

# Successfully Handling Suicidal Callers



# Training Objectives

1. Define the terms suicide, suicide attempt and suicide ideation based on information provided by the National Institute for Mental Health.

2. Correctly list statistics provided in the lesson plan regarding current suicide trends and the frequency with which they contact a 911 center for help.

3. Identify and list three (3) potential warning signs and risk factors of a first-party suicidal caller based on research provided by the National Institute for Mental Health.



# Training Objectives

4. Describe four (4) active listening techniques that can be used by the call takers to build a rapport with suicidal callers based on the information provided in class.

5. Based on the information provided in class, correctly identify the signs and effects of critical incident related stress often associated with handling suicide related calls.

6. List two (2) methods for dealing with critical incident related stress following a suicide related call based on the information provided in class.



I train to be the best in the  
world on my worst day.

Ronda Rousey



# What is Suicide?



---

Suicide Ideation

---

Suicide Attempt

---

Suicide



# General Suicide Statistics

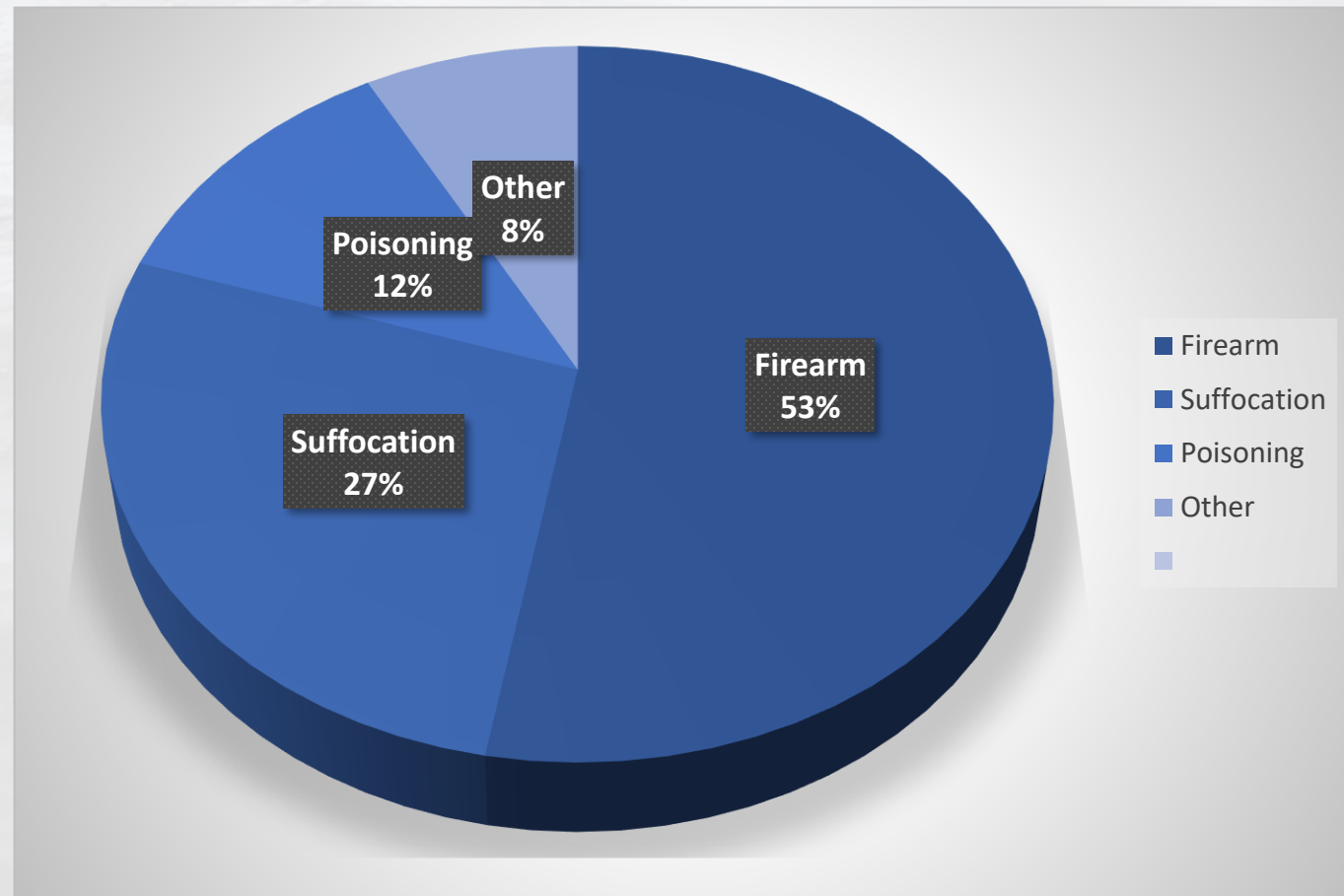
**12<sup>th</sup> Leading Cause of Death**

