

Crisis Response Team Guide

Welcome, CRT Member! ❤️

Thank you for being part of our Crisis Response Team. Your role is vital to keeping our community safe. This guide will help you understand how Ash-Bot works and how to use it effectively.

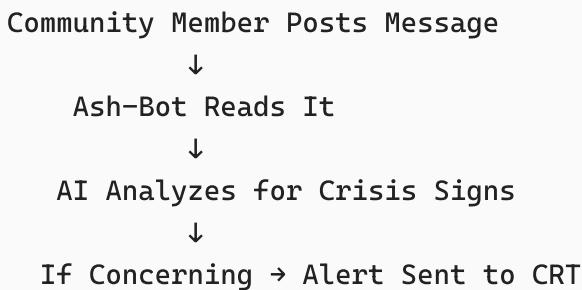
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What is Ash-Bot?

Ash-Bot is our community's crisis detection system. It works quietly in the background, reading messages in monitored channels and looking for signs that someone might be struggling.

How It Works (Simple Version)



What Ash-Bot Does NOT Do

- ✗ Read DMs (private messages)
 - ✗ Monitor every channel (only approved channels)
 - ✗ Replace human judgment
 - ✗ Automatically ban or punish anyone
 - ✗ Share information outside our team
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Understanding Alerts

Ash-Bot categorizes alerts by how urgent they are:

Severity Levels

Level	Color	What It Means	Your Response
 CRITICAL	Red	Immediate danger signs detected	Drop everything - respond NOW
 HIGH	Orange	Serious concern detected	Respond within minutes
 MEDIUM	Yellow	Moderate concern detected	Check in when you can

What Triggers Each Level

CRITICAL - May include:

- Direct statements about self-harm
- Goodbye messages
- Immediate crisis language

HIGH - May include:

- Strong emotional distress
- Hopelessness expressions
- Escalating concerning behavior

MEDIUM - May include:

- Negative emotional patterns
 - Vague concerning statements
 - Early warning signs
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Alert Channels

Alerts go to different channels based on severity:

Severity	Channel	Who Gets Pinged
🔴 CRITICAL	#crisis-critical	@CrisisResponse + DMs to leads
🟠 HIGH	#crisis-response	@CrisisResponse
🟡 MEDIUM	#crisis-monitor	No ping (check periodically)

Your Responsibility

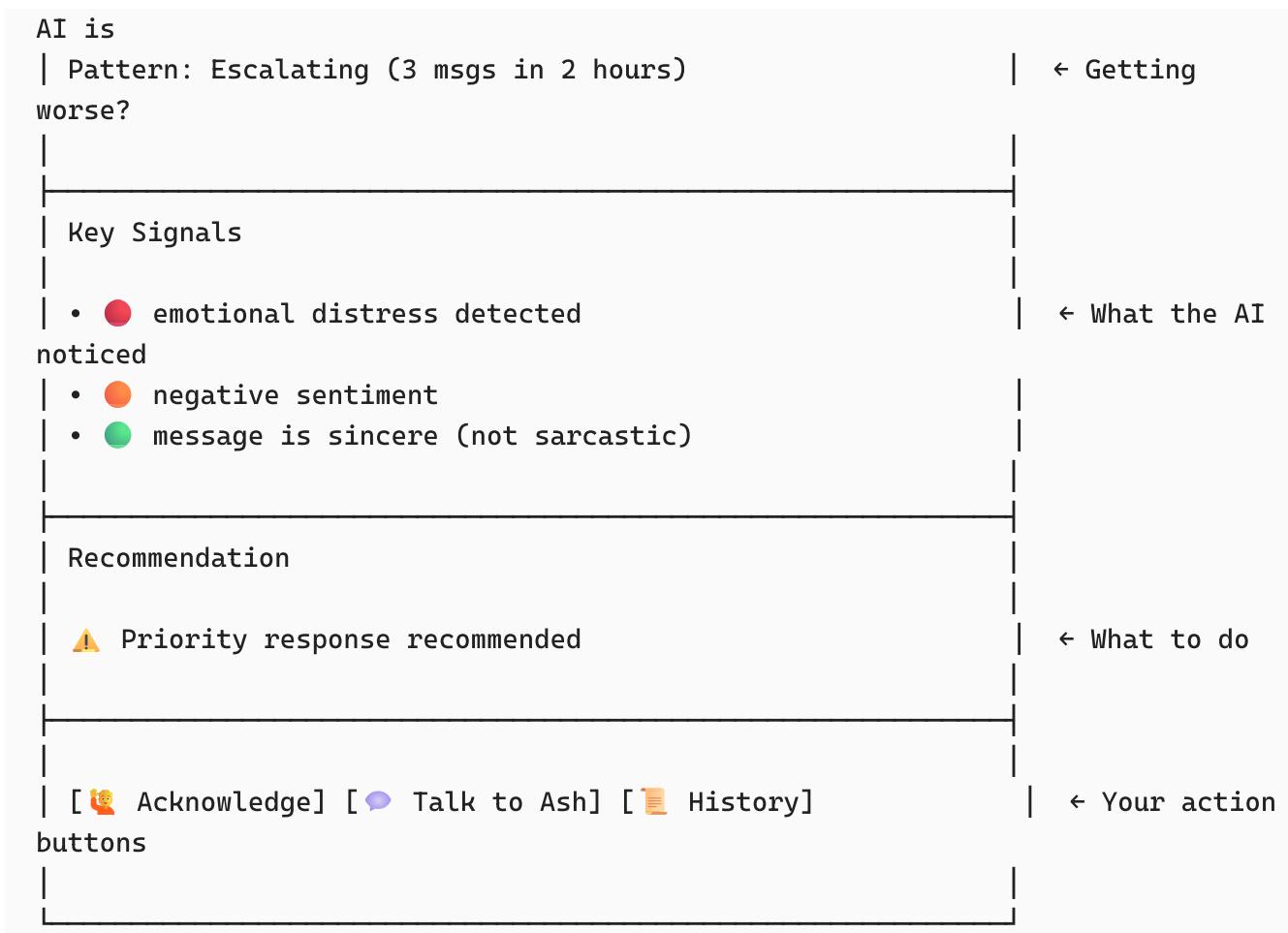
- #crisis-critical : Check immediately when pinged
 - #crisis-response : Check immediately when pinged
 - #crisis-monitor : Check at least every few hours during your shift
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Reading an Alert

