

Phone Call Check-In Recommendations

BEFORE STARTING

- Ensure you have access to a charged device and clear connection before calling your client, as well as a backup phone in case of technical issues or safety concerns.
- Confirm the following with your client:
 - The person you are talking to is your client
 - They give consent to doing the check-in over the phone
 - They have time and privacy to talk
- Disclose the possibility of the call dropping and let the client know how you will follow up with the client
 - Collaboratively agree on a plan with the client in case the call is disconnected, such as calling another phone, texting to arrange another time to talk, or calling back three times over the next 15 minutes
- Reassure the client on confidentiality and limits to confidentiality (e.g. anything that jeopardizes personal or community safety)
 - If the client communicates the desire to kill or hurt themselves
 - If they plan to kill or hurt someone else
 - If there is abuse
 - If the client believes that they have COVID-19 symptoms

DURING THE CHECK-IN

- Check in on current mood (e.g. “How are you feeling?”) and situation (e.g. “Any changes since I talked to you last?” (e.g. living, family, or work stressors))
 - *Look*: assess the client’s needs
 - *Listen*: provide active and empathetic listening
- Ask all 5 safety questions:
 - A. Do you currently have thoughts of wanting to kill yourself (e.g. disappearing, no longer wishing to be here, etc.)?
 - If YES, immediately report to your supervisor and follow any site safety protocols
 - B. Do you have a plan to die by suicide?
 - If YES, immediately report to your supervisor and follow any site safety protocols
 - C. Do you currently want to harm (thoughts of non-lethal harm) yourself?
 - If YES, follow site “*Safety Protocol*” and site should determine how this should be reported to the supervisor
 - D. Do you currently have a desire to kill or hurt someone else?
 - If YES, immediately report to your supervisor and follow any site safety protocols

- E. Are you experiencing or witnessing abuse (e.g. physical, emotional, and/or sexual) in your home?
 - If life threatening → immediately report to supervisor for further assessment
 - If not life threatening → review site “*Safety Protocol*” and report to supervisor
- Review any new or updated COVID-19 precautions
 - Review COVID-19 prevention strategies
 - Review new government guidelines
- Complete/review basic coping skills, including:
 - Daily activities to relax/boost mood (these should be small and easy to complete during quarantine (e.g. singing, praying, etc.))
 - Think of people to talk to
 - Thoughts that make them feel better (e.g. “We will get through this”)
 - Make a daily schedule (e.g. sleeping, meals, personal hygiene, calling family/friends, housework, chores, studying, etc.)

CONCLUDING THE CHECK-IN



- Conclude conversation with client and document client contact
 - If needed
 - Follow up: Discuss with client the time and date for the next check-in call (try to encourage follow up calls to be on the same day and time every week)
 - *Link*: refer patient for additional services