

## In Case of Crisis, and I Don't Know What to Say

This resource offers initial guidance for crisis calls. Aging and disability professionals are welcome to personalize this resource over time.

### Reminders to Self

1. Breathe
2. You are OK
3. You don't have to respond right away

### Phases that Give People Time and Help People Feel Listened To

1. "Tell me more about the situation, let's figure this out together"
2. "I hear you"
3. "Tell me what's going on"
4. "I'm here"
5. Shake head, say "yes" to show I'm listening

### Phases when People Report Suicidality

1. Do you feel safe?
2. Do you have a plan to hurt yourself or others?
  - a. If so, "tell me more about this plan"
    - i. Stay with the individual and determine if this needs to be escalated