

Church Mental Health or Abuse Crisis Response

A **crisis** is when someone is in **immediate danger** to themselves, others, or by others.

1. Remain calm. Notice your own anxiety; choose to stay present for the other person.
2. As much as possible, include the person in crisis in the plan/actions steps at every point.
3. **Ask if they are in physical danger right now** - if they or someone else has intent or threatened harm and a means to complete it.



If the answer is yes (in any capacity):

4. Ask them for their location and take note (specific address).
5. Ask if anyone else is with them, or coming soon.
6. Instruct them to call 988 (suicide line) or 911 (police for either suicide or domestic violence).
7. If they are not willing to call themselves, tell them you will be calling the police (911) for them.
8. You can offer to stay on the line with them, and if they are willing to call, they can put you on hold while they call, or text/call you when they are finished.
9. Set a time to check in with them the next day or later that day (about half a day later).
10. PRAY with/for them.

If the answer is no (or the person calms down):

11. Discern what you feel comfortable doing in that moment based on your level of relationship with them and own limitations/capacity.
12. Ask them who their other safe people are in addition to you.
13. If you reach a level you feel unequipped to handle, let them know you'd like to consult with the next level of care to best care for them, and who you plan to reach out to (ministry director or Oaks Ministry Director, pastor, their mental health professional).
14. Help them reach out to their own next level of care themselves (therapist, scheduling a meeting, etc.) and remain supportive.
15. Set a time to check in with them the next day or later that day (about half a day later).