



THE CALMER APPROACH

Safe • Connected • Heard • Understood

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The Future of Remote Health:



Everything Depends on Everyone Feeling Safe and Being Safe

Welcome

1. Acknowledgement of Country
2. Acknowledgement to the people with lived experience that have supported the development of CALMER
3. Acknowledgement to the people who have given their consent to share their experiences and stories as part of this shared learning.



Disclaimer

This presentation provides guidance material only. Every effort has been made to ensure the information contained is accurate and up to date, but no legal responsibility is accepted for how you use this information.

The information provided in the workshop is of a general nature only and is not intended to address the specific circumstances of any individual.

While all case information and demonstration images have consent to be used for training purposes, we ask that you treat them kindly and with respect. Please do not share them.

What is your expectation of this session?



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CALMER is a Framework

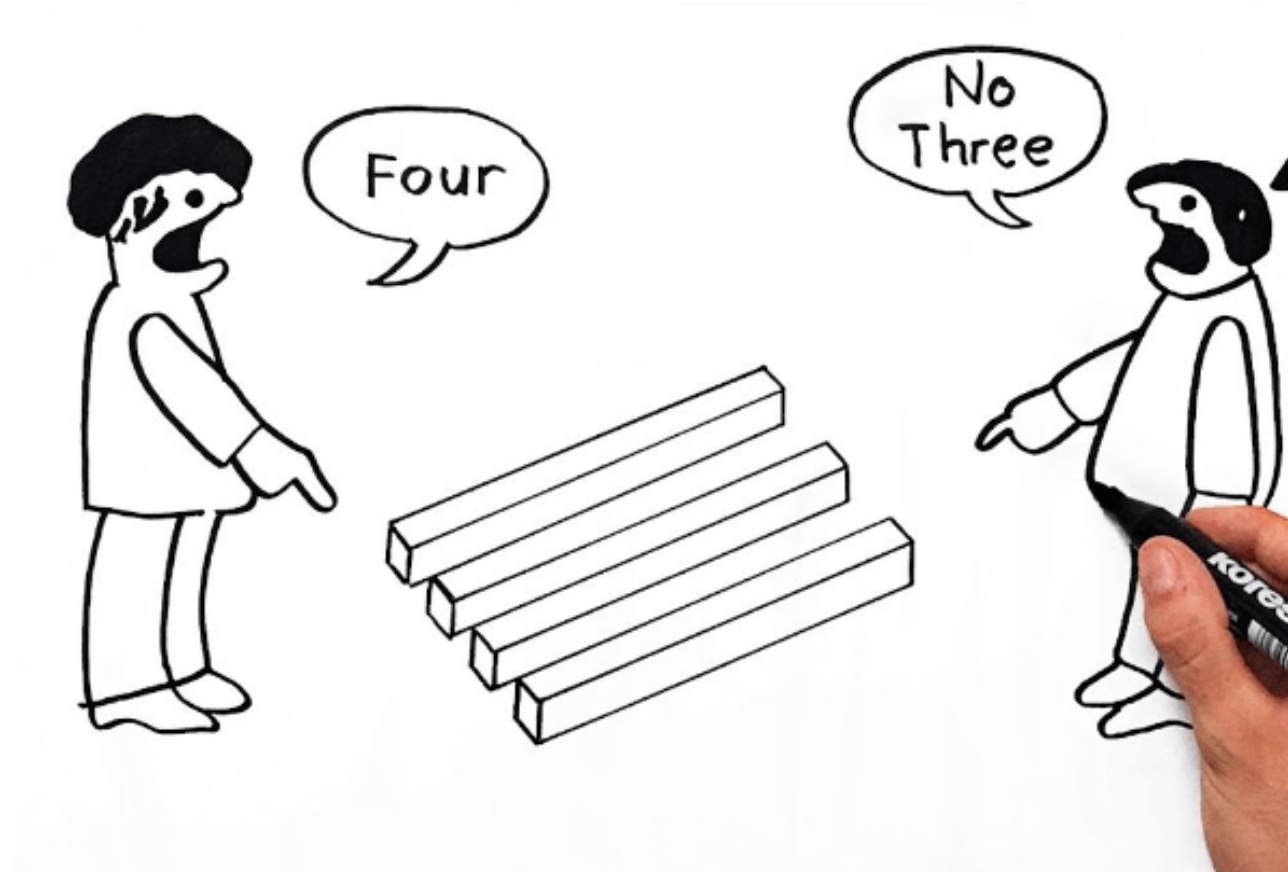


X-rays help to reveal what is underneath to guide safe support.



Mirrors that enables us to see each other with empathy and authenticity.

Inside Out or Outside In Perspective



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Finding Shared Meaning

You are supporting a person.

Unexpected situation and context that can increase stress rapidly.

Raised voice.

Screaming and yelling.

Getting into your personal space.

You simply cannot get your message across.

