

Supporting someone in Crisis Recognizing the Signs

STEP #1

MENTAL HEALTH CONTINUUM MODEL



Supporting someone in Crisis Actions and Words matter

STEP #2

DO:

- Start with your Heart to adjust your emotions - what do you want for them and your relationship with them long term?
- Make eye contact, come to their level and adjust your tone to show focus and compassion
- Explain you're there to listen and help them find the next step together
- Validate their feelings eg. "I can see you care for your patients deeply and how much this is affecting you."
- ASK if they are experiencing thoughts of suicide, ASK if they have a plan to harm themselves (consider emergency processes if needed)
- Take the next step with them using the resources provided (Step#3) - ensuring they know what you can and can't do for them - while you are getting them the right help

DON'T:

- Ghost them, Avoid them, Ignore them
- Personalize their behaviour - how they are behaving right now is NOT an accurate reflection of who they are
- Blame or Shame - even if we have seen them make choices to go down this path
- Give immediate advice or attempt to solve the problem
- Presume to know what they are thinking or feeling
- Try to relate by sharing your own experience - this will minimize their suffering
- Make Decisions without their consent

Supporting someone in Crisis Knowing your 24/7 Resources

STEP #3

Physicians / Residents/ Heathcare:

OMA Physician Health Program
(24/7)
1-800-851-6606

PARO Resident Helpline (24/7)
1-866-HELP-DOC

CMHA - "Here for Healthcare"
(24/7)
1-844-HERE-247

Anyone:

Wellness Together Canada (24/7)
Adults - text WELLNESS to 741741
Youth - text WELLNESS to 686868

Mental Health/Addictions - REACH
OUT SERVICES
1-866-933-2023 OR 519-433-2023

Crisis Support Canada - National
Suicide Prevention Support (24/7)
1-833-456-4566