



Responding to a member who may be at risk for suicide

- Stay calm
- Take threatening comments seriously
- Know how to ask directly: "Are you thinking of killing yourself?"
- Know (in advance) the community referral resources available for mental health crisis intervention and firmly connect the member with appropriate resources
- Call the National Suicide Prevention Lifeline, 800-273-8255 (TALK), a free, confidential service available 24/7 that connects callers to local, certified crisis lines.
- Accompany the individual to the hospital or other clinical professional
- Provide support and care to family and friends affected by the crisis