

## Week #15

### Immediate Intervention - Part 2

#### Step Number One: Immediate Intervention

##### C. Basic Intervention Procedures (BIPs)

The following are foundational to helping those in crisis.

1. Listen very, very well.
2. Assess the person's needs and progress.
3. Normalize - all victims need to know that what they are experiencing is normal. Validation gives reassurance and encouragement.
4. Reassure the person in crisis that people will be available to walk with them through the experience.
5. Support any effort they make at growth.
6. Plan - plans must be attainable, prioritize the needs and decisions of the person, and be co-designed between the person and the helper.
7. Educate - provide printed material whenever possible. Be willing to repeat yourself to the person.
8. Monitor - look for regression, depression, withdrawal, suicidal ideation, or anger.

Remember, it is better to refer too soon than too late!

Next Week: Step Number Two In Crisis Intervention