



RESPONSES THAT EMPOWER (BASER)

◆ **Believe**

- Believe that what the caller says is of concern to him/her.
- Do not judge the content. Do not determine whether or not the facts accurate. You are here to support that individual, not investigate the case.

◆ **Affirm**

- "I am glad that you called". Acknowledge the courage it takes to reach out and make this call or reach out. Acknowledge this and assure them that you will try your best to help them get what they need.

◆ **Support**

- Utilize Listening Skills.
- Empathize with and acknowledge their experience.

◆ **Empower**

- Help the caller to identify his or her own choices of action.
- Help to brainstorm self-soothing activities "How can you take care of yourself now. What helps?"

◆ **Refer**

- Offer individual and group support through MITSS
- Refer to additional resources listed in your resource list.
- If you do not have resources on hand, offer to contact the caller after you have researched resources to meet their needs.