**2<sup>nd</sup> Leading Cause of Death Among  
10-34 Year Olds**

**4<sup>th</sup> Leading Cause of Death Among  
35-54 Year Olds**

**Twice as Many Suicides as  
Homicides**

# Methods of Suicide



45,979 Total Suicides in 2020



# Suicide & 911

‘For every one successful suicide, there are 50 other people calling 911 or suicide prevention hotlines before or during a suicide attempt.’

911 Telecommunicators significantly lack training regarding this topic

Suicide is discussed less than 30 minutes in most dispatch academies



A black and white photograph of a person's open palm, facing the viewer. The word "HELP" is written in large, bold, black capital letters across the palm. The person is wearing a dark, ribbed sweater. The background is blurred, showing other people, suggesting a public setting. A semi-transparent circular overlay is on the right side of the image.

HELP

Risk Factors &  
Warning Signs

# Risk Factors

Previous Attempts

Exposure to Other's Suicide

Communication with Others

Physical Illness

Alcohol & Substance Abuse



# Risk Factors

Physical Isolation

Social Factors

Abuse

Proximity to Firearms

Recent Incarceration





## Warning Signs

Planning

Behaviors

Communication

Resolution

# Active Listening

Attending

Withhold  
Judgement

Reflect

Clarify

Summarize

Share



# Critical Incident Related Stress



# Signs of Normal Stress



Headaches



Chest Pain



Stomachache



Muscle Tension



Reproductive Issues



Increased Heart Rate



Increased Blood Pressure

# Signs of Critical Incident Stress

---

- Excessive Worry
- Feeling Anxious, Sad or Afraid
- Crying Often
- Not Thinking Clearly
- Nightmares
- Reliving the Incident
- Angry, Moody or Resentful
- Easily Startled



# Signs of Critical Incident Stress

---

- Difficulty Sleeping
- Avoidance
- Withdrawing
- Headaches
- Digestive Issues
- Exhaustion
- Increased Heart Rate
- Sweating







# How to Manage Stress

# Methods of Stress Management

---

Coping Skills

---

Medication

---

Therapy





# Training Objectives

1. Define the terms suicide, suicide attempt and suicide ideation based on information provided by the National Institute for Mental Health.

2. Correctly list statistics provided in the lesson plan regarding current suicide trends and the frequency with which they contact a 911 center for help.

3. Identify and list three (3) potential warning signs and risk factors of a first-party suicidal caller based on research provided by the National Institute for Mental Health.



# Training Objectives

4. Describe four (4) active listening techniques that can be used by the call takers to build a rapport with suicidal callers based on the information provided in class.

5. Based on the information provided in class, correctly identify the signs and effects of critical incident related stress often associated with handling suicide related calls.

6. List two (2) methods for dealing with critical incident related stress following a suicide related call based on the information provided in class.



**There is no better way to thank God  
for your sight than by giving a  
helping hand to someone in the dark.**

Helen Keller