



4R Action Toolkit – Urgent Situations

<p>RECOGNIZE Take a moment to prepare yourself for the conversation and consider options. Take a deep breath.</p>	<p>Cues – What are the signs of risk (e.g. talk of suicide, extreme anger)? Relationship – Are you the most appropriate person available to respond? If you are the only person, consider calling for assistance. Goal – Identify needs. (E.g. Stop or prevent a behaviour; Move/separate people; professional help)</p>
<p>RESPOND Move swiftly into responding. Have a support person with you if possible.</p>	<p>Approach – Move deliberately. Decrease stimuli (e.g. bystanders, prioritize issues) Develop Rapport – Introduce yourself. Speak your intention to help. Share your concern. Build understanding – Ask the person about their experience</p> <ul style="list-style-type: none"> • How they feel? /How long it’s lasted? • Have they taken any action or spoken to anyone? • What do they want? <p>Share concerns for risk: Objectively state your concerns directly, indicating more help is needed.</p>
<p>RESOURCE Get more help, then tend to yourself.</p>	<p>Brainstorm next steps – Ask the person what they want/ who might help. Share your ideas. Decide – Follow the person’s wishes. If not possible/sufficient, restate your concerns, and goal(s). Share your decision and rationale. Connect with other supports – Call for more help if needed. For immediate safety concerns, do not leave the person alone. Closure – Thank the person for working with you (e.g. I know that was challenging. Thank you for helping me understand. I hope things feel better for you soon.”) You – Breathe. Debrief. Self-care.</p>
<p>RECONNECT Follow up after the crisis. Find out how the person feels and reassess the situation.</p>	<p>Inquire about now – Are things worse/better/same? <u>Worse / same:</u></p> <ul style="list-style-type: none"> • Use the 4R Action Toolkit again. <p><u>Better:</u></p> <ul style="list-style-type: none"> • Listen – Ask about the person’s experience of the crisis. Don’t interrupt, even if your experience was different. • Share – Briefly share your experience of the crisis. Include what you saw, how you felt, and your safety goal(s). • Learn – Ask about what lead up to the crisis. Brainstorm ways to prevent similar situations in the future. Ask how you can support them moving forward.