**Resources and Strategies to Support Patients at Risk**

* [Crisis Services Canada](https://www.crisisservicescanada.ca/en/) or call 1-833-456-4566 (toll free and available 24/7)
* [CAMH Crisis Resources](https://www.camh.ca/en/health-info/crisis-resources)
* [Ontario 211](https://211ontario.ca/211-for-help/looking-for-help/)
* [Living Works](https://www.livingworks.net): Suicide Intervention and Prevention Training
* [Canadian Association for Suicide Prevention](https://www.suicideprevention.ca/)
* [Tip Sheet — I’m Concerned About Someone](https://suicideprevention.ca/im-concerned-about-someone) (Canadian Association for Suicide Prevention)
* [Video — Talk to Someone About Suicide](https://www.suicideinfo.ca/resource/talk-to-someone-about-suicide/) (Centre for Suicide Prevention)

## **Remember the CELLS framework:**

The **CELLS** framework (developed by mental health educator Rebecca Higgins) provides guidance for communicating with patients who are in distress or in difficult situations.

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| **CELLS Framework: Guidance for Communicating**  |
| **C** | **CHOICES:** Provide the patient with choicesand involve them in decision-making to support autonomy. | “We have a few options. We can call your doctor if you feel comfortable talking to them about this. I can also help you get a referral to a health professional, like a social worker, psychologist, or school counsellor. What would you prefer?” |
| **E** | **EMPATHY:** Respond with genuine empathy and validate their experiences. | “It sounds like you’re under a lot of stress. That must be really difficult.” |
| **L** | **LISTEN** to the patient’s concerns. Ask questions to determine what supports they might have or what they think they need. | “Have you talked to anyone else about this?” and “What do you think would be helpful for you?” |
| **L** | **LIMITS:** Consider and communicate your limits in your role as a PT. | “I’m really glad you shared this information with me. I want to help you get the support you need. I can’t act as a counsellor, but I am happy to listen and help connect you to resources that might help.” |
| **S** | **STAY CALM:** It can be stressful when faced with these situations. Try to stay calm in the moment and take time afterward to debrief with someone you trust and get support for yourself as needed. |
| **Have Questions or Need Additional Support?** Call the College Practice Advisors at 1-800-583-5885 (extension 241) or email advice@collegept.org |