

# How to Talk With a Veteran in Crisis

If a Veteran you care about is going through a difficult time or having thoughts of suicide, you're probably worried and confused. You want to help but may be scared you could make things worse—the only wrong thing to do is to do nothing. Now is the time to act. You can begin by learning the signs of crisis and how to start a conversation with the Veteran.

**REMEMBER:** Everyone has a role to play in suicide prevention. Small actions, like starting a conversation, can make a big difference.



## Signs of crisis

Every Veteran is different, and many may not show any obvious signs of intent to kill themselves. But some actions and behaviors can be a sign they need help.

### Crisis signs

**These signs require immediate attention.** If a Veteran you know needs medical attention, **call 911** now. For immediate help in dealing with a mental health or suicide crisis, call the Veterans Crisis Line: **Dial 988 then Press 1.**

- Thinking about hurting or killing themselves
- Looking for ways to kill themselves
- Talking about death, dying, or suicide
- Self-destructive behavior, such as drug abuse, risky use of weapons, etc.

**REMEMBER:** If you believe a Veteran is at high risk of suicide and has already taken pills or harmed themselves in some way, **call 911**. And keep yourself safe—**never** negotiate with someone who has a firearm. **Get to safety and call 911, noting the Veteran is armed.**

### Warning signs

**These signs may indicate that a Veteran needs help.** Contact the Veterans Crisis Line now—**Dial 988 then Press 1**—if a Veteran you know is exhibiting any of these:

- Appearing sad or depressed most of the time
- Hopelessness
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling as if there is no reason to live
- Feeling excessive guilt, shame, or sense of failure
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug misuse
- Losing interest in hobbies, work, or school
- Neglecting personal welfare and appearance
- Withdrawing from family and friends
- Showing violent behavior, like punching a hole in the wall or getting into fights
- Giving away prized possessions
- Getting affairs in order, tying up loose ends, or writing a will



# How to start the conversation

For a Veteran in crisis—whose emotional struggles and health challenges may lead to thoughts of suicide—conversations and connections can mean the difference between keeping them safe and a tragic outcome.

## If you and/or the Veteran are not in immediate danger, start a conversation by asking questions like:

- *“It sounds like you’re feeling so incredibly (insert appropriate feeling here—trapped, overwhelmed, betrayed, etc.). Sometimes when people feel this way, they think about suicide. Is this something you’re thinking about?”*
- *“When did you first start feeling like killing yourself?”*
- *“Did something happen that made you begin to feel like taking your life?”*

## When responding to answers from a Veteran, remember simple, encouraging feedback goes a long way in showing support and encouraging help-seeking:

- *“I’m here for you. How do you hurt and how can I help?”*
- *“Can we talk for a while and see if we can find a way to keep you safe right now?”*
- *“I might not be able to understand exactly what you’re going through or how you feel, but I care about you and want to help.”*

**You don’t have to be an expert to talk to a Veteran facing challenges. You just need to show genuine care and concern.**



## Here are some things to keep in mind:

- Make supportive and encouraging comments, don’t ask invasive personal questions.
- Don’t inject judgment or emotion in the conversation. Stay calm.
- Listen more than you speak—don’t dominate the conversation.
- Remind them you are there for them.
- Let them decide how much to share.
- It’s okay to ask directly: “Are you thinking about taking your own life?” If the Veteran answers yes, follow the steps below:
  1. Inform them they can **Dial 988 then Press 1** to reach the Veterans Crisis Line or ask if they’d like to do this with you.
  2. Assess whether the Veteran is in crisis and determine if he or she has already initiated a plan to kill themselves or injured others or has an immediate plan to do so, with access to means.
  3. Try to find out where the Veteran is located and whether anyone else is nearby.
  4. For immediate emergency or medical assistance, **call 911**.

Asking if someone is having thoughts of suicide will not give them the idea or increase their risk. It may seem daunting, but it could save their life. Although many people may not show clear signs of intent to kill themselves, they’ll likely answer direct questions about their intentions when asked.

**REMEMBER:** Even if the Veteran doesn’t ask for support, they may need it. Make sure they know the Veterans Crisis Line is available **24/7** to help during a crisis. You can even call together.

## Learn more with these resources:

**Veterans Crisis Line:** A free, anonymous, confidential resource available to Veterans in crisis, as well as their family members and friends. **Dial 988 then Press 1**, chat at [VeteransCrisisLine.net/Chat](https://www.VeteransCrisisLine.net/Chat), or text **838255**.

**VA Mental Health:** VA’s repository of mental health resources, information, and data materials.

**Make the Connection:** VA’s premier mental health literacy and anti-stigma website highlights Veterans’ real, inspiring stories of recovery and connects Veterans and their supporters with local resources.