

# Suicide Call Flow Chart

**Listen and Assess**

**Ask the Question**

**Red flags**  
 hopeless, despondent, making plans for after death, directly mentions plan or "ending it",

When you say \_\_\_, it sounds like you're feeling \_\_\_.  
 Are you thinking about suicide?

**Offer appropriate referrals**  
 discuss concern, give referrals for suicide prevention, crisis, mental health resources, police

YES

**Contact supervisor**

I'm so glad you called and I want to get you connected to someone who can help.

**Offer Support through Transfer to Crisis Line**

I need to get you connected to your local crisis line so they can help you make a plan to keep yourself safe.

Is caller easily allowing you to transfer them to a crisis line?

yes

**Get callers name and phone #, offer call back if disconnected. Offer # for crisis line. Warm transfer to Crisis Line, sharing name, phone # and other info. Remind caller they can call 211info back for other resources.**

No  
 Caller wants to continue call

**File Suicide/Homicide Form with Supervisor. Debrief call.**

I hear that you're looking for \_\_\_, but because you expressed that you're feeling suicidal, I'm obligated to get you connected to someone more equipped to help you than I am.

**Draw Boundaries Repeat Your Role**

Because you told me \_\_\_, I'm concerned that you may hurt yourself. If we get disconnected before I can connect you to the appropriate agency, my supervisor may have to contact the police to perform a welfare check.