Helping a Distressed Person

Log call or visit on the Key Caller Problem Resolution Form

Is the caller exhibiting extreme feelings?

No

Attempt to Calm Her/Him

1. Maintain your composure—be calm and understanding.
2. Reassure him/her that help is available.
3. Keep him/her talking.
4. When he/she is calm enough, proceed.
5. If he/she cannot be calmed in 10 to 15 minutes, offer to call or refer him/her to a chaplain. If possible, get the person’s agreement first.

Yes

Determine the problem and actions to be taken.
Ask, “What have you already tried to solve this?”

Administrative Issues
Financial?
Legal?
Auto?
Housing?
Medical?
Emotional?
Sexual Harassment?

Yes

Refer to appropriate agency.

No

Personal Issues
Marriage?
Juvenile?
Depression?
Spiritual?

Yes

Refer to chaplain.

No

Crisis/Emergency Issues
Death?
Injury?
Illness?
Suicidal?

Yes

Call authorities NOW!

No

None of the listed problems?

Yes

Use common sense.

Be sure to log all key details on the Key Caller Problem Resolution Form, and report any crises or emergencies to the FRG leader or commander. Follow up as needed, and control gossip.

Source: Texas A&M University