When you see an alert, here's what each part means:

The screenshot shows a crisis detection alert with the following structure and annotations:

- Header:** CRISIS DETECTED – HIGH (with an orange dot icon) → Who needs
- User:** @JaneDoe → Who they
- Channel:** #venting → Where it
- Time:** January 4, 2026 at 2:30 PM → When it happened
- Analysis Results:** (empty section)
- Crisis Score:** 0.78 | Confidence: 87% → How sure the



Understanding the Score

- **Crisis Score:** 0.0 (no concern) to 1.0 (extreme concern)
- **Confidence:** How sure the AI is about its assessment
- **Pattern:** Whether this person's messages are getting more concerning over time

Responding to Alerts

Step 1: Click "Acknowledge"

Always click this first! It tells the team:

- You've seen the alert
- You're handling it
- Others don't need to duplicate effort

The alert will update to show your name and timestamp.

Step 2: Go to the User

1. Click on the channel name in the alert (e.g., `#general-chat`)
2. Find the user's recent messages
3. Read what they wrote to understand the context

Step 3: Reach Out

You have several options:

Option A: Reply in Channel

- Good for: General support, when others might benefit
- Example: "Hey @JaneDoe, I noticed you might be having a rough time. Want to talk?"

Option B: Send a DM

- Good for: Private matters, more serious situations
- Example: "Hey, I saw your message in `#general-chat`. I'm here if you want to talk privately."

Option C: Let Ash Help First

- Click "Talk to Ash" button
- Ash AI will send a supportive message to start the conversation
- You can jump in whenever you're ready

Step 4: Document (If Needed)

For serious situations, make a note in `#crt-logs` including:

- User's name
- Brief summary
- Actions taken
- Follow-up needed?

Working with Ash AI

Ash is our AI support companion. When activated, Ash can:

- Send an initial supportive message
- Keep the person engaged while you get there
- Provide compassionate responses

Activating Ash

Click the "Talk to Ash" button on an alert. Ash will:

1. Send a gentle opening message to the user
2. Continue the conversation if they respond
3. Keep you updated on what's happening

Taking Over from Ash

When you're ready to handle things personally, simply say in the channel:

"Ash, I've got this"

or

"Ash, I'll take over"

Ash will acknowledge and step back, letting you continue.

When Ash Helps Most

- When you need a moment to read the situation
- During busy times when response might be delayed
- For initial engagement while you prepare
- When the person might respond better to a gentle AI first

When to Skip Ash

-  When you know the person well personally
-  For CRITICAL alerts (jump in immediately)
-  When the situation needs human judgment right away

Using the History Button

The  **History** button shows you the person's recent patterns:

 History for @JaneDoe

Summary

Total Messages Analyzed: 45

Previous Crisis Events: 2

Highest Past Severity: HIGH
Pattern: Occasional struggles, usually recovers well

Recent Activity

Today 2:30 PM - #venting - HIGH (0.78)
"emotional distress detected"

Today 1:15 PM - #venting - MEDIUM (0.52)
"negative sentiment"

Yesterday - #general - SAFE (0.12)
"normal conversation"

Why History Matters

- **Escalating Pattern:** If scores are increasing → more urgent
- **First-Time Alert:** Be extra gentle, they may not know we're watching
- **Repeat Concern:** May need longer-term support discussion
- **Recovery Pattern:** They've been through this before and recovered

Best Practices

Do

- **Acknowledge alerts quickly** - Even if you can't respond right away
- **Be genuine** - People can tell when you care
- **Listen first** - Let them share before offering advice
- **Validate feelings** - "That sounds really hard" goes a long way
- **Know your limits** - It's okay to tag in another CRT member
- **Take care of yourself** - This work can be heavy

Don't

- **Don't ignore alerts** - Even MEDIUM alerts deserve attention
- **Don't dismiss feelings** - "It's not that bad" doesn't help
- **Don't promise confidentiality you can't keep** - Be honest about team awareness
- **Don't diagnose** - We're supporters, not doctors

- **Don't force conversation** - Respect if they don't want to talk

For CRITICAL Alerts

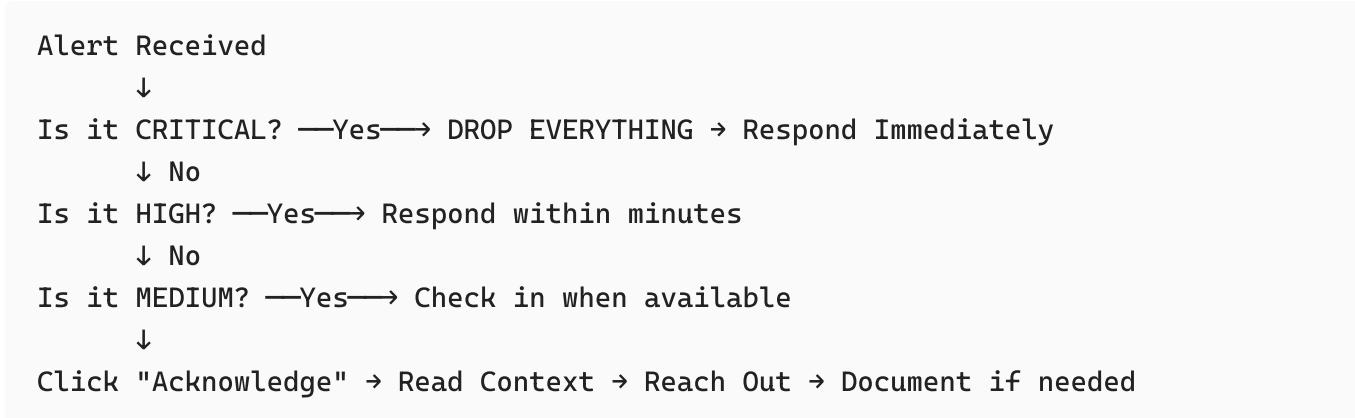
1. **Stop what you're doing**
2. **Click Acknowledge immediately**
3. **Go to the user NOW**
4. **If immediate danger:** Contact server leadership
5. **Stay with them** until the situation stabilizes

Self-Care Reminders

- It's okay to step back if you're overwhelmed
 - Tag another CRT member if you need a break
 - Debrief with the team after difficult situations
 - Your mental health matters too ❤️
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Quick Reference Card

Alert Response Flowchart



Button Quick Guide

Button	When to Use
🟡 Acknowledge	ALWAYS click first
💬 Talk to Ash	Want AI to start conversation
📜 History	Need context on this person

Handoff Phrases (to take over from Ash)

- "Ash, I've got this"
- "Ash, I'll take over"
- "Ash, step back please"

Severity Response Times

Severity	Target Response
🔴 CRITICAL	Immediate (< 2 minutes)
🟠 HIGH	Within 5-10 minutes
🟡 MEDIUM	Within 1-2 hours

Getting Help

Questions About Ash-Bot?

- Ask in [#crt-discussion](#)
- Tag @TechTeam for technical issues
- Check [#project-details](#) for updates

Difficult Situations?

- Tag senior CRT member
- Post in [#crt-urgent](#)
- Contact server leadership for emergencies

Technical Problems?

If Ash-Bot isn't working:

1. Check [#bot-alerts](#) for announcements
2. Tag @TechTeam
3. Continue monitoring manually until fixed

Remember

You're not alone in this. The whole CRT team has your back. When in doubt, reach out to a fellow team member.

Our community trusts us to be there when they need support. By being part of this team, you're making a real difference in people's lives.

Thank you for everything you do. 

Emergency Resources

If someone is in **immediate danger**, these resources can help:

- **988 Suicide & Crisis Lifeline:** Call or text 988 (US and Canada)
- **Crisis Text Line:** Text HOME to 741741 (US)
- **Trevor Project (LGBTQ+):** 1-866-488-7386
- **Trans Lifeline:** 877-565-8860

Always prioritize safety. It's okay to share these resources.

Built with care for chosen family 