## **Caring Contacts Quick Reference Guide**

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| **Replies from Recipients**This is a two-way communication intervention, so recipients can reply at any time. **After Hours Response:** [clinic to fill in here] | ***Suggested Responses:*****Showing Care*** Sending good thoughts your way as the week goes on.
* Thinking of you this week!
* It's good to hear from you.

**Acknowledging Challenges*** That sounds really tough.
* It makes sense you’d feel that way.
* I can see how much you’re dealing with.

**Celebrating Progress*** That’s great! Sending good vibes your way that it continues!
* I am sending you positive vibes and wishing you well.

**Giving Encouragement*** It’s okay to feel how you feel right now.
* You matter so much, and I’m always cheering you on.
* The world is brighter because you’re in it—never forget that.
* I’m glad to hear things are good even though there’s stress. I’m sending positive thoughts your way that things keep getting better 😊
* [name], I’m glad you’re persevering, and I hope things keep getting better for you. I’m sending good thoughts your way.

**Validating Hardships*** [name], I’m glad you’re ok but I wish things were better.
* I’m sorry to hear you’re stressed. Please let me know if you need me to connect you with someone. Just in case, I want you to have the [relevant crisis line info] handy.
* Hopefully your provider is giving you some support but just in case, I’m also texting you some info…
* I think you know who to reach out to for support, but if not, let me know and I can connect you with someone.
* Just in case, I want you to have this: 988 is there 24/7, or you can text [relevant text line #], or chat confidentially on [relevant online crisis support website]
* You should be able to walk into the clinic that serves your unit between 0730-1630, M-F, if you want to talk to someone.
* I'm here to listen if you want to share about it. Would you be interested in some online resources for [specific topic]?
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| **Responding to Recipients**Replies to at least some of the pre-programmed Caring Contacts are expected. Responses do not have to be immediate.Not replying may seem uncaring or make Caring Contacts feel like spam.**Ways to reply:** * Acknowledgment of positive content
* Validation/caring
* Mention of formal support (e.g., behavioral health provider)
* Well wishes

**Replying to distress:*** Validation/caring
* Crisis line information
* Other support
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| **Crisis Response Plan**[clinic to fill in here] |