

Week #19

Step Number Five In Crisis Intervention

Step Number Five: Provide Support

A. Telephone calls

Sometimes just being available to talk by phone is a good source of support.

Return “urgent” phone calls promptly, but not necessarily immediately. This fosters dependence.

At some point, once the person is better able to cope, there may be a need to set limits on the number of phone calls, or time limits on each call.

B. Support System

The best way to support the person in crisis is to expand the support system as soon as possible. This decreases the demands on any one individual and helps the person deal with the crisis now.

More and more churches are training and equipping lay people to become involved in counseling. Since crisis counseling is short-term, this is a great area to prepare these people for. It is counseling that assists, supports, helps with funeral arrangements, and so on.

As the person in crisis becomes stabilized, gradually withdraw support. We do not want those in crisis to become dependent upon others to live their lives for them.

Next Week: Step Six In Crisis Intervention