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**CRISIS
MECHANICS**

**HELPIE CRISIS
RESPONSE FRAMEWORK**

**HELPIE IN
ACTION**

The fact of the matter is that we all have challenges with our mental health from time to time. One frequently cited statistic is that one in every four people will experience a mental health condition at some point in their lives. Our days are fraught with financial, interpersonal, emotional, and professional adversities.

The challenges may present themselves abruptly and severely. A crisis occurs when an individual perceives or experiences the incident, event, circumstance, or situation as an intolerable difficulty that exceeds their existing resources and coping mechanism.

Every person and every crisis are unique and distinct. The term "crisis" signifies different things to individuals in different contexts. When it occurs, it is typically associated with a lack of grasp of reality, poor judgment and decision-making. It's as if one is walking on eggshells, not knowing how to approach or what to do.



We feel hopeless because we believe it is permanent. We are on the verge of despair, believing it is all over. As a result, we suffer from psychological breakdowns, making us unable to move forward. Without further intervention, a crisis has the potential to spiral out of control, resulting in extreme affective, behavioural, and cognitive dysfunction that could lead to lethal and destructive behaviour. This behavioural emergency thus demands immediate intervention to avoid negative consequences for oneself and others.

We often forget that every night ends in a day and that the darkness's intensity has nothing to do with how long a night lasts. There is always a way out of a situation. The adrenaline rush necessitates more than simply psychological aid when confronted with an emergency. All one has to do now is hold on till the dark stormy night passes. A timely connection with a hand to help and an ear to listen by being a caring community member is all it takes to save a life. Often, a person most likely to prevent one from taking their life is someone already known. Early intervention, compassionate care, empathic reaction, targeted direction, and connecting people in distress with social support systems can help one get through and beyond a behavioural emergency.



WHERE, 'HELP ME' IS A CRY FOR HELP,
'HELPIE' IS THERE TO HELP!

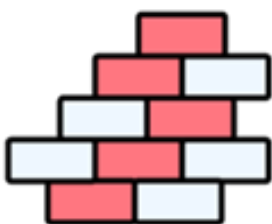
The Helpie crisis response framework consists of the Helpie Suicide Gatekeeper Training, Helpie Conversation Starters, Helpie BRIC (Basic Resources for Individuals in Crisis), Helpie Ring and Helpie CAT (Crisis Aid Tips). The goal is to learn how to respond and not react to a crisis.

In the routine health care context, mental health professionals treat & care for individuals in severe distress at high risk of suicide in their practice. Their timely intervention & support can be lifesaving. To enable this, the individuals in distress need to reach out & seek assistance willingly. Because of their nature of distress, they may not be able to reach out to seek support on their own. They need help. It's where the Helpies, Suicide Prevention front-line warriors come in to bridge the gap. It is the essence of the Helpie Suicide Gatekeeper Training. Suicide is very much preventable when the distressed individual is recognised early, supported adequately and referred appropriately.

A **Helpie Suicide Gatekeeper** is trained to access a basic toolkit that is simple to apply for basic first aid. Recognize risk & protective, warning signs, do a basic risk assessment and connect to further professional help. All this through non-judgmental, empathic listening, care and support. As a Helpie Suicide Gatekeeper, knowing who's at risk of suicide, one can provide the right support at the right time. One can become a Helpie as a primary caregiver, companion, colleague, caretaker, coach, counsellor or clinician.



www.helpie.co.in/gatekeeper



www.helpie.co.in/helpie-bric

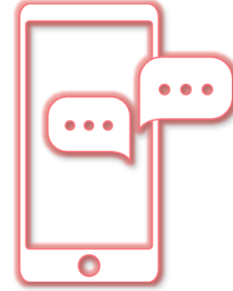
Helpie - Basic Resources for Individuals in Crisis' [BRIC] empower self-help content curated to guide individuals in crisis. It aims to put their essential underlying concerns into perspective through acceptance, identification and reaching out to seek support—the 24 most faced challenges of a crisis identified and addressed.



www.helpie.co.in/bsf

Helpie Ring is a safety response tool to support and guide individuals experiencing thoughts of suicide to help them avoid a state of intense suicidal crisis. A safety plan implemented before the crisis is one of the best strategies to mitigate potential suicidal behaviours. At the peak of the crisis, the seven-step safety plan becomes valuable and handy by drawing on existing strengths and support.