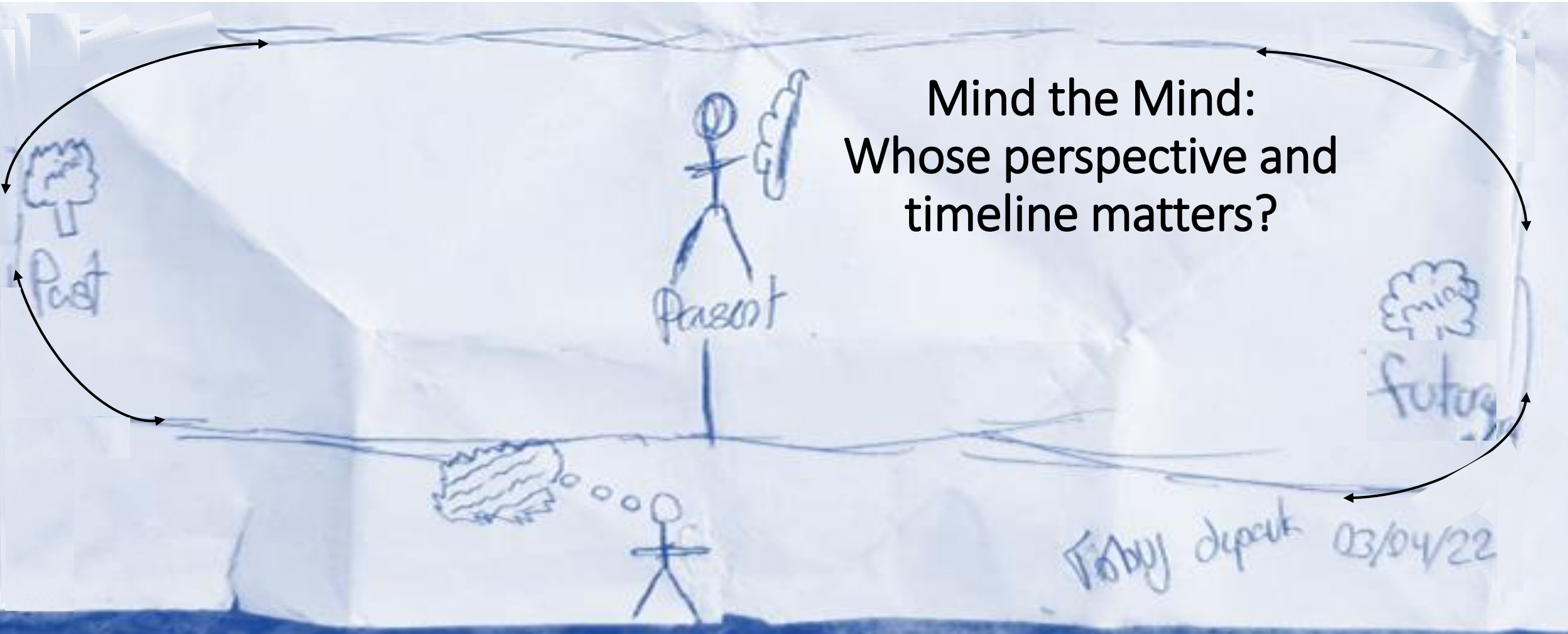
- As a person, how are you feeling?
- Who needs to be safe and feel safe?
- What is the right thing for both you and the person?
- As professionals, what is expected of us?
- What do we need to consider before acting?

Theory of Mind Perspective & Timeline

Who is saying that that?

Me or the Person?

Who is thinking that?



**Mind the Mind:
Whose perspective and
timeline matters?**

Past Memories

In The Moment

What's Ahead

Positive Language - Reframing Behaviour

Behaviour. *noun*



- manner of behaving or acting.
- observable activity in a human/animal.
- aggregate of responses to stimuli.
- stereotyped activity, eg mating dance or reflex.

<https://www.dictionary.com/browse/behavior>

Interaction. *noun*

- reciprocal action, effect, or influence.
- the direct effect that one kind of particle has on another,
- the expression that specifies the nature and strength of this effect.

<https://www.dictionary.com/browse/interaction>

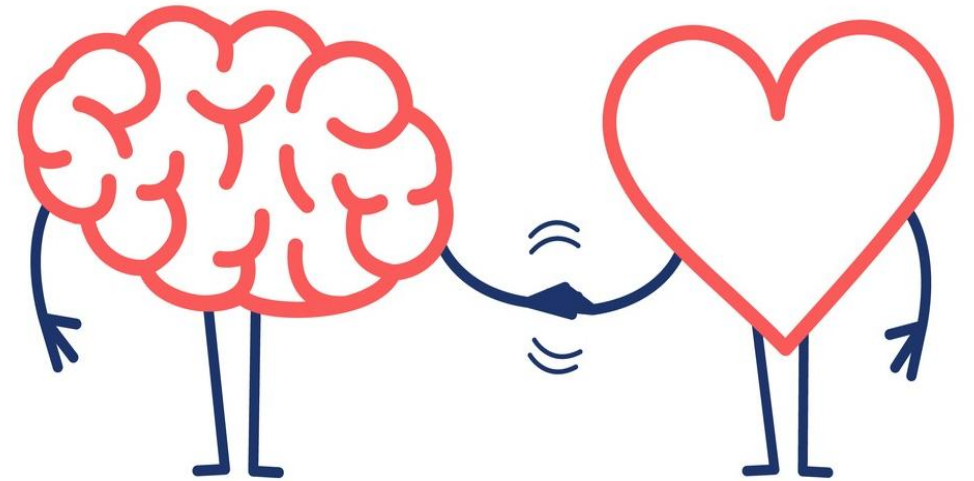


About the CALMER Approach

The CALMER (Cortex, Amygdala, Limbic, Memory and Emotional Regulation) Approach emerged through knowledge translation and synthesizing neuroscience and behavioural approaches into practical and accessible understanding of the relationship between emotional regulation and behaviour. CALMER is not a behavioural management approach.

The model emerged as a neuro-behavioural and neuro-affirming evidence-informed practice framework.

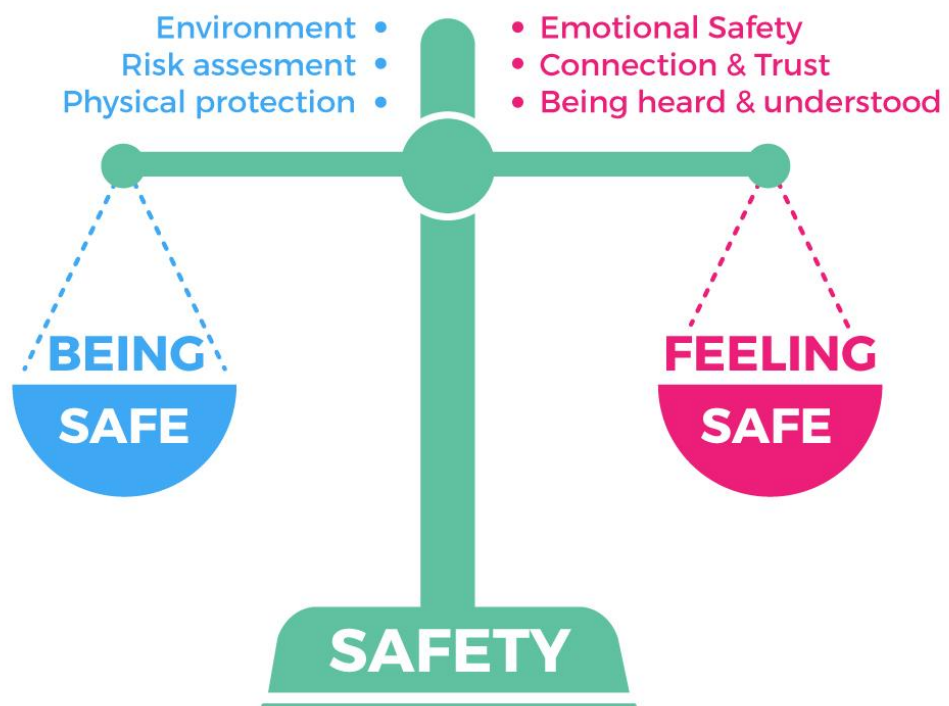
Thinking *and* Feeling



<https://www.redbubble.com/people/davidmonroy975/works/22941888-feeling-vs-thinking>

