

crisistrivia
hotseat

Lifeline implemented a policy for supporting callers at imminent risk of suicide in 2012. The need for such a policy had been highlighted by Gould, Kalafat and Mishara reviewing crisis calls.

The policy prioritized _____ with callers, and outlined the risks of “rescue” without consent.

A: Active Engagement

B: Collaborative Problem Solving

C: Appropriate Self-Disclosures

D: All of the Above



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In addition, the policy called expressions of empathy and respect, and behaviors such as offers to call back, reframing and empowering the caller toward action plans as having the greatest impact.

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A: Active Engagement

B: Collaborative Problem Solving

C: Appropriate Self-Disclosures

D: All of the Above



accessSOS: making emergency help accessible

Presented by Gabriella Wong

July 27th
12 Noon
Start

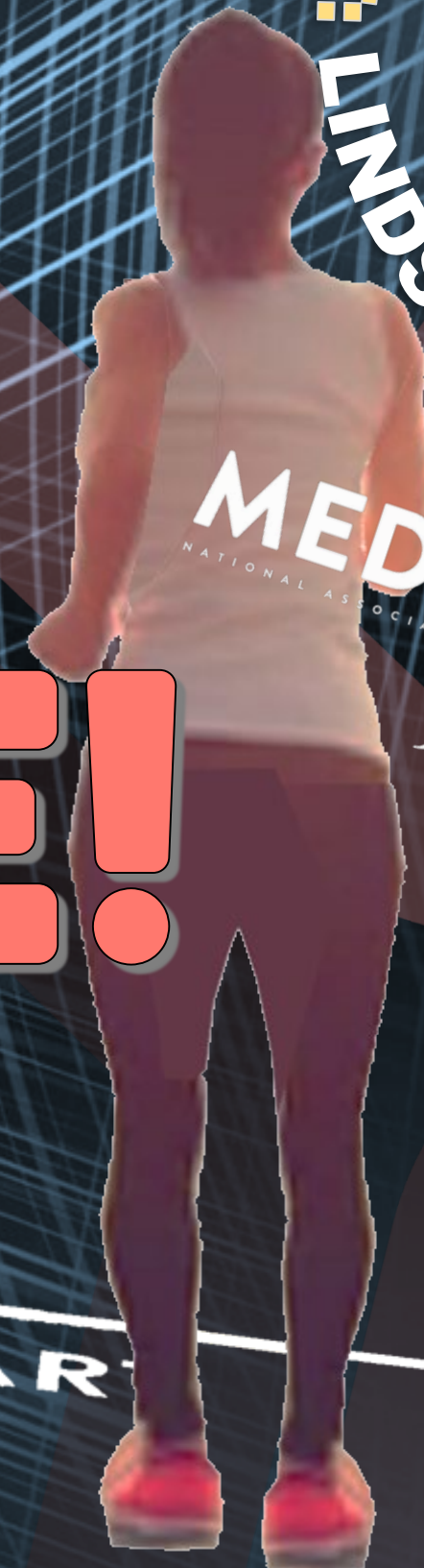
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GABRIELLA WONG

