

4 STEPS TO HANDLING A VIRTUAL CRISIS



1: ESTABLISH THERAPEUTIC ALLIANCE AND TRUST

Help de-escalate student's emotions.

2: DETERMINE IF A STUDENT HAS ACTIVE SUICIDAL IDEATION WITH A PLAN AND INTENT TO ACT.

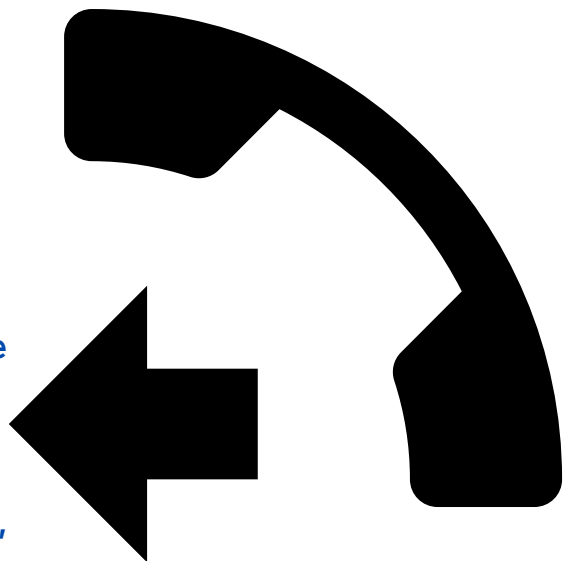
Ask about the student's current state of mind, if they have tried to self-injure or commit suicide before, if they are having suicidal thoughts and if they have a plan to commit suicide, and ask how and when the student intends to carry out the plan.

3: INFORM PARENTS AND CONTACT EMERGENCY SERVICES

Maintain video/voice contact with the student while contacting the parent if possible.

Let the parent or guardian know that you are calling 911 or Mobile Crisis for further evaluation. Ask the parent to remain with the student until help arrives. If you believe the student is in imminent danger or if you are unsure, call 911.

If the parent is not available, the student is alone, or the risk is high: verify the student's address and phone number, call 911 and ask for a wellness check at the address where the student is currently, stay online with the student until first responders arrive, give first responders the parents' names and contact information, continue trying to contact the parents.



4: DOCUMENT ALL INFORMATION AND ACTIONS TAKEN

Document statements made by the student, family, parents, other adults, 911 operators, and first responders. Also document the time you spoke to the student, the time when you called parents, 911, and/or Mobile Crisis.

Contact your administrator and let them know about the situation and the actions that were taken.

Always follow your districts protocol and required documentation.

