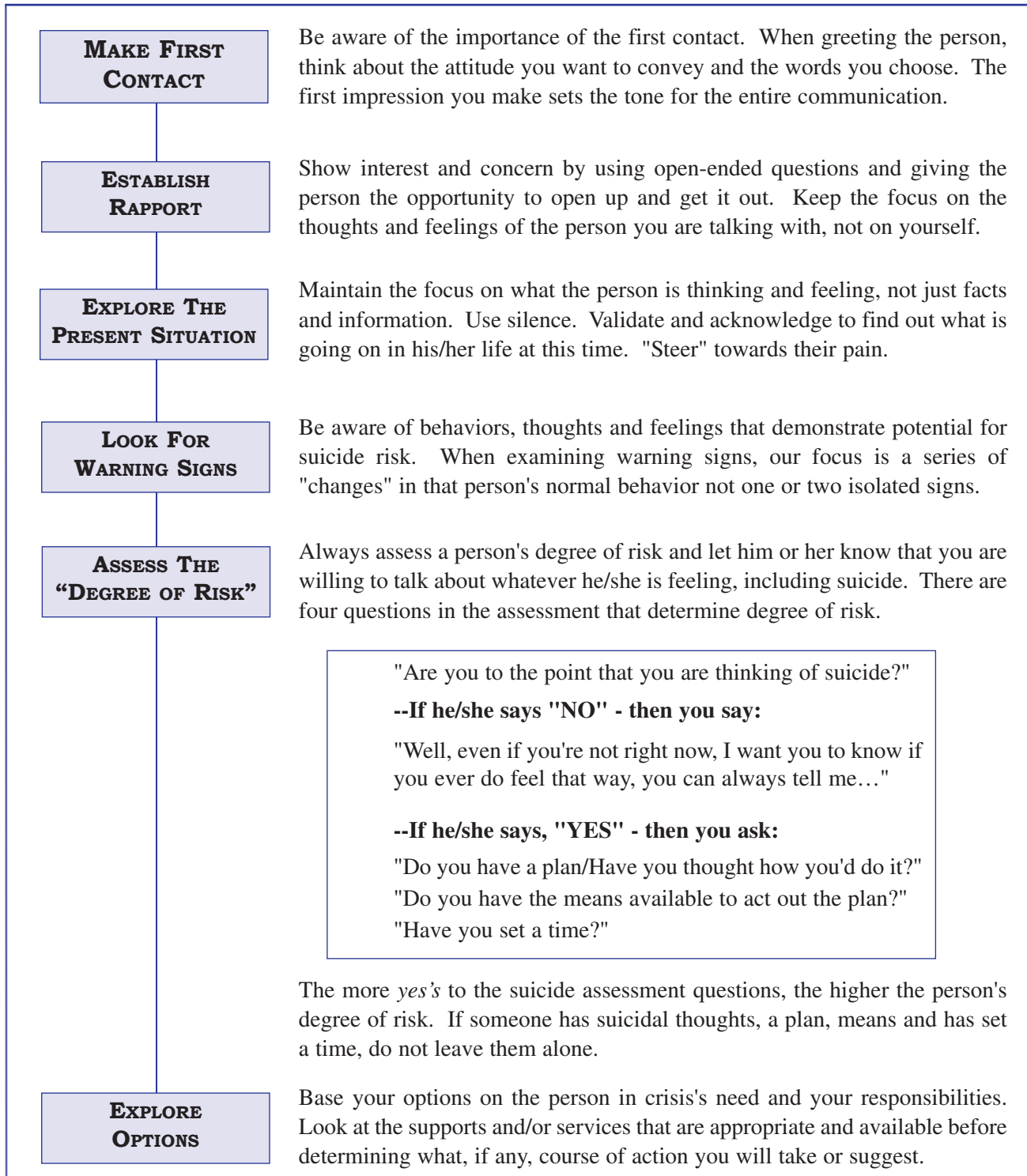


Crisis Communications Model

The volunteers in every Samaritans' crisis center throughout the world practice active listening techniques in some form of consistent framework that can be utilized when communicating with people of every age, culture, background, social or religious identity, whether face-to-face or on the telephone. What drives the model is our focus on steering towards the pain which, in Samaritans' language, means getting to the heart of the matter, what is bothering the person you are communicating with, what they are thinking and feeling.

In New York City, the Samaritans 24-hour suicide prevention hotline utilizes the following model:



Determining The “Degree Of Risk”

In NYC, the Samaritans follow the Crisis Communications Model to make that first contact and establish trust and awareness of what that person is experiencing, and utilize what they say in the initial stages of the model to identify warning signs and assess their suicide ideation.

We then take what we have learned and apply it to our next procedure, Determining The Degree of Risk. This process assists us in deciding how much time to devote to that person, what other protocols or additional services--including providing an emergency response--are appropriate and necessary, etc:

