

# How to Sign a Visitor Up for Follow-Up

## What makes a chat visitor eligible for follow-up?

The visitor is at ANY risk level for *suicide* or *self injury*, including those with:

- A plan for tonight but have agreed to a safety plan
- A plan for the future but have agreed to a safety plan
- No current plan, but are at risk for suicide in any other way

**Do not offer follow-up** to visitors who are at **imminent risk** or **can't agree to safety plan**

**Please do not sign up a visitor for a follow-up chat without discussing it with staff first!**

## 1. Ask if they are interested in someone texting them tomorrow night from Youthspace (no consent, no follow-up!)

Examples of what to say (please make it your own!):

- “You’ve shared a lot with me, and I wonder if you’d be interested in someone from Youthspace texting you tomorrow night to see how things are going?”
- “Before we say goodnight, I thought I’d offer you a follow-up chat. It basically means that we would text you tomorrow night to see how you are.”

## 2. If they are interested in a follow-up chat...

- **Let them know:**
  - We will reach out to them during Youthspace hours 6pm-Midnight PST (we can't guarantee a specific time)
  - We will text them three times, and if we do not hear back from them, we will stop contacting them
  - We will text from a different number but identify ourselves as from Youthspace in the first text
  - There's also an internal link you can share that has all the info:  
<http://youthspace.ca/followupinfo/>
- **Ask for their phone number and province**

## 3. Tell staff you've signed someone up for follow-up

See over for how to fill out the chat record... →

## 4. Fill out your chat record

Fill out your chat record as usual until you get to the new **Schedule a Follow-up Activity** at the bottom of your record. You need to schedule a follow-up activity to be completed by SMS:

Leave everything as is except for:

1. **Assigned to:** Anyone Available
2. **Status:** Open
3. **Due On:** Set date to the next day, at: 6:00PM
4. **Mobile Phone (for SMS):** Input the visitor's cell #
5. **Try to Contact:** 3 times
6. **Subject:** "Youthspace Follow Up"

Make sure you click the "Add New Follow Up" button!

Save Cancel Delete

Contact Method*	SMS/Text Message ▼	Assigned To	Anyone available ▼
Status*	Open ▼	Due On	4/10/2019 ... 6 at 4 ▼ : 00 ▼ PM ▼
Phone	<input type="text"/>	Phone calls - OK to leave a message:	(not specified) ▼
Mobile phone (for SMS)	2508913821	OK to use caller's info with third parties	(not specified) ▼
Name to ask for	<input type="text"/>	Followup is with	The original caller ▼
		Email	<input type="text"/>
Try to contact	3 times ▼	0	minutes spent on this activity
Contact attempts made so far	none yet ▼		
Subject*	youthspace follow up		
Description			

**You're a Follow Up Rockstar!**