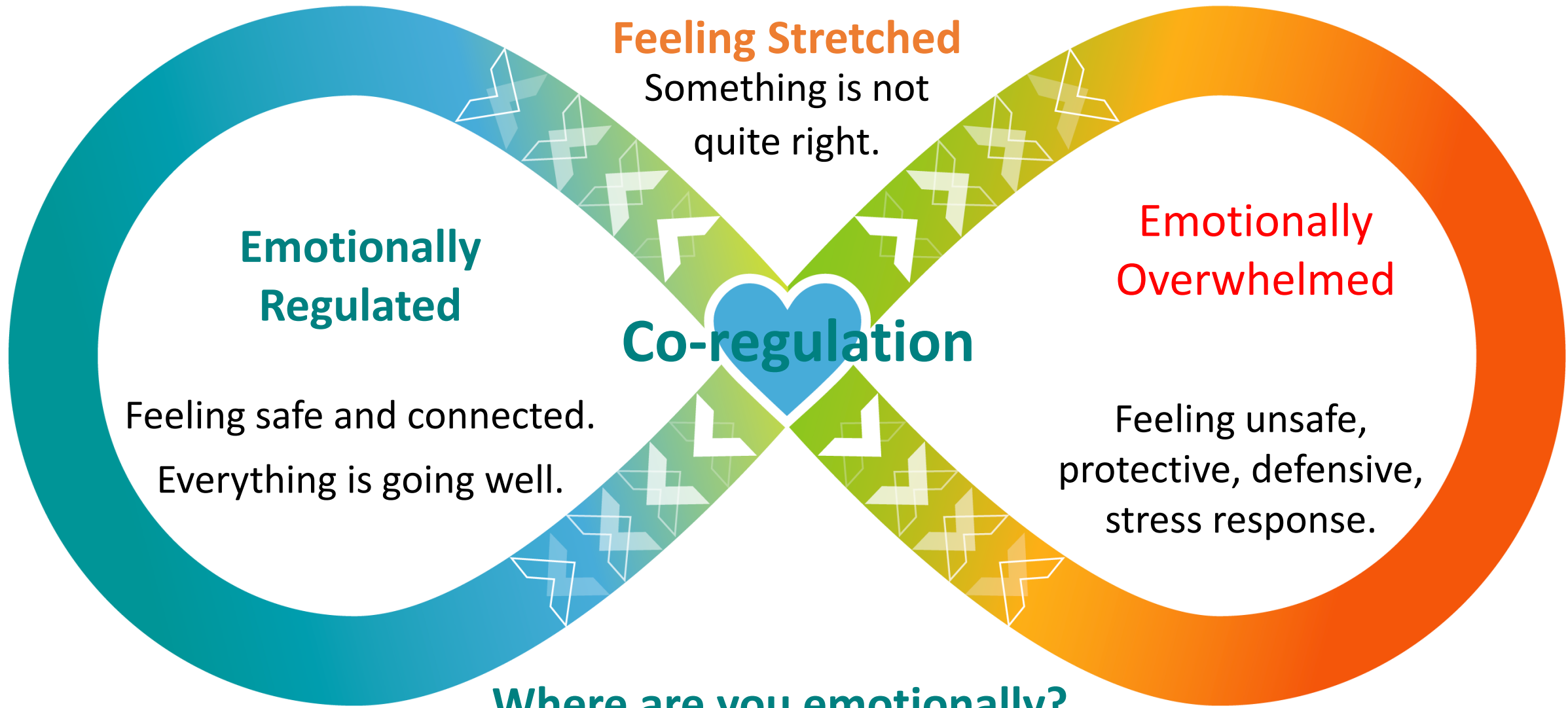
Safety is foundational

Everyone needs to be safe and feel safe



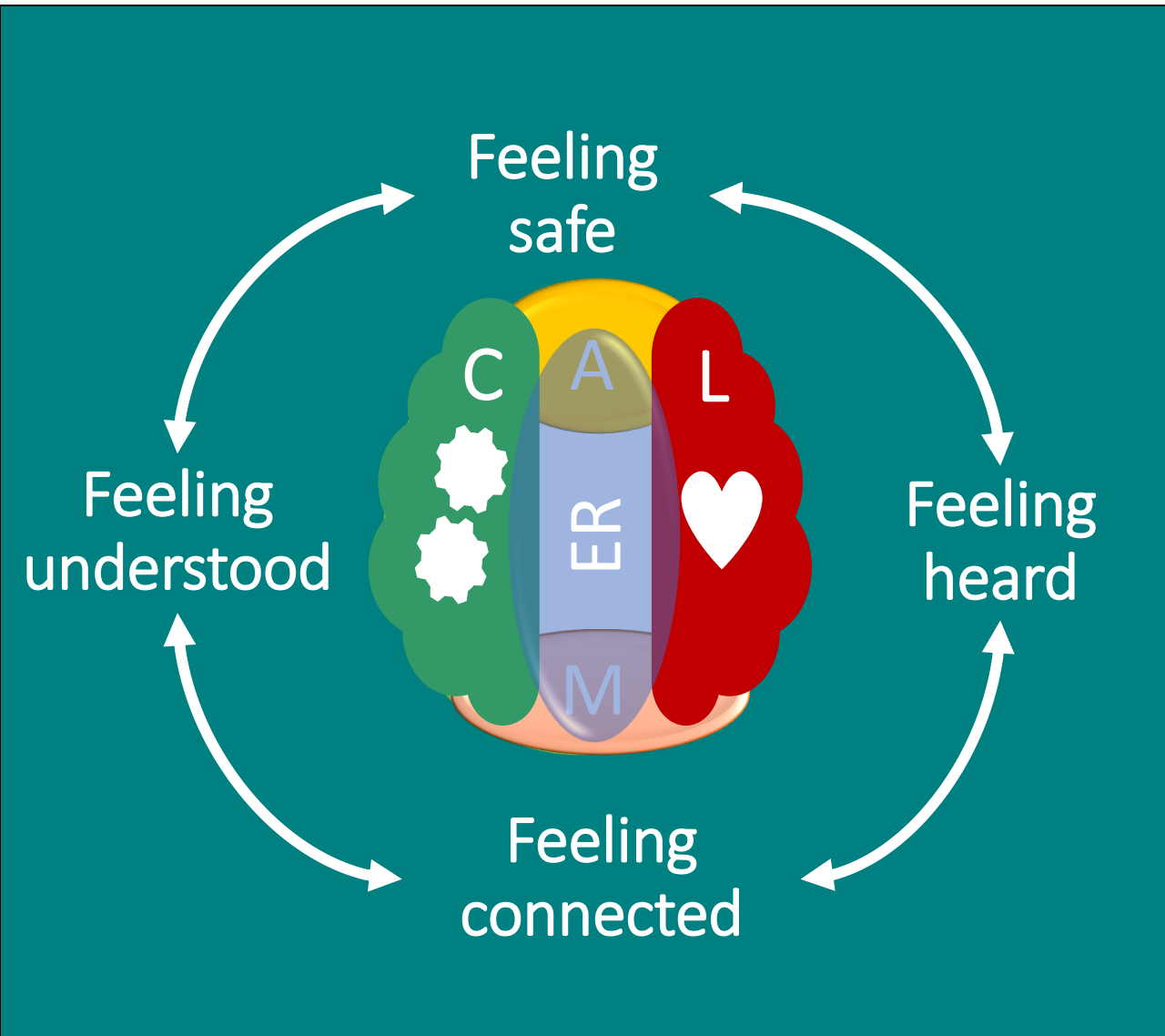
The foundation that enables, supports and strengthens all other parts of the human system.

