ የጭንቀት ሁኔታ ወይም የነርቭ ደስታ። ከጥቃት ይቀድማል። ለምሳሌ. መጮህ፣ መጮህ ወይም የቃላት ማስፈራራት ወይም ማስፈራሪያ ምልክቶችን በሌሎች ላይ ማድረግ።
- ጥቃት የጠላትነት ወይም የአመጽ ባህሪ ወይም ለሌላ ሰው ያለ አመለካከት ነው።



# የቃል ማስጠንቀቂያ የጥቃት ምልክቶች

## VERBAL WARNING SIGNS OF VIOLENCE

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- ዛቻ ወይም መኩራራት የቀደመ ብጥብጥ፣ ግራ የተጋባ አስተሳሰብ፣ መቆጣጠርን ስለማጣት መደራደር፣ ሲናገሩ ድምጽ መጨመር፣ የቃላት አጠቃቀምን መደገም፣ ቃላቶችን መግለጽ እና/ወይ ማስተጋባት፣ የግዳጅ ወይም የተወጠረ ንግግር፣ ነርቭ ሳቅ፣ መጮህ ወይም መጮህ፣ የማያቋርጥ ጸያፍ ንግግር፣ የተዳፈነ ንግግር፣ ንግግር እንስሳትን የሚጎዱ





# የቃል ያልሆኑ የጥቃት ምልክቶች

## NON VERBAL WARNING SIGNS OF VIOLENCE

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- ጣት መጠቆም፣ ጡጫ ማድረግ፣ ፊት መፋጠጥ፣ ከባድ መተንፈስ፣ የሚንቀጠቀጥ የአፍንጫ ቀዳዳ፣ ማንኛውም ሰው የአይን ንክኪን እምቢተኛ፣ የሆነ ሰው በር/ መውጫውን ዘጋው



# የማይጋጩ ቋንቋዎች

## NON CONFRONTATIONAL LANGUAGES

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- ቀደምት ቅስቀሳ ብዙውን ጊዜ ደጋፊ ባልሆኑ እርስ በርስ በሚጋጩ ቋንቋዎች ይፈታል።
- የሰውየውን ስም ተጠቀም፣ “ልረዳህ?” ብለህ ጠይቅ፣ ቀስ ብለህ ተናገር፣ ለማብራራት በድጋሚ መግለጫ ተጠቀም፣ ማስታወሻ ለመያዝ ጠይቅ፣ መተርጎም፣ “ምን” እና “እኛ” ተጠቀም፣ ለማሰላሰል ጊዜ ስጥ፣ አማራጮችን ስጥ፣ ሀሳባቸውን ጠይቅ ወይም መፍትሄ፣ ቀላል ቃላትን ተጠቀም፣ ተገቢውን የዓይን ግንኙነትን ጠብቅ፣



ቋንቋዎችን ወይም ድርጊቶችን ያስወግዱ

## AVOID LANGUAGES OR ACTIONS

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- ትኩረትን ማስመሰል፣ ዓይንን ማዞር፣ የውሸት ቃል መግባት፣ ቃላቶችን መጠቀም፣ ከአንድ ሰው ጋር መስማማት ወይም መወገንን፣ ሰዎችን መቁረጥ፣ የስልጣን ሽኩቻ ውስጥ መግባት፣ ድምጽን ከፍ ማድረግ፣ ንዴት ማጣት፣ ከተናደደ ሰው ጋር አንድ ለአንድ መገናኘት፣ መፍቀድ ከአንድ ሰው በላይ ማውራት፣ መጨቃጨቅ፣ “ተረጋጋ” እያሉ

## ሁኔታዊ ግንዛቤ

# SITUATIONAL AWARENESS



- በአካባቢያችሁ ያለውን ነገር ካለህበት፣ የት መሆን እንዳለብህ እና በአካባቢያችሁ ያለ ማንኛውም ሰው ወይም ማንኛውም ነገር ለጤንነትህ እና ለደህንነትህ ጠንቅ እንደሆነ ማወቅ።
- ክስተቶችን መተንበይ ይማሩ ፣ በዙሪያዎ ያሉትን ንጥረ ነገሮች ይለዩ ፣ የሁኔታዎች ከመጠን በላይ ጫናዎችን ይገድቡ ፣ ጊዜን ይገንዘቡ ፣ ድካምን በንቃት ይከላከሉ ፣ ለኤሌክትሮኒክስ መሳሪያ ትኩረት ይስጡ እና ለአካባቢዎ ትኩረት ይጨምሩ ፣ ስሜቶችን ይጠቀሙ።





