

Plan and Conduct a Crisis Assessment (Including lethality measures)

I can hear that you're feeling a lot of loneliness right now.
Do you feel suicidal right now?

Establish Rapport and Rapidly Establish Relationship

It sounds like you have a lot going on right now.
What is one thing that we can focus on in this call?

Identify Major Problem

Deal with Feelings and Emotions

It's clear that you're going through a lot of emotions right now.
It's important to look after yourself at times like these.

Generate and Explore Alternatives

You have brought up some great options.
Let's figure out what your plan is after this call.

Develop and Formulate an Action Plan

You've made a great plan of action for yourself today.
I'm going to let you go so you can do the things we've discussed.

Establish Follow-Up Plan and Agreement

- Have you attempted suicide in the past?
- Are you in a safe place to talk right now?

- Tell me more.

- Here is what I'm hearing you say...

- What made you call us today?

- How could I best help you in this call?

- How does that make you feel?

- Of course you're angry. I understand; it's normal to be angry right now.

- Have you tried to talk to others about this before?

- What have you done in the past to cope with these feelings?

- What are you going to do for the rest of the day or for the next fifteen minutes?

- Who are you going to call after this?

- You can call us back tomorrow if you're still feeling this way

- We're starting to circle back again. We've talked about a coping plan for after the call so I'm going to let you go so you can try out those strategies now.