

## Assess the Situation

- When you recognize signs and symptoms that someone may be in emotional distress or having suicidal thoughts, the first step is to assess the situation.
- While assessing, use open-ended questions or statements to clarify what you heard or observed.
- Continue to assess until you feel you understand what the individual's statement or behavior meant.



## Support the Person

- The second step is to provide support emotionally and physically.
- When someone is having a mental health crisis and thinking about suicide, they may feel alone and scared. Stay with them until they have been connected to a professional, to ensure they are safe physically.
- You can provide emotional support by expressing empathy and using active listening skills.



## Know the Resources

- The third step is knowing the resources available that provide immediate professional support for a person in distress.
- Here are several resources available to you:



- Emergency** If someone is experiencing a physical or mental health emergency, call **911**. First responders are trained to assist in these situations.
- Local** There may be resources available through your professional organization and health insurance. Please reach out to your primary care doctor or benefits team to learn more about these programs—and be sure to ask about your employer's Associate Assistance Program.
- U.S. National 24/7 Crisis Resources** **National Suicide Prevention Lifeline** 24/7, free confidential support for people in distress; prevention and crisis resources for you, your loved ones, and clients. Call **1-800-273-TALK (8255)**
- The Trevor Project** 24/7 crisis and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ+) people. Call **1-866-488-7386** or Text "START" to **678678**
- Veterans' Crisis Line** 24/7 free crisis and suicide prevention services for veterans and their loved ones. Call **1-800-273-TALK (8255)** & press 1 or Text **838255**
- Not One More Vet** Veterinary professionals providing support for each other. Visit [www.nomv.org](http://www.nomv.org)

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## Support in Canada

The Canada Suicide Prevention Service enables callers anywhere in Canada to access crisis support by phone, in French or English. Call [1-833-456-4566](tel:1-833-456-4566) or text [45645](tel:45645). To find a centre near you at <https://www.suicideprevention.ca/Need-Help>.

For other social support, call or text [211](tel:211). 211 is an information line for referrals to community, social and government services available in each province.

If you would like to learn more about the knowledge and skills necessary to respond to people at risk of suicide, visit the Centre for Suicide Prevention at [www.suicideinfo.ca](http://www.suicideinfo.ca).