- 1. ነጭ፡ አንድ ሰው የማያውቅ፣ ያልተዘጋጀ፣ የማያስብ፡ በቤታችን ደኅንነት ውስጥ ስንሆን የተለመደው የአእምሮ ሁኔታ።
- 2. ቢጫ፡ ንቁ/በትኩረት የተሞላ እና የተረጋጋ ሰው። ውጭ ስንሆን መደበኛ ሁኔታ።
- 3. ብርቱካናማ፡- አደጋ ላይ ሊደርስ የሚችለውን ግንዛቤ ከፍ ያደረገ ሰው የሆነ ችግር አለ። እቅድ ማውጣት ይጀምሩ፡ ትኩረቱ ወደ ቀይ ለማለፍ ወይም ወደ ቢጫ የመመለስ ስጋት ላይ ይቆያል።
- 4. ቀይ፡ ስጋት/አደጋ እንዳለ በመገንዘብ አፋጣኝ እርምጃ መውሰድ ያስፈልጋል። ሩጡ፣ ደብቀው/መሸፈን



# መግለጫ መስጠት DEBRIEFING

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- በክስተቱ ወቅት የሆነውን የሚገመግሙበት እና የሚወያዩበት እንቅስቃሴ።
- 6 ደረጃ ቴክኒክ
- 1. መቆጣጠር
- በአካላዊ እና በስሜታዊነት እራስዎን ይቆጣጠሩ። አቁም፣ ቆም በል፣ እራስህን አረጋጋ
- ስለተፈጠረው ነገር ለመወያየት ዝግጁ ኖት? ምን ጥሩ ሆነ? ወደፊትስ ከዚህ የተለየ ምን ሊደረግ ይችላል?





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- 2. አቅጣጫ
  - የክስተቱ መሰረታዊ እውነታዎች ምንድን ናቸው? ፍርድ ገምድል ይሁኑ እና የተሳተፉትን እያንዳንዱን ሰው እይታ ያዳምጡ።
  - ምን ሆነ? ማን ነበር የተሳተፈው? መቼ ነው እዚያ የደረሰከው? በሁኔታው ወቅት የእያንዳንዱ ሰው ምላሽ ምን ነበር?
  - 3. ቅጦች
  - መንስኤዎችን እና ምላሾችን ይፈልጉ
  - እያንዳንዱ ሰው ምን ዓይነት አዝማሚያዎችን ተመልክቷል? ባህሪውን የፈጠሩ የሚመስሉ ነገሮች አሉ? ሰራተኞቹ በጨዋታው ላይ ቀስቃሽ ምክንያቶች አሏቸው? ከሆነስ ምንድናቸው?



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- 4. መርማሪ. ምን መለወጥ አለበት
  - በሚቀጥለው ጊዜ በተለየ መንገድ ምን ሊደረግ እንደሚችል የአዕምሮ ማዕበል አማራጮች፤ ሁኔታው እንደገና እንዳይከሰት ምን ማድረግ ይችላሉ? የግለሰብ እና የቡድን ምላሽ እንዴት ማጠናከር ወይም ማሻሻል ይችላሉ? ምን ሃብት አለህ? የቡድን አባላት ምን ዓይነት ችሎታዎች ሊለማመዱ ይችላሉ?
  - 5. መደራደር. ምን ለውጦች እና ማሻሻያዎች እንደሚደረጉ ይስማሙ
  - ለለውጥ ቃል ግባ፤ ወደፊት እንዴት ምላሽ መስጠት እንዳለብህ ተስማምተህ፤
  - 6. ስጡ
  - ድጋፍ እና ማበረታቻ ይስጡ ፣ እምነትን ፣ በራስ መተማመንን እና ለባልደረባዎቻቸው አክብሮት ይግለጹ ።



# የቀውስ የስልክ ጥሪ ዘዴ

## CRISIS RESOURCES

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- ለአእምሮ ጤና ባለሙያ ወይም ለቀውሱ ቡድን መደወል ከፈለጉ፣ መረጋጋትዎን ያስታውሱ
- የግለሰቡ የአስተሳሰብ ዝናብ ባህሪ በራሱ ደህንነት ላይ ወይም በሌሎች ላይ እንዴት እንደሚጎዳ ግልጽ እና ተጨባጭ ምሳሌዎችን ስጥ
- የሰውየውን ምርመራ እና ስለ ቀውሱ ሁኔታ ግንባታ አጭር ታሪክ ይስጡ
- የሰዎች የአእምሮ ጤና አገረሽብኝ አጠቃላይ ምስል ማግኘትዎን ያረጋግጡ
- ሰውየው ከዚህ በፊት ሆስፒታል ገብተው ከሆነ እና ያንን የህክምና ደረጃ እንደገና የሚያስፈልገው መስሎ ከታየ ይህን መረጃ ማጋራቱን እርግጠኛ ይሁኑ።

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