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Crisis Counselor Self-Care Plan: Maintaining Wellness with Challenging 988 Conversations

Being a crisis counselor can be extremely taxing on all aspects of wellness. To support you, we want to give you a tool you can utilize personally when you experience a difficult interaction with an individual in crisis. We hope that this tool not only helps you explore what types of interactions might most challenge you, but also develop a personalized plan for how to address the internal thoughts, feelings, and behaviors that might arise as a result.

What types of calls/chats/texts are likely to be difficult for me? (Examples could be: abusive behavior, learning of a death by suicide, addiction, sexual trauma)

- 1.
- 2.
- 3.

When encountering one of these situations, this is what I will do: (This might include things that will help increase your sense of safety or help regain your sense of calm. Examples could include: grounding techniques, talking to a supervisor after a call, deep breathing, or taking a moment alone.)

In the moment or during the call/chat/text, I will: (These will be your coping strategies):

- 1.
- 2.
- 3.

After the call/chat/text, I will: (These could be personal coping strategies, people you could ask for support following the call, or thoughts to share with your supervisor regarding what you might need professionally to feel supported):

- 1.
- 2.
- 3.

If I find that a specific call/chat/text is still bothering me over time, I will: (These may include the resources you can access for ongoing or more intensive support.)

- 1.
- 2.
- 3.

To ensure that you feel supported in an ongoing way, we recommend that you revisit this plan periodically as the types of situations that activate you may change, as well as the most helpful strategies.

If you have any additional questions regarding this document or need team support from the 988 Lifeline Wellness Team, please feel free to reach out to lifelinewellness@vibrant.org.