Human Emotional Infinity Profile



Where are you emotionally?

Neuro-Behavioural Approach

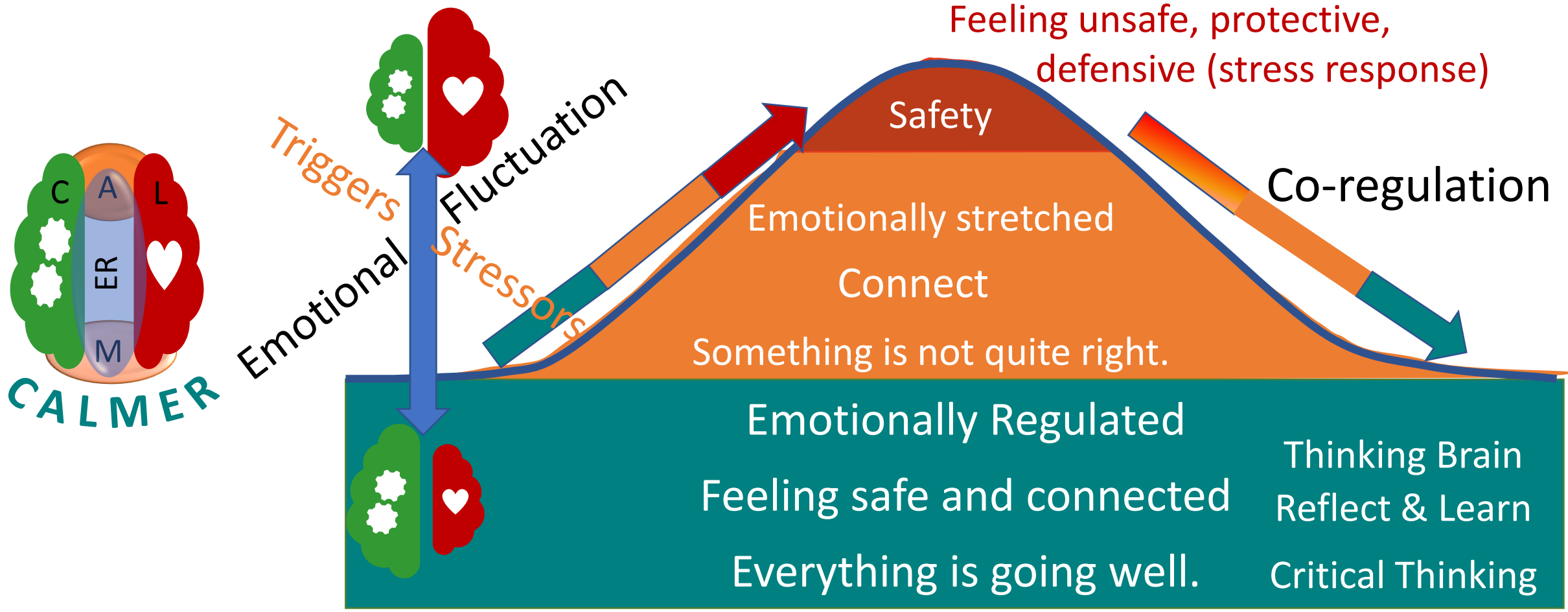


- **C** - **C**ortex (thinking brain)
- **A** - **A**mygdala (assessing safety & danger)
- **L** - **L**imbic (emotional brain)
- **M** - **M**emory (of emotions & experiences)
- **ER** - **E**motional **R**egulation
(the ability to cope with stress)

Do you see yourself in this process?

Frannogram - Neuro-behaviour Continuum

Understanding the relationship between emotions and interactions.

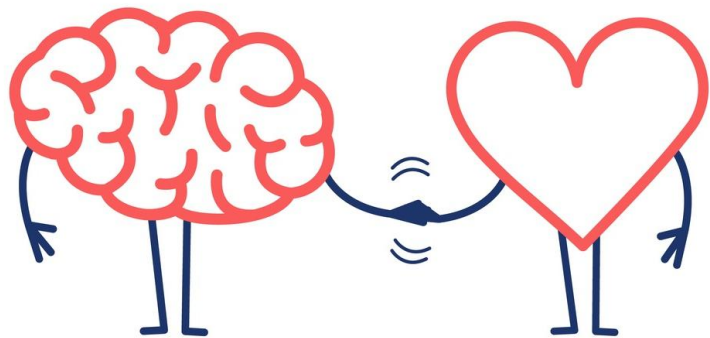


Depending on how you are feeling, it influences how you learn, understand, engage, interact and participate.

Why empathy?

