

# Managing Suicidal Contacts

## Providing the tools, and increasing awareness and confidence of rail staff to make safe interventions

Having contact with people who indicate they have suicidal feelings can raise anxiety levels and leave us fearful of how to respond effectively. Samaritans courses are not about turning people into counsellors but instead about developing skills and confidence to respond to a distressed person at the initial point of contact and getting them to a place of safety before making a sensitive referral to Samaritans, British Transport Police or other appropriate support services.

### Course information

- Duration 3 hours.
- Face to face or Online: 10am to 1am or 2pm to 5pm
- Over 25,000 rail staff trained across Great Britain

### Course objectives

The course will help rail staff to develop the ability and confidence to recognise and safely intervene when someone may be at risk of suicide

- Recognise at-risk behaviour
- Explore ways to safely respond
- Demonstrate the importance of listening
- Promote the benefits of those who can help

### Course outline

- Barriers to listening
- Emotional Health Scale
- Ending contacts
- The Listening Wheel
- Identifying risks
- Support

## What is the course about?

The course aims to equip rail staff with the skills and confidence to approach someone who is emotionally vulnerable on the railway and help them to safety and to further outside help. Please see training video. [Managing Suicidal Contacts Training](#)

It is expected that the delegates continue their learning via the Suicide Prevention and Support on the Railway 'Learning Tool' which should take two hours over a two-week period. To register for the Learning Tool a work email address is needed.

## Who is the course designed for?

The course is designed for anyone who works in the rail industry.

## How do rail staff book a place on the course?

Manager / Supervisor will arrange for staff to be released from normal duties. Spaces are booked by contacting: [railcompanies@samaritans.org](mailto:railcompanies@samaritans.org). When emailing Samaritans, please supply name, job title, email address and the name of the mainline station (not town, route or region) nearest to the delegate's usual place of work.

## Is the training virtual or face to face?

We offer both online (MS Teams) and face to face sessions. We are happy to work together with your training team to arrange face to face courses for 10 to 20 staff to train at a location throughout England, Scotland and Wales. Contact [railcompanies@samaritans.org](mailto:railcompanies@samaritans.org) for further details. For online courses each delegate will need access to a computer/laptop with webcam, speakers and internet access.

## Course feedback

93% were more confident or much more confident of making an intervention after the course.  
 99% told us the course provided skills they can practically use in their job.  
 99% would recommend the course to work colleagues.

"Trainer was brilliant, really made a difficult topic enjoyable to participate in. Everyone on the railway in a public facing role should take this course" October 2023 delegate

## Duty Of Care

All Samaritans courses are designed for over 18s. While the subject matter is handled very sensitively, the wellbeing of all involved is of paramount importance. Please ensure that delegates have support before and after our courses – we recommend discussing attendance with potential attendees, especially those who are recently bereaved / witnessed a fatality / in any way likely to be traumatised or distressed. It may be that for those who are vulnerable, attendance on a course in the future would be better.