

Key Principles to remember in any crisis:

1. Ensure that all people are safe from immediate danger. Remain with the student until help arrives, unless you feel unsafe.
2. Contact security. Call them yourself or direct someone else to.
3. Create an atmosphere of support. Listen to the student, allow for long pauses of quiet, this allows the student to think and process. Acknowledge their feelings without judgement or giving advice and listen for warning signs. Concentrate on your breath, taking deep breaths will encourage them to do the same.
4. Be direct. Ask openly about suicide. Asking about suicide does not put the idea into the student's mind. This is not a comfortable question to ask, but it is necessary
  - a. Are you feeling suicidal?
  - b. Do you have a plan?
  - c. Do you have the means to carry out your plan?
  - d. Have you scheduled when you are going to do it?
5. Be honest. Offer hope, but do not condescend or offer unrealistic assurance. Do not make assumptions or offer assurance you cannot promise yourself.
6. Know your role. Involve yourself within the capacity of your role, sometimes the best thing you can do is to listen and get others involved.
7. Inform student. One way to establish trust with the student is to inform them with what is going on.
8. Debrief. All faculty and staff involved in the crisis are given opportunities to discuss their reactions and are offered support. Use your resources including EAP.
9. Document. You may be asked to submit an incident report chronicling your experience.
10. Follow up. Send a check in email to the student. They may be feeling shame or embarrassment and may try to avoid you. Expressing your concern for the student's well being can confirm that you care.

## How Do We Talk to Students in Crisis?

Knowing how to positively interact with students in crisis can be a crucial step towards getting them help, and possibly even saving a life. Though you may instinctively feel very emotional about statements a student is making, generally you should avoid reacting in a way that is judgmental or makes them feel isolated. The following are just a *few* examples of positive conversations starters, questions, and words of encouragement that may be appropriate:

- “I have been concerned about you and want to see how you are doing.”
- “How can I help support you right now?”
- “Have you considered getting help?”
- “You are not alone. I’m here to help support you”
- “I want to help.”
- “Are you planning on harming yourself/someone else?”
- “Do you feel safe?”
- “Are you considering suicide?”

Do's for helping others	Things not to do
<ul style="list-style-type: none"><li>• Be authentic</li><li>• Just listen</li><li>• Be patient and calm</li><li>• Be direct and matter-of-fact about suicide</li><li>• Offer hope</li></ul>	<ul style="list-style-type: none"><li>• Don't argue</li><li>• Don't lecture</li><li>• Don't agree to confidentiality</li><li>• Don't offer advice or try to fix their problems</li><li>• Don't blame yourself</li></ul>