“The state of empathy, or being empathic, is to perceive the internal frame of reference of another with accuracy and with the emotional components and meanings which pertain thereto as if one were the person”. (Rogers, 1980, p140)

Thinking **and** Feeling



“How we feel determines our subsequent perceptions and behaviour.” (Porges, 2004)

Contributing Factors and Chain of Events

Who is saying that?

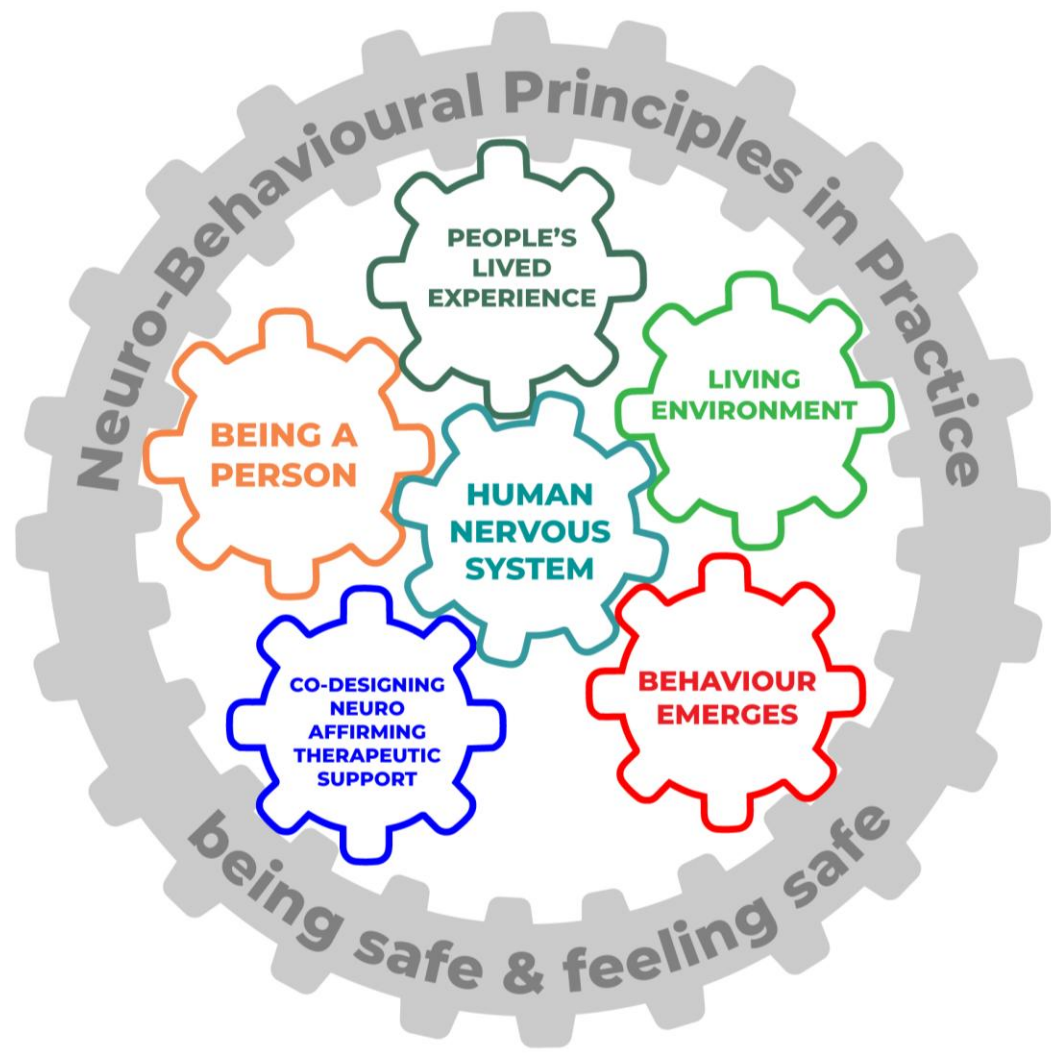
Who is thinking that?

Whose voice am I listening to?

Interaction Behaviour	The same behaviour can have been influenced by a wide range of factors and chain of events			
Crying	Pain – Sad - UTI	Trauma PTSD Avoid	Environment	Survival mode
Running	Stress response	Communication	Constipated	Frustration
Repeating request	Confused Attention	Safe-connected Heard-understood	Grieving Escape	Mismatch of expectation
“Stimming”	Processing interoception	Attention Feeling unsafe	Self-regulating Medication	Self-regulation Health

All behaviour is communicating something.

What is the message?



