

Crisis Response Protocol

During interview ask the question have you ever or are you having suicidal thoughts?
If the answer is no proceed with the screening.

If the answer is Yes ask:

Are you having them now?

Did you do something to hurt yourself now or before you called?

Have you made any plans to hurt or kill yourself?

Have you ever attempted suicide in your lifetime?

If yes, what happened?

Are you able to control your suicidal thoughts?

How much of each day do you think about suicide?

Do you have lethal means in the house (ropes, belts, weapons, pills/Tylenol)?

How much hurt, anguish, or misery are you feeling right now?

How likely are you to carry out your thoughts or plans?

When you think about killing yourself, how much do you really want to die?

If the caller has a plan and access to a lethal means, is planning to make an attempt very soon, or is in the process of making an attempt, the client is in imminent danger have another recovery specialist **call the local law enforcement (see Law Enforcement Blue Book), or 911.**

Ask what is going on in their life. If suicide is on their mind, the best way to help is by asking them directly about suicide. Asking about hurting yourself versus taking your life are two very different things.

Promote Hope by listening to the caller. Try not to interrupt them and be willing to sit with them as they talk about the reasons why they want to die. Let them get all those reasons out, and then listen as they come up with their own reasons to live. Do not tell the caller what you think their reasons for living should be, as what you think are reasons to live may be stressors to the caller. While listening, do not rush to judgment. Let them know they are not alone and that help is available.

Form a safety net. While arranging for help, keep the caller on the phone engaged in conversation. Ask the caller if there is anyone else they feel comfortable talking about to this to, or that you can call and reach out to (parents, siblings, aunts, uncles, grandparents, cousins, friends, priests, professors, mentors or coaches).

Stay on the line with the caller until law enforcement or EMT arrives and the caller is safe.

When the call has concluded, practice self-care. Talk with others and your supervisor about the call.

Crisis Response Protocol

CRISIS RESPONSE PROTOCOL **Is Someone in Imminent Danger?**

Imminent Danger: Risk of death is high. They have a plan and access to a lethal means., are planning to make an attempt very soon, or are currently in the process of making an attempt.

YES

UNCERTAIN

NO

Call the Police

Use blue law enforcement book to call direct to town or call 911

Utilize questionnaire Call for Well Check

Use blue law enforcement book to call direct to town police station or call 911

Refer client to appropriate treatment/care

Mobile Crisis Response Teams

Riverbend 24/7 – 844-743-5748 (844-7-Help4U) 18 and older, communities in greater Merrimack County.
Manchester – 24/7; 800-688-3544; The Cypress Center, 401 Cypress Street, Manchester; 16 Bed short term crisis stabilization.

National Suicide Prevention Lifeline 800-273-8255 (800-273-TALK)