## **Caring Contacts Quick Reference Guide**

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| **Replies from Recipients** This is a two-way communication intervention, so recipients can reply at any time.  **After Hours Response:**  [clinic to fill in here] | ***Suggested Responses:*** **Showing Care**   * Sending good thoughts your way as the week goes on. * Thinking of you this week! * It's good to hear from you.   **Acknowledging Challenges**   * That sounds really tough. * It makes sense you’d feel that way. * I can see how much you’re dealing with.   **Celebrating Progress**   * That’s great! Sending good vibes your way that it continues! * I am sending you positive vibes and wishing you well.   **Giving Encouragement**   * It’s okay to feel how you feel right now. * You matter so much, and I’m always cheering you on. * The world is brighter because you’re in it—never forget that. * I’m glad to hear things are good even though there’s stress. I’m sending positive thoughts your way that things keep getting better 😊 * [name], I’m glad you’re persevering, and I hope things keep getting better for you. I’m sending good thoughts your way.   **Validating Hardships**   * [name], I’m glad you’re ok but I wish things were better. * I’m sorry to hear you’re stressed. Please let me know if you need me to connect you with someone. Just in case, I want you to have the [relevant crisis line info] handy. * Hopefully your provider is giving you some support but just in case, I’m also texting you some info… * I think you know who to reach out to for support, but if not, let me know and I can connect you with someone. * Just in case, I want you to have this: 988 is there 24/7, or you can text [relevant text line #], or chat confidentially on [relevant online crisis support website] * You should be able to walk into the clinic that serves your unit between 0730-1630, M-F, if you want to talk to someone. * I'm here to listen if you want to share about it. Would you be interested in some online resources for [specific topic]? |
| **Responding to Recipients** Replies to at least some of the pre-programmed Caring Contacts are expected.  Responses do not have to be immediate.  Not replying may seem uncaring or make Caring Contacts feel like spam.  **Ways to reply:**   * Acknowledgment of positive content * Validation/caring * Mention of formal support (e.g., behavioral health provider) * Well wishes   **Replying to distress:**   * Validation/caring * Crisis line information * Other support |
| **Crisis Response Plan** [clinic to fill in here] |