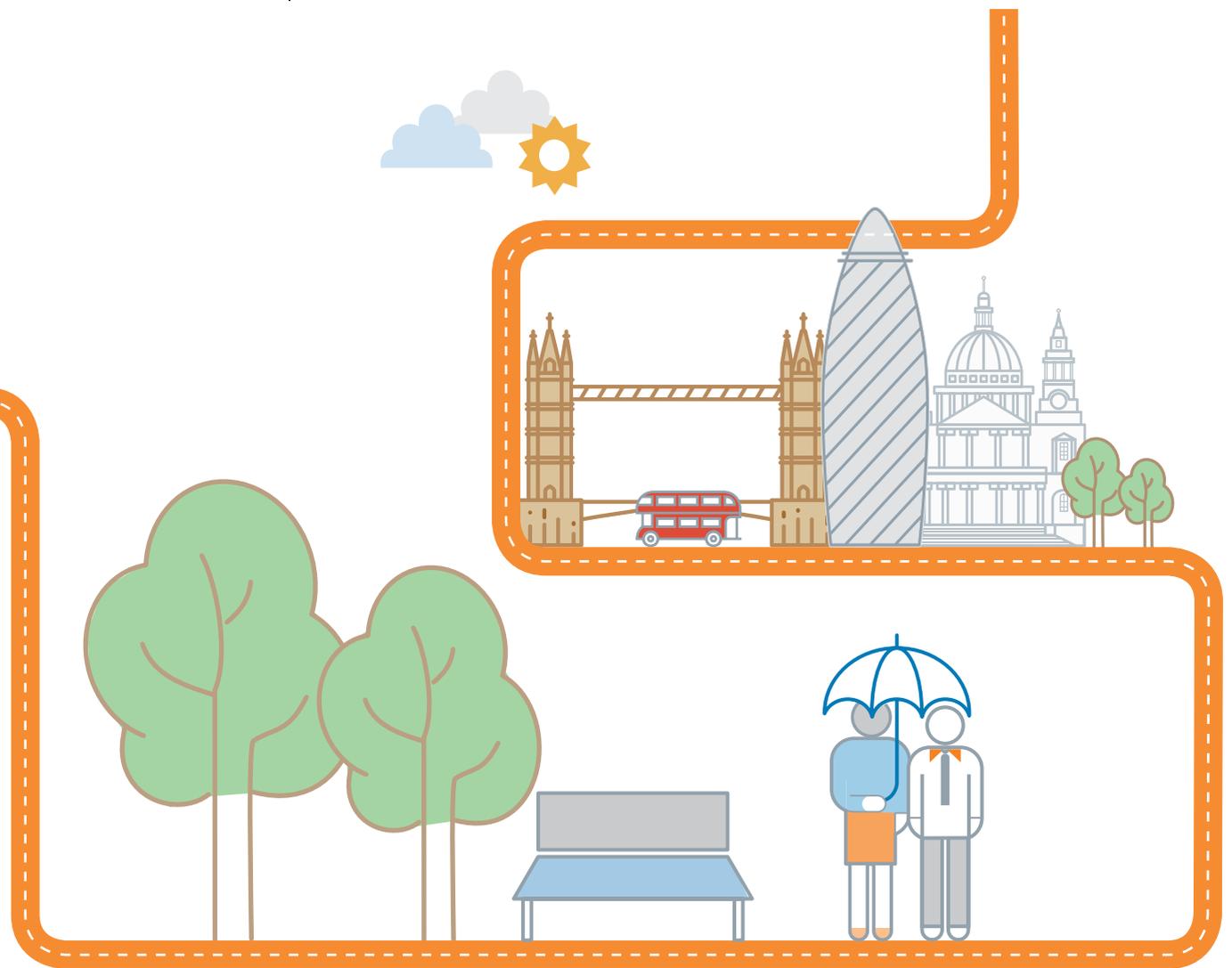


**Remember:**

- Stay safe
- Remain calm
- Listen, accept and befriend.



## Guidance on suicide intervention

City of London Corporation



In partnership with  
**Hackney**



Finding yourself in a situation where you think someone may be likely to take their own life is a frightening prospect.

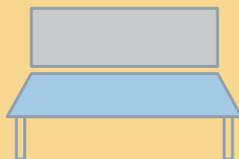
We've put some guidance together that aims to make this difficult situation easier to handle. Here are some things you can do if you come across someone in a crisis situation in a location such as a bridge.

It's natural to be worried in this situation but you should try to encourage the person to talk about their feelings and the root causes and listen carefully to what they say, while expressing personal concern and empathy.

It's important to allow silences in the conversation and you should expect them to have ups and downs as they talk.

**The most important thing is to maintain contact with the person in crisis and keep talking to them.**

**If possible, ask someone else on the scene to dial 999 for police assistance or explain to the person in crisis that you will call the police.**



### What you should try and do

- Think about your personal safety in this situation.
- Take the threat seriously.
- Ask the person to remove themselves from or reduce any immediate danger.
- If it's unclear to you whether the person is suicidal or not, ask them. Do not be afraid to use the words 'suicide' or 'death'.
- Talk openly about the finality of death. Stress that suicide is only one of many alternatives.
- Allow them to vent their anger, feelings and emotions.
- Try and get them to think of ways forward focusing on positives.
- Try and find the focus of the problem and identify a reason to live.
- Explore what is meaningful to them and try to get them to tell you what keeps them going.

### What you shouldn't do

- Use the phrase, 'I understand what you are going through.'
- Grab the individual – this is placing yourself in severe danger.
- Go along with last wishes, final demands or verbal wills. It's better to keep open some unfinished business.
- Lie. Be honest with them at all times. They need to trust you before progress can be made.
- Judge or criticise them or their situation.
- Use a friend, family member or a third party until they can be properly assessed by a trained negotiator. They may be part of the problem and the person may wish to commit suicide in their presence.



**Until the situation is resolved, maintain contact with the person and keep encouraging their return to a safe location.**

**What to do if you can get them to a safe location:**

- Call **999** and ask for the **police**.

**What to do if they jump:**

- Call **999** and ask for the **coastguard** giving them all the information you possibly can.

**The Samaritans are there for anyone who needs to talk on their freephone number: 116 123.**

**You can also contact some support forums:**

- [www.elefriends.org.uk](http://www.elefriends.org.uk)
- [www.bigwhitewall.com](http://www.bigwhitewall.com)