Understanding the Person & How Behaviour Emerges

Neuro-Behavioural Principles in Practice

being safe & feeling safe



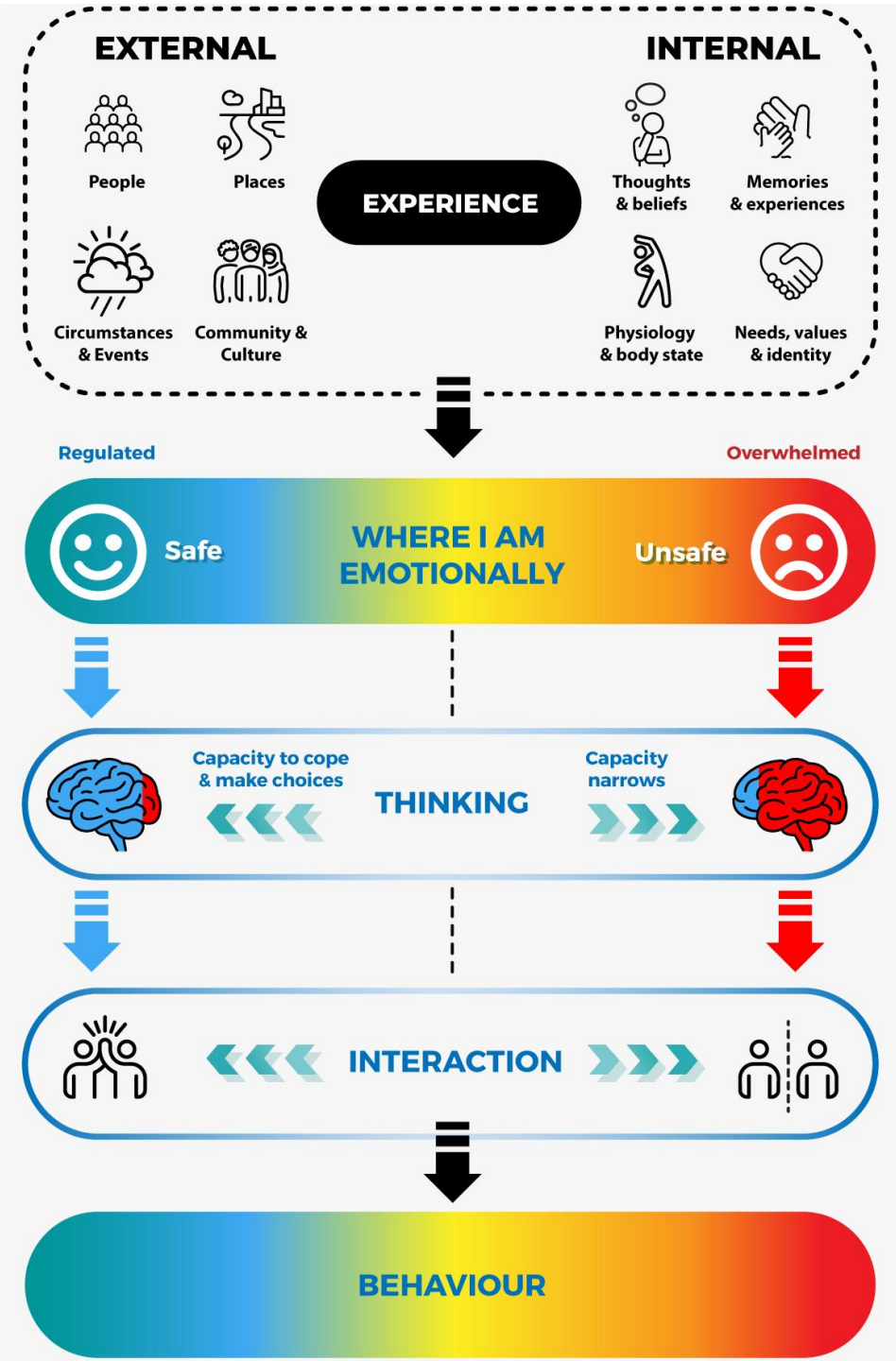
Finding Shared Meaning

Neuro-Behavioural - Mind Map



Dynamic & Continuous

These processes happen constantly and influence each other. When one part of the system changes, the whole system responds



Universal Safety Action Plan

The goal is to stay connected while ensuring everyone remains safe from harm and supporting the person to regain emotional regulation and ability to reason.

We always plan for safety based on knowledge, experience and the person's support plans.

Behaviour whether familiar or new can arise unexpectedly, and situations may become unsafe or unpredictable.

The same behaviour can occur in familiar or new situations, yet it may have different meanings. We may not always know what has led to that situation in the moment.

In these moments, everyone's ability to reason and reflect may be hindered. This is not the time to focus on "directly trying to stop" behaviour or attempting to reason. Rather focus on supporting co-regulation.

This is the time to prioritise safety by creating a safe emotional and physical space, by connecting through co-regulation. This helps reduce the risk of emotional and physical harm for everyone involved.

Your primary focus is safety—for yourself, the person, and others.

This guide supports you to respond safely, no matter what is happening.

Even When an Unexpected Situation Arises & Safety Is at Risk

Everyone needs to feel safe, connected, heard and understood with empathy and authenticity.

1. Check Yourself (Where am I emotionally? Am I feeling safe? How am I hosting myself?)

- Regulate yourself first pause, ground yourself, ensure you, the person and others are safe
- Is it safe to stay or step back?
- Create space immediately if needed
- Call for help if appropriate
- Support others to move to safety
- Remove potential hazards and speak with respect

2. Co-regulate Throughout— supporting emotional regulation and restoring safety for everyone

Keep Checking Yourself → Reduce Demands & Pressure → Acknowledge & Validate → Wait for Regulation

3. Reduce Demands

Lower input and pressure to support a return to emotional regulation

- Lower demands
- Reduce verbal instruction
- Reduce stimulation

4. Listen, Acknowledge & Support Understanding

Support the person to feel heard and understood—emotionally and cognitively. Acknowledge and validate what they are saying or communicating without affirming or denying what is happening

5. Emotional Regulation Regained (safety is present)

Check-in with the person before resuming activities

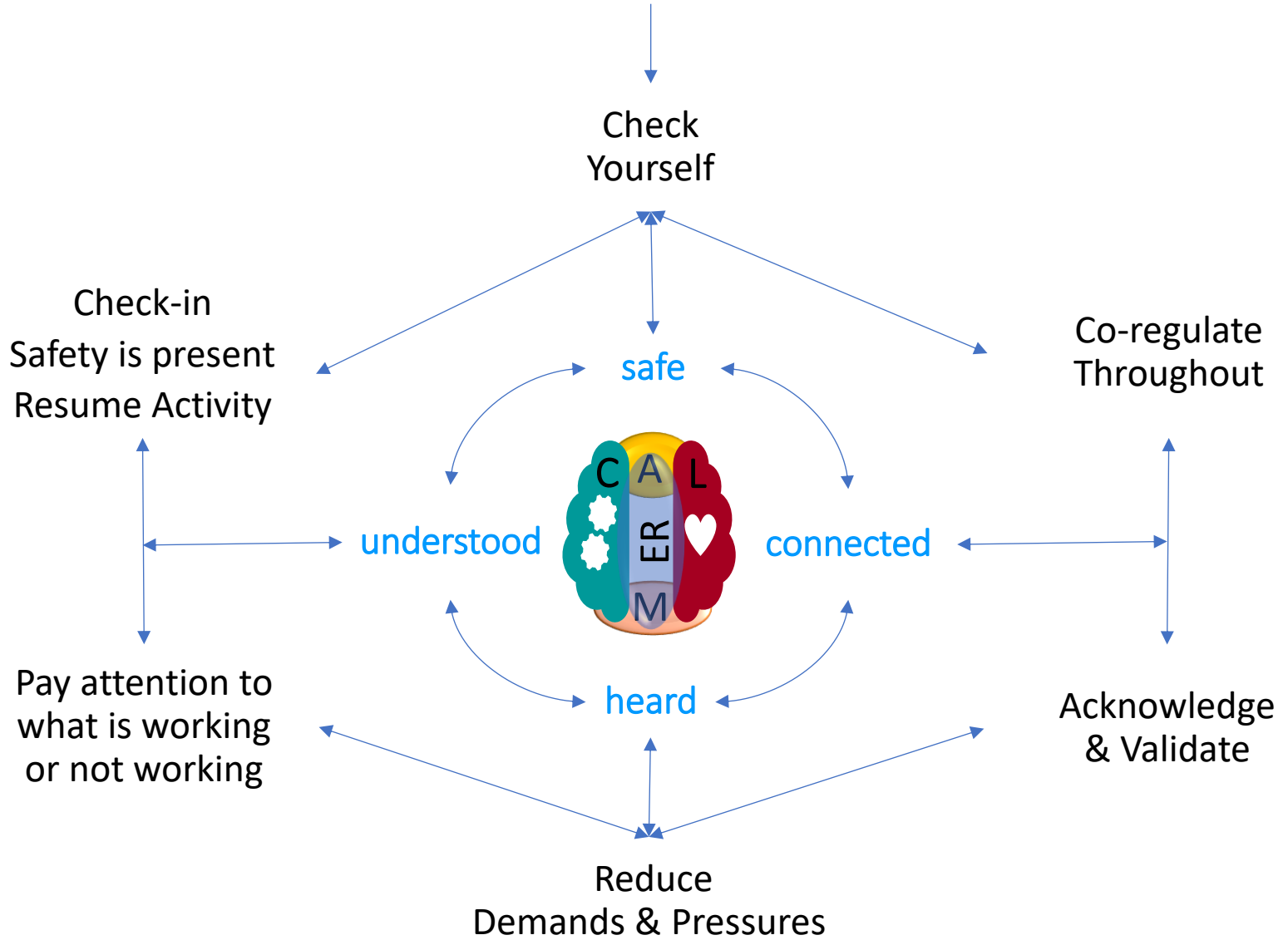
6. Practical and Accessible Process (not linear) move back & forth between phases, up, down, & sideways.

