

CUT ALONG GRAY LINES
Final Size: 4" wide by 9" tall



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 the dotted line and carry this card with you!



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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.**



For additional information, contact:
Leven Chuck Wilson, MSW,DHL
cwilson@aft.org

American Federation of Teachers, AFL-CIO • 555 New Jersey Ave. N.W. • Washington, DC 20001 • 202-879-4400 • www.aft.org



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