

Responding in a Crisis

- Listen without making judgments
- Acknowledge their feelings, use Active Listening skills.⁽¹⁾
- Ask what would help them in this moment or if they have a WRAP.
- Offer help, contacting additional help, if they would like resources, etc.
- Reach out for help, if they have a mental health provider, that's a good place to start.



Keeping Yourself Healthy & Safe

Support your own self-care while helping someone in crisis

- Consider TACT:⁽⁴⁾
 - Timing: of your actions
 - Accountability: be aware of your needs too and communicate them clearly
 - Check-in: touch base on a schedule that works for all parties
 - Transparency: communicate expectations and boundaries

WRAP:⁽²⁾

Wellness Recovery Action Plan

This plan could include having certain information on hand, such as:⁽³⁾

- Phone numbers for health care providers
- Local crisis line numbers
- Address of walk-in crisis centers
- Diagnosis and medications
- Your address and number
- Numbers of family and friends who could be helpful in a crisis
- Ideally what they need when undergoing a crisis
- Who/where not to contact & why

References and Websites

- 1.Active Listening:
www.en.wikipedia.org/wiki/Active_listening
- 2.Wellness Recovery Action Plan:
www.mentalhealthrecovery.com/info-center/crisis-plan/
- 3.NAMI - National Alliance on Mental Illness: www.nami.org/home
Search: Being Prepared for a Crisis
- 4.TACT: www.healthline.com/health/mental-health/supporting-someone-in-a-mental-health-crisis

National & Whatcom County Resources

- Suicide and Crisis Lifeline:
988
- Volunteers of America Crisis Line:
1-800-584-3578
- Trevor Project: Crisis intervention and suicide prevention for LGBTQ+ youth age 13-24.
1-866-488-7386
- Crisis Care Line: Whatcom County
Compass Health
1-800-584-3578
- St Joseph's Hospital: Bellingham
360-734-5400