



CRISIS COMMUNICATION

Managing Strong Emotions & Crisis

Tough situations are part of everyday life – here are a few tips for communicating when intensity increases.

- Speak calmly and quietly
- Respond to rage with quiet reassurance
- Be willing to repeat yourself
- Listen carefully, don't interrupt
- Be respectful
- Do not challenge other people's truth
- Do not try to hurry to a resolution
- Be patient and take your time

There are additional resources available if you or someone you know needs additional support. Print out this flyer and keep it in a handy location so it is easily accessible.

Get Help Now

NAMI MULTNOMAH HELPLINE
For help navigating resources
503-228-5692

MULTNOMAH COUNTY CRISIS LINE
503-988-4888

SUICIDE LIFELINE
Call 800-273-8255 (24/7)
Text 273TALK to 839863
(8 AM - 11 PM PST daily)

YOUTHLINE
Call 877-968-8491 (24/7)

Text teen2teen to 839863
Teens are available to help daily
from 4 PM - 10 PM
(adults are available by phone
at all other times)

MILITARY HELPLINE
Call 888-457-4838 (24/7)
Text MIL1 to 839863
(8 AM - 11 PM PST daily)

ALCOHOL & DRUG HELPLINE
Call 800-923-4357 (24/7)
Text RecoveryNow to 839863
(8 AM - 11 PM PST daily)

SENIOR LONELINESS LINE
503-200-1633 (24/7)

AYUDA EN ESPAÑOL
1-888-628-9454 (24/7)

In case of an emergency that requires police assistance, call 911 and ask for Emergency Responders with mental health experience from the "Enhanced Crisis Intervention Team."

NAMI MULTNOMAH

524 NE 52nd Avenue
Portland, OR 97213
503-228-5692

info@namimultnomah.org
www.namimultnomah.org