Unexpected Situation Arises → Check Yourself & Ensure Safety → Co-regulate Throughout → Acknowledge & Validate → Reduce Demands & Pressure → Pay Attention (What's working / not working?) → Wait for Regulation → Check-in & Resume Activity



Where are you emotionally?

Unexpected Situation Arises



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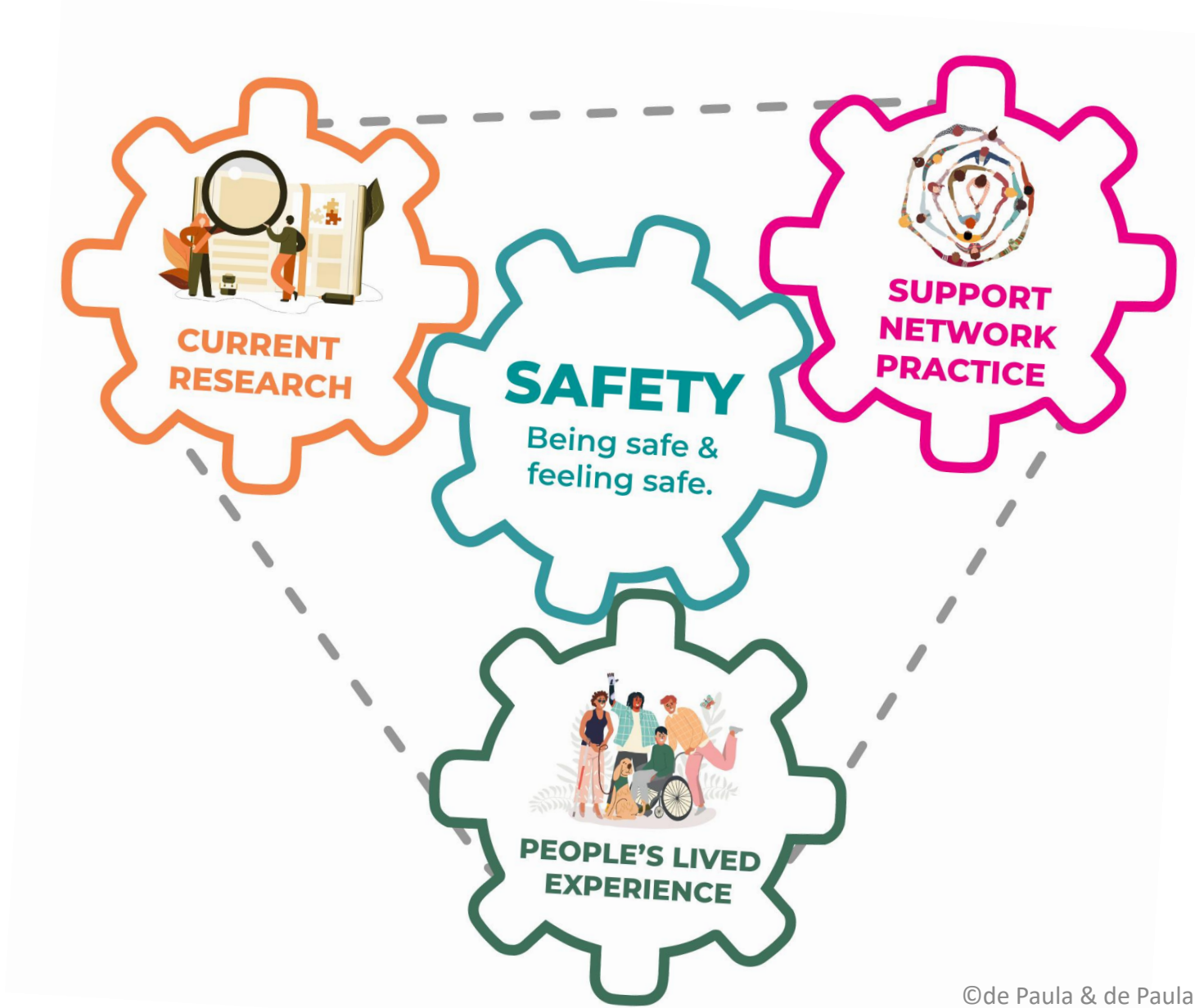
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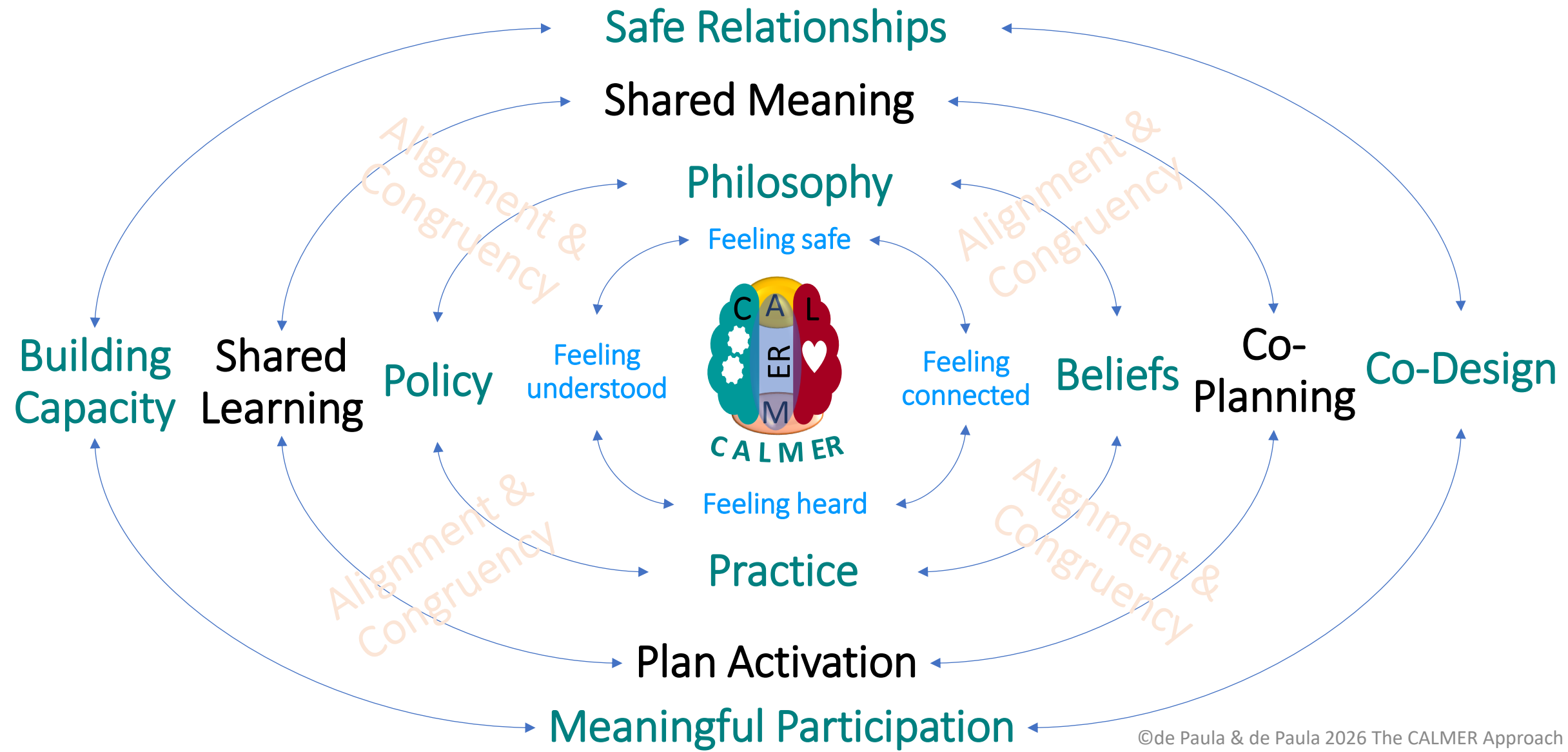
Integrated Evidence-Informed Practice Framework



