**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

**H.A-2. CRISIS INTERVENTION PROTOCOLS**

**1. Initial Crisis Assessment**

1.1 Immediate Danger Assessment

* Determine if caller is in immediate physical danger
* Assess presence of perpetrator
* Identify immediate safety threats
* Evaluate access to safe exit
* Check for weapons present
* Assess safety of any children present

1.2 Medical Emergency Assessment

* Check for immediate medical needs
* Assess severity of injuries
* Determine consciousness level
* Evaluate need for emergency services
* Check access to medical care
* Assess mobility status

1.3 Suicide Risk Assessment

Evaluate:

* Current suicidal thoughts
* Specific suicide plan
* Access to means
* Previous attempts
* Current intent
* Available support systems
* Protective factors

**2. Immediate Response Protocols**

2.1 Physical Danger Response

When caller is in immediate danger:

* Maintain calm, clear communication
* Help caller focus on immediate safety
* Identify nearest safe exit
* Contact emergency services if consented
* Stay on line until safety reached
* Guide through safety steps

2.2 Medical Emergency Response

For medical emergencies:

* Contact emergency medical services
* Guide basic first aid if appropriate
* Maintain caller consciousness
* Monitor breathing/condition
* Coordinate emergency access
* Stay connected until help arrives

2.3 Suicide Crisis Response

For acute suicide risk:

* Keep caller engaged
* Use direct, clear communication
* Remove access to means if possible
* Contact emergency services if needed
* Involve support persons if available
* Create immediate safety plan

**3. De-escalation Techniques**

3.1 Emotional Stabilization

* Use calm, steady voice
* Acknowledge feelings
* Normalize reactions
* Offer grounding exercises
* Use person's name
* Provide reassurance
* Allow emotional expression

3.2 Grounding Techniques

Guide caller through:

* Deep breathing exercises
* 5-4-3-2-1 sensory awareness\*
* Present moment focus
* Physical grounding exercises\*
* Simple counting tasks
* Reality orientation

**4. Safety Planning**

4.1 Immediate Safety Plan

Develop plan including:

* Safe locations identified
* Emergency contacts listed
* Escape routes planned
* Essential items gathered
* Code words established
* Communication methods
* Transportation options

4.2 Children's Safety

Address:

* Immediate child protection
* Safe adult contacts
* School notification
* Essential documents
* Emergency arrangements
* Safety instructions

**5. Emergency Service Coordination**

5.1 Police Intervention

When contacting police:

* Obtain caller's consent
* Provide exact location
* Describe immediate dangers
* Report any weapons present
* Inform of children present
* Clearly state nature of violence requiring intervention (domestic violence, sexual assault etc)
* Stay on line until arrival

5.2 Medical Services

When arranging medical care:

* Provide location details
* Describe injuries
* Note medical conditions
* Arrange safe access
* Coordinate transport if possible
* Consider evidence collection support by advocating the survivor

**6. Post-Crisis Support**

6.1 Immediate Follow-up

* Confirm current safety
* Review safety plan
* Connect with support services (hospital, police station, shelter, safe accomodation)
* Advice survivor on actions to take in the next 24 hours
* Schedule check-in call

6.2 Service Coordination

* Arrange shelter placement
* Refer for legal support
* Connect with counseling
* Arrange child support
* Facilitate medical care
* Organize practical support

**7. Special Circumstances**

7.1 Silent Calls

* Maintain connection
* Ask yes/no questions
* Suggest touch-tone responses
* Listen for background sounds
* Follow established protocols
* Consider emergency response

7.2 Third Party Crisis

* Gather location information
* Guide caller to assist victim
* Provide referral information
* Coordinate emergency response
* Maintain contact chain
* Document intervention

**8. Documentation Requirements**

8.1 Crisis Call Documentation

Record:

* Time and date
* Nature of crisis
* Actions taken
* Services contacted
* Safety plan details
* Follow-up arrangements
* Risk assessment
* Referrals made

8.2 Incident Reporting

Complete:

* Incident description
* Intervention steps
* Services involved
* Outcome details
* Follow-up plans
* Supervisor notification
* Quality review notes

**9. Staff Protocol**

9.1 Crisis Management

Staff must:

* Follow safety protocols
* Maintain professional boundaries
* Seek supervision when needed
* Document all interventions
* Practice self-care
* Report serious incidents

9.2 Debriefing

After crisis calls:

* Review intervention
* Document outcomes
* Identify learning points
* Access support
* Complete reports
* Update case files

**Emergency Contacts**

Insert contact information for:

* Emergency Services
* Crisis Response Team
* Medical Facilities
* Police Stations
* Shelters
* Legal Services
* Child Protection
* Mental Health Services

**Review and Updates**

This protocol should be reviewed:

* Quarterly for updates
* After serious incidents
* When procedures change
* Upon staff feedback
* For quality improvement

Last Updated: [Insert Date]

Next Review: [Insert Date]

**\*Annex 1: 5-4-3-2-1 technique:**

The 5-4-3-2-1 grounding technique is a mindfulness exercise that uses the five senses to help people focus on the present moment and manage stress and anxiety:

* See: Think of five things you can see
* Touch: Think of four things you can touch and actually touch them
* Hear: Think of three things you can hear
* Smell: Think of two things you can smell or like the smell of
* Taste: Think of one thing you can taste

The 5-4-3-2-1 technique can help people:

* **Regulate emotions**: Help people manage their emotions when they are feeling overwhelmed
* **Shift attention**: Help people shift their attention away from stress and anxiety and into the present moment
* **Practice mindfulness**: Help people notice what's happening right now and be aware of the present moment

The 5-4-3-2-1 technique can be done anywhere at any time and doesn't require any equipment.

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