

What is a Crisis?

Life throws us curveballs and sometimes this can result in a personal crisis. A crisis is different from the everyday changes in our mental health. It halts or disrupts our ability to cope and affects how we work.

When someone is in crisis, it's serious and often unexpected. Regardless of the cause of the crisis, responding with empathy can make a big difference in helping someone regain a sense of safety and control. A caring and nonjudgmental approach is key.

Some people have an action or safety plan to help them respond to a crisis. This is a document that outlines how to identify risks, how to respond, and who to contact in an emergency. Sometimes people will create a safety plan together with a mental health professional.

What Should You Do?

- Remain as calm as possible
- Take them to a safe, quiet place
- Ask if they have a safety or action plan. Help them follow the plan if there is one
- Let them talk reflect what they're saying and feeling back to them
- Don't joke or minimize the situation
- Avoid giving unsolicited advice
- Connect them to resources and supports

Start the Conversation

When To Get Immediate Help

Go to the nearest emergency room or call 911 if you or someone you're with is:

- Having thoughts of, or attempting suicide
- Making choices that are seriously dangerous
- Experiencing a drug or alcohol overdose, or are taking a dangerous combination of substances

If it is safe to do so, stay with the individual until help arrives or have someone stay with them. Try not to leave them alone.

Additional Resources

Crisis Lines: 1-800-784-2433 or 9-8-8

Mental Health Support Line: 310-6789

Drug and Alcohol Info and Referral: 1-800-663-1441

Mental Health Services: helpstartshere.gov.bc.ca

Mental Health Information: heretohelp.bc.ca

Free Wellness Program: bouncebackbc.ca