

## LAYR Model for Crisis Calls

**L: Listen for clues about Suicide**

**A: Ask about Suicide**

**Y: “You know, Suicide is Serious”**

**R: Refer to Resources**

**Listen for clues that might indicate suicidal ideation**  
**Ask about suicide - clearly, calmly, and directly**  
**Openly state that suicide is serious**  
**Refer a person with thoughts of suicide to life-saving help**

### Listen in for clues that might indicate suicide risk

- They are sharing actions of giving away valuable possessions, withdrawal from social activities, sleeping a lot
- They are having trouble talking about what is on their mind
- They are using phrases like “No one cares about me”; “I don’t want to do this anymore”
- They are sharing feelings of deep sadness, hopelessness, not feeling like themselves, and thoughts of no longer wanting to live, i.e. “I can’t do this anymore,” or “They will be better off without me.”
- They state that they are thinking about suicide

### Ask about Suicide

- “Your actions make me think you may be considering suicide. Are you considering suicide?”
- “You just shared feelings of despair with me. I wonder... Are you thinking about suicide?”
- “Seems like you aren’t yourself lately. Have you been thinking about suicide?”
- “Is suicide on your mind?”

### “You know, Suicide is Serious.”

- “This is very serious. If we don’t get you help, you could die.”
- “What you’re considering is very serious.”

### Refer to Help

- “I’m glad you shared this with me. I think we need to get you help. There are services out there that we can get to together?”
- “Would you be open to calling a crisis line together? I can help you make the call.”
- “Do you think you could talk to someone on the phone? Or would you prefer texting?”

### How to Transfer a Call to the Suicide Prevention Lifeline

Once ready to transfer, click on the “Call” tab of an existing call. Use the middle button at the very bottom (icon of two people and a plus sign). Then, select the “Suicide Prevention Hotline” option to forward a call to the crisis line. Please note, once clicked and transferred, you are no longer engaging with the caller. Communicate beforehand that they will be waiting on the line for a crisis worker once transferred.

