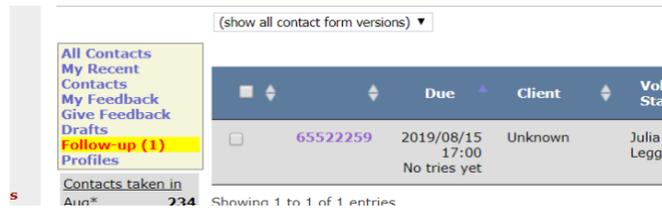


How To Text Follow Up Visitors

1. In the main iCarol menu, click on Contacts > Follow Up

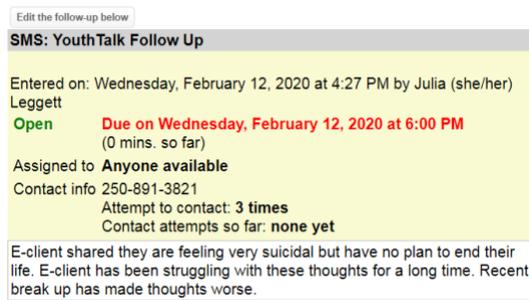


If there's more than one follow up assigned, choose the visitor who lives furthest east first.

2. Read over the original chat and skip to Step 3 UNLESS it is a Youth Talk/E-Client:

Youth Talk/E-Client Follow Up Chats:

- The Follow-Up will appear exactly as normal except there will be no chat to pre-read. There will, however, be a summary of the information the client consented for the e-counsellor to share (probably won't be very detailed) in the Follow Up Activity Box. It might look something like this:



- Follow up as normal but in your initial texts, please be very clear you're texting from Youthspace and that the number was shared with Youthspace by their e-counsellor.
 - Something like: "Hey, I'm texting you from Youthspace. Your e-counsellor shared your number with us and said that you were really struggling with thoughts of suicide and needed some extra support. How are you doing tonight?"
- If they do not reply, see Step 5
- If they do reply:
 - As always check in about suicide and self-injury (if the e-client has been referred to us because they need support for their self-injury...we can assume it's because the counsellor wants us to talk about self-injury with them)
 - Please close the follow up as usual (**see Step 6**) and remember to write a little summary of what happened below the info the e-counsellor has shared- i.e "Texted three times. No answer." Or "Chatted for an hour. Ended in intervention."

3. Send an Outgoing SMS from the Original Call Report

- a. Scroll down to the Follow-up Activities section
- b. Click 'Reply via Texting/SMS' button
 - i. (note: if the button is *missing*, a phone number must be entered into the 'Mobile phone (for SMS)' field of the follow-up activity)



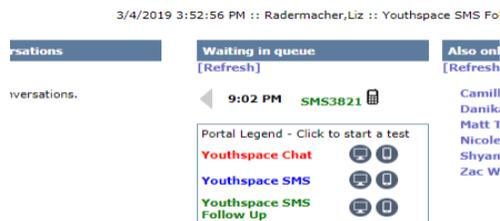
- c. A new window will pop-up with the Texting/SMS phone from the call report titled 'Texting to:'
- d. Type in your message in the Message field and click the 'Send' button.

Send a follow-up activity SMS



- e. Make sure you identify in your first message that you're texting from Youthspace, and make your text as human as possible! We don't want visitors thinking this is an automatic text.

4. If the visitor **replies**, it will appear as a new conversation in the queue, exactly as if someone were just chatting, except the SMS number is in Green. Pick up the chat!



- If there was suicide risk in the chat from the night before, please check in about suicide again in this chat even if there are no other invitations. Last night's chat is an invitation!
- If self-injury was the topic of the chat the night before, use your gut and the chat's context to decide whether to check in about self-injury.
- Complete your chat record as normal EXCEPT add the chat record number of the initial chat (the one you sent the follow up text message from) to the worker's info section of your chat e.g. "Follow up chat #45668181"
- **See Step 6**

5. **If the visitor does not reply, wait 5-7 minutes, and send two more messages:**
 - a. **The first:** asking if now is a good time to chat or coming up with a little prompt of your own to check if they are there and wait 5-7 minutes
 - b. **The second:** Let them know you are ending the chat and welcome them to chat in on the [Youthspace](#) line from 6pm –Midnight PST (remind them of the Youthspace number: [778-783-0177](#))
 - c. Wait about 15 minutes or so after you last text before taking another chat just in case the visitor does check back in. If you have 3 follow up chats that night, you may need to cut your wait time back a little to make sure you can get to everyone.

6. **Go to the original chat and close the SMS follow-up activity on the call report:**
 - a. Go to the Calls Tab
 - b. Select the chat from which you initiated the follow-up
 - c. Scroll down to the follow-up section and click “Edit the follow up below”
 - i. Set the Status to ‘Closed’
 - ii. Choose the contact attempts made so far (1 if you successfully connected or 3 if the visitor never responded)
 - iii. Add the minutes spent on this activity
 - iv. In the description box fill in what happened, i.e. contact made, note if an intervention was made, and if contact was not made.
 - v. Click **Save**