Evidence-Informed Approach to Practice



CALMER Living Ecosystem

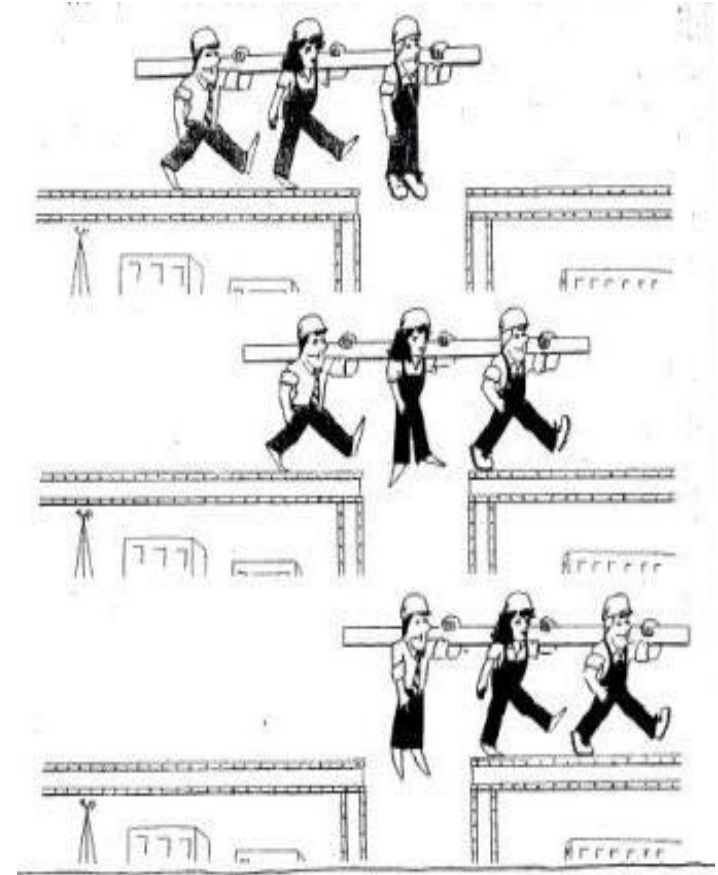


Philosophical Foundational and Beliefs

- Being safe and feeling safe are central and foundational to all support within CALMER®.
- Everyone needs to feel connected, heard, and understood with empathy and authenticity.
- Support is co-designed and built on understanding neuro-behavioural safety, emotional regulation, and the human nervous system.
- Both feelings and thinking influence behaviour differently.
- The same or similar behaviour can have different meanings.
- Everyone's perspective and timeline matter in finding shared meaning.
- The environment is the focus of change, not the person.

Conclusion

When stress increases quickly during unexpected situations, everyone needs to be safe and feel safe, connected, heard, and understood with empathy and authenticity.



Q & A

What is your takeaway gold nugget?



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