How to Support Someone in a Mental Health Crisis

The Do's of Supporting Someone in a Mental Health Crisis

DO:

● Have a plan from the beginning. It should include:
  • Phone numbers for the person’s therapist, social workers or other relevant healthcare providers;
  • Contact info of family members and friends who can provide support;
  • Phone numbers for local crisis lines and mental health organizations;
  • A list of triggers and types of self-care to try; and
  • A list of community resources and their schedules, such as online support groups, 12-step meetings, etc.

● Call 911 and contact local crisis resources and ask if they can send someone to mediate any police encounter.

● If someone has called 911, request an officer who is trained in crisis intervention.

● Step back when you need to but be sure to use TACT: Consider the timing, take accountability, set a date and time to check in, and be transparent in communicating your boundaries and expectations for the time you’re apart.

● Use the ALGEE action plan: Approach and assess the risk, listen, give support and information, encourage professional help, and encourage self-help and other supports.

● Be warm, empathetic and genuine.

● Go the extra mile.

CUT ALONG GRAY LINES
Final Size: 4” wide by 9” tall
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The Don’ts of Supporting Someone in a Mental Health Crisis

DON’T:

● Make decisions without the person’s consent.
● Blame or shame.
● Personalize their behavior.
● Wait until your resentment builds up.
● Ghost, ignore or avoid them.

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