Being there for someone with thoughts of suicide is life-saving. People in distress feel lonely with their thoughts of suicide, often unable to share with anyone. Suicide thoughts don't have to end in suicide. Evidence demonstrates that talking about suicide doesn't instigate, but rather prevent suicide. Getting the person into the conversation using the **Helpie Conversation Starters** could be the first step towards helping them deal with the crisis.



www.helpie.co.in/hcs



www.helpie.co.in/cat

In a crisis, it isn't easy to foresee what anyone, including yourself, will do. In some cases, individuals crumble immediately; for others, finding an inner reservoir of strength is enough to carry them through protracted moments of crisis. One requires hope and help in both cases. The crisis state can have a significant impact on multiple facets of a person's life simultaneously. When a person is in crisis, gatekeepers must contact that person and offer support through their presence. Crisis stabilization is the immediate goal. Curated **Helpie Crisis Aid Tips** aims to help the individual get through the "crisis window" with adequate support.



HELPIE IN A CRISIS - SEE IT IN ACTION!

Here is a person, a friend, a client who is going through a rough patch. As a trained **Helpie Suicide Gatekeeper**, you understand her distress, respect her feelings and the critical nature of referring her to a mental health professional. You'd like to initiate a conversation with her for this purpose (refer to **Helpie conversation starters** to gain the momentum). She responds to your communication because you have established rapport (**Helpie Crisis Aid Tips**). She is unsure, however, whether she wishes to meet a Mental Health Professional or get into in-patient care.

Rather than leaving her to decide on her own, you assist her in identifying her specific underlying concern through the use of **Helpie BRICS**. It assists her in gaining insight into her underlying issues and convinces her that she requires professional assistance. Because she is in the midst of a crisis, she feels hopeless and unable to think clearly.

As a Suicide Gatekeeper, you recognise that she may be at risk of self-injury. You suggest she complete **Helpie Ring** in order to assist her in remaining safe during a crisis until she receives critical assistance. It is a safety response tool intended to assist and guide individuals experiencing suicidal thoughts in order to prevent them from entering an intense suicidal crisis.

Implementing a safety plan prior to a crisis is one of the most effective strategies for mitigating potential suicidal behaviour. Making a Helpie Ring/Safety plan is built on the principle of staying safe (Be Safe First). Because you used your skills and resources to assist her, she leaves the conversation feeling better and more empowered to deal with the impending crisis. It puts her basic concerns into perspective, allowing her to accept, identify, and reach out for help at the right time.

While in a storm, the only thing that matters is survival, which means doing the bare minimum to stay safe & sound. As one would in a real storm, grab something solid and stay safe till the storm subsides.

Then come out to determine the extent of the damage and ways to repair it. Relationships and life situations can occasionally whip up an emotional storm.

One will be incapable of analysing, being objective, or rationally resolving problems. The most important thing to remember in this situation is that one must make an effort to survive.

One may be hit by an emotional storm if they lose their job, get sick, have an accident, break up with their partner, or lose a loved one.



All that is required is to focus on the minimum essentials of survival, such as self-care, nourishment, hydration, sleep, and reaching out to seek help.

Eventually, the crisis will pass, and one can begin to put the pieces back together. Bear in mind that, just as the storm does not persist indefinitely, neither does the crisis in one's life.

“ Everyone experiences a crisis at some point in their life. Many a time, people are unaware of what others go through. There is a lack of clarity triggered by racing thoughts in an emotional storm. It, in turn, creates different emotional responses which colour one’s perspective and behaviour at the moment. The mighty problem before one seem unsolvable and makes them feel hopeless, helpless and worthless. Hence, feeling distressed in a crisis is normal. Using the Helpie crisis response framework, Helpie can learn how to respond and not react to a crisis!



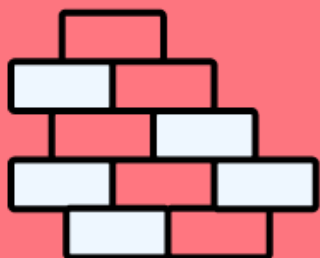
Where 'Help Me' is a cry for Help, Helpie is there to Help!

Helpie Suicide Gatekeeper



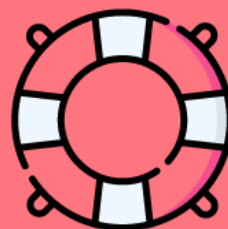
Recognize, Respect, Refer

Helpie BRIC



Accept, Identify, Reach out

Helpie Ring



Be Safe First

Helpie conversation starters



'Task' of Suicide Prevention starts
with the art of learning to 'Ask'

Helpie Crisis Aid Tips



Be the ray of hope for
those on a slippery slope!