

## LAYR Model for Crisis Calls

### **L** **LISTEN** for Warning Signs of Suicide

Talking about things like:

- being a burden to others (“They’re better off without me”)
- unbearable pain (“I can’t keep doing this”)
- no reason to live (“What’s the point?”)
- being preoccupied with thoughts of death

Expressing feelings of hopelessness, despair, guilt

Recent trauma or life crisis:

- loss of a relationship
- loss of job, financial crisis
- death of loved one or pet
- other serious life events that create a sense of hopelessness or shame

Behavior changes:

- withdrawal from family and friends
- high risk behaviors (reckless driving, heavy substance use, unsafe use of guns)
- neglecting personal appearance or hygiene
- talking, writing or social media posts about bleak, desperate themes, or references to death, dying or suicide

Making preparations:

- researching methods or plans for suicide
- giving away belongings
- putting personal affairs in order
- saying goodbye to family and friends

Certain helpseekers may need to be assessed for suicidal ideation:

- High expressed emotion: crying, anger, midst of panic attack, etc.
- Low expressed emotion: minimally responsive to questions, hesitant to share their concerns, unusually reticent or reserved

**A** ASK about suicide using Columbia Suicide Severity Rating Scale (*screen version*)

**COLUMBIA-SUICIDE SEVERITY RATING SCALE**

*Screen Version - Recent*

SUICIDE IDEATION DEFINITIONS AND PROMPTS	Past month	
	YES	NO
<b>Ask questions that are bolded and <u>underlined</u>.</b>		
<b>Ask Questions 1 and 2</b>		
1) <b><u>Have you wished you were dead or wished you could go to sleep and not wake up?</u></b>		
2) <b><u>Have you actually had any thoughts of killing yourself?</u></b>		
<b>If YES to 2, ask questions 3, 4, 5, and 6. If NO to 2, go directly to question 6.</b>		
3) <b><u>Have you been thinking about how you might do this?</u></b> E.g. "I thought about taking an overdose but I never made a specific plan as to when where or how I would actually do it....and I would never go through with it."		
4) <b><u>Have you had these thoughts and had some intention of acting on them?</u></b> As opposed to "I have the thoughts but I definitely will not do anything about them."		
5) <b><u>Have you started to work out or worked out the details of how to kill yourself? Do you intend to carry out this plan?</u></b>		

6) <b><u>Have you ever done anything, started to do anything, or prepared to do anything to end your life?</u></b> Examples: Collected pills, obtained a gun, gave away valuables, wrote a will or suicide note, took out pills but didn't swallow any, held a gun but changed your mind or it was grabbed from your hand, went to the roof but didn't jump; or actually took pills, tried to shoot yourself, cut yourself, tried to hang yourself, etc. <b>If YES, ask: <u>Was this within the past three months?</u></b>	YES	NO

- Low Risk
- Moderate Risk
- High Risk

If the help seeker is hesitant or reluctant, or provides partial/unclear responses to questions, try encouragers such as:

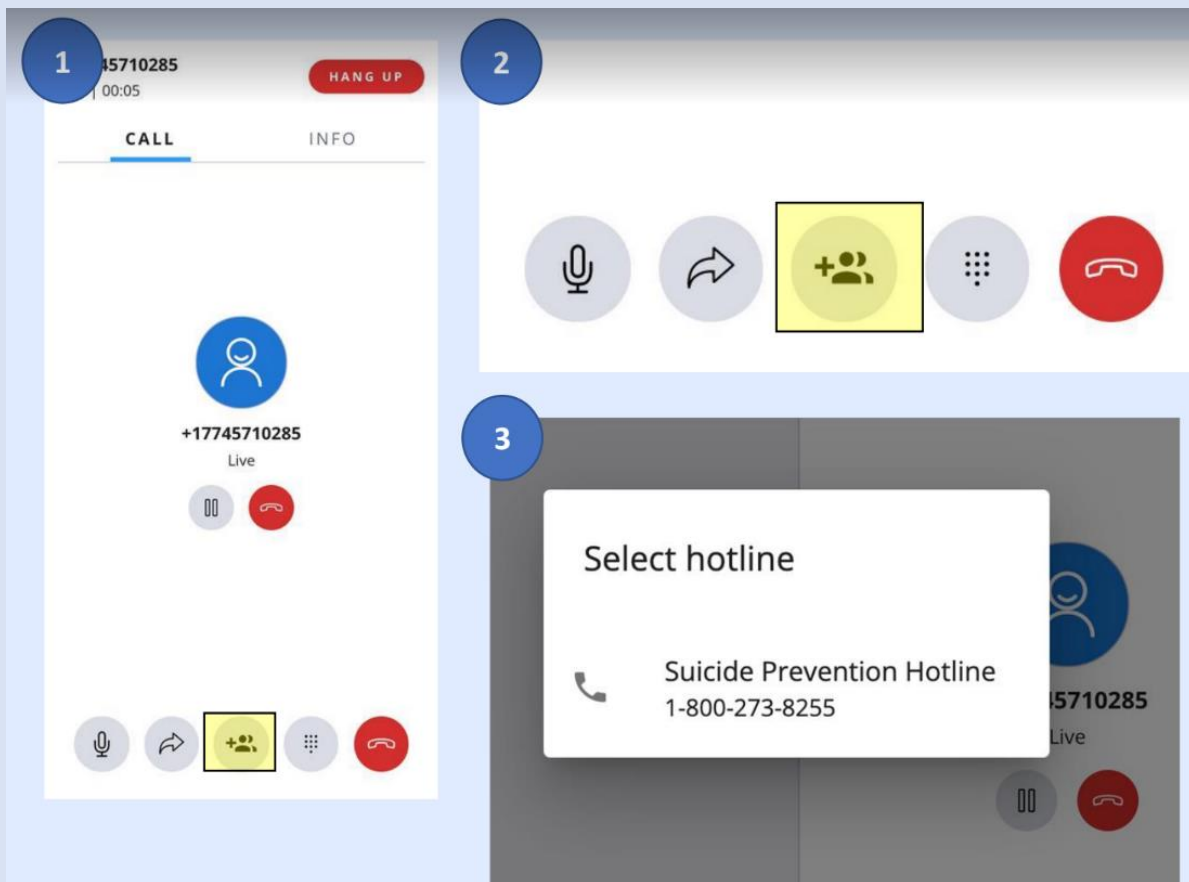
- "It's OK to talk about this."
- "Can you say more about that?"

- Y** **YES to 4, 5, or 6?** Focus on connecting to help and emphasize the seriousness of these thoughts.
- “I’m so glad you’re telling me about this. What you’re experiencing is serious. Let’s get you some help.”
  - “Thank you for sharing this with me. What you’re describing is serious. Let’s get you some help.”

- R** **REFER to Help**
- “Would you be open to calling a crisis help line together? I can help you make the call.”
  - “Do you think you could talk to someone on the phone, or would you prefer texting?”

### How to Transfer a Call to the 988 Suicide & Crisis Lifeline

Once ready to transfer, click on the “Call” tab of an existing call. Use the middle button at the very bottom (icon of two people and a plus sign). Then, select the “Suicide Prevention Hotline” option to forward a call to the crisis line. Please note, once clicked and transferred, you are no longer engaging with the caller. Communicate beforehand that they will be waiting on the line for a crisis worker once transferred.



### Conducting a “Warm Handoff” to the 988 Suicide & Crisis Lifeline to Ensure Help Seeker’s Safety

- Stay on the line with Help Seeker while a Crisis Worker connects to you
- Offer support while you wait
- Notify HelpLine Staff that you are conducting a transfer

To view trainings or learn more about the Columbia Protocol:

Columbia Suicide Severity Rating Scale – Screen Version – 20-minute training

<https://www.youtube.com/watch?v=XTg8nCDoTo>

Columbia Suicide Severity Rating Scale – Screen Version – 90 second demonstration:

<https://www.youtube.com/watch?v=XS2nB9DySAo>

To learn more about the Columbia Lighthouse Project:

<https://cssrs.columbia.edu/>