https://www.helpie.co.in/docs/3415/

1. Crisis Identification and Initial Response

When do people typically seek assistance from mental health crisis helplines?

When do you say someone is in a crisis?

How can you tell if someone is in a crisis or has been having mental health problems for a long time and needs help?

As a Helpline Responder, where do you step in during a crisis, and how?

What is the first thing you say when someone contacts you in a crisis?

What is the one thing you should never say when someone reaches out to you in a crisis?

How much time does a mental health crisis typically last?

2. Crisis Management and Intervention Techniques

What are some immediate response techniques to manage the immediate crisis phase effectively?

What are some immediate response techniques to manage the stabilization crisis phase effectively?

What are some immediate response techniques to manage the information and referral crisis phase effectively?

How to quickly but accurately assess the situation to decide whether immediate medical attention is required?

What to say to someone calling and claiming they want to die right now?

3. Responder Self-Care and Emotional Boundaries

How to set emotional boundaries to ensure that the crisis of the caller does not adversely affect the responder’s well-being.

What are some burnout indicators of Helpie Responders?

4. Communication Skills and Challenges

How do you pick up on subtle signs of problems with mental health during a phone call?

How do I respond to a caller whose voice is difficult to hear?

What should I say to a caller whose voice is cracking while they are on the helpline?

How should I respond to a caller whose crying can be heard over the phone?

How do I handle a rambling caller?

How do you respond to a caller who speaks a language you cannot comprehend?

What should you do if the caller starts talking about an issue that is completely irrelevant to you?

5. Call Logistics and Technical Issues

How long should a crisis call duration last ideally?

How to gracefully wind down and end a lengthy call?

What should you do if there are problems with the network while you are on the call?

No push notification was delivered to my phone regarding the call. What do I do?

There was no answer when I attempted to contact the caller. How should I proceed?

Is there a recommended minimum number of attempts to make before giving up on an unanswered call?

6. Documentation and Data Management

What information needs to be asked for during the call so it can be documented on the call notes?

What specific information should be entered into the caller details section?

At what point must the call notes be entered into the dashboard?

What needs to be included in the “Note to other responders” section?

What exactly does it imply when it says “callers trigger to connect”?

What aspects of the caller’s thoughts should I include?

What emotions of the callers should be assessed and included?

Which insights from the responder should be documented?

Elaborate on the details regarding the documentation of the responder’s suggestions.

7. Special Cases and Ethical Considerations

What is the point at which callers are redirected to seek further professional help?

As a responder, how do I differentiate between genuine and fake calls?

If a caller’s consent status is “no” on the helpline dashboard, should I still call back to see how they’re doing?

When and how should a caller be put on a blacklist?

How do I handle a caller who is under the influence of substances?

What should I do if the caller is a minor?

How do I handle a caller who is experiencing hallucinations or delusions?

What should I do if the caller is in a public place and cannot speak freely?

How do I handle a caller who is in a domestic violence situation?

What should I do if the caller is experiencing a panic attack?

How do I handle a caller who is experiencing severe anxiety?

What should I do if the caller is experiencing symptoms of PTSD?

How do I handle a caller who is experiencing symptoms of depression?

What should I do if the caller is experiencing suicidal thoughts but is not in immediate danger?

How do I handle a caller who is experiencing suicidal thoughts and is in immediate danger?

8. Follow-up and Miscellaneous

Is it suggested that I review the relevant dashboard notes before making the call?

What is the relevance of the dashboard’s call counts?

The caller had phoned quite some time ago. However, their call has yet to be returned. Is it appropriate to return the call at this time or not?

As soon as the call was returned, the person who called hung up. Should another call be made right away?

The caller hangs up while still talking because they have something to attend to. Tells the person who answered to call back later. How should I handle this?

The caller calls several times in a short time and expresses a desire to continue chatting because they believe it would help. How to handle this moment compassionately?

I could see from the notes on the dashboard that the caller had called the helpline before. Can I look at the notes and use what’s in them on this call?

Is it suggested that I review the relevant dashboard notes before making the call, or should I only do so if necessary?

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