

Managing Suicidal Contacts

Online course (3 hours)

We at Samaritans recognise that this is a difficult time for all. Many people will be experiencing anxiety and trauma as they face bereavement, illness, concerns about finances, isolation and mental health difficulties. We know that rail staff and British Transport Police remain on the front line during this crisis, and that many of you will be worried about an increasing number of emotionally vulnerable people using our rail network and how you can support them.

To help you, Samaritans would like to offer access to our award-winning Managing Suicidal Contacts course as a mix of online input from an accredited Samaritans trainer and ongoing self-directed learning. This course has been delivered to rail companies as part of our rail suicide prevention partnership with the rail industry which began in 2010. In this time, more than 20,000 rail staff and British Transport Police officers have been trained to help someone at risk of suicide on the railway and potentially save a life.

About the course

The course offers a mix of online input from an accredited Samaritans trainer and ongoing self-directed learning. The course aims to equip delegates 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.

The course is available for free for Network Rail, train operators and British Transport Police. It is prioritised for those working in frontline customer-facing roles at priority rail locations, however we will look to accommodate others where places are available on courses.

Course objectives

The course will help you and your colleagues to:

- Acknowledge difficult feelings and circumstances
- Show that you've listened and heard
- Provide emotional first aid
- Make sensitive and effective referrals

Course outline

During the course you will learn about:

- What the barriers to listening are
- The emotional health scale
- The Samaritans Listening Wheel - to help people open up and help you respond appropriately
- How to end a conversation with an emotionally vulnerable person
- Where to signpost to further outside help
- This course is split into an online course and ongoing self-study through the rail industry's Suicide Prevention and Support on the Railway 'Learning Tool'. The online element is three hours long and delivered by an accredited Samaritans trainer. We then expect delegates to continue their learning via the Learning Tool; we expect this will take you two hours over a two week period.

How to book a course

To organise a time and date for a course please contact railcompanies@samaritans.org (please note that courses usually run on weekdays between 10:00hrs and 13:00hrs or 14:00hrs and 17:00hrs).

Once a time and date are agreed you will:

- Book a slot on your organisation's preferred online platform for the course time and date and email the joining instructions to Samaritans. Alternatively, Samaritans can host the course via our online platform (Zoom) and can provide you with joining instructions
- Share the joining instructions with course delegates (please note there is a maximum of 20 delegates per course).
- Email the names, job titles and email addresses of all booked delegates to Samaritans
- Delegates will need access to a computer with webcam, speakers and internet access
- If you are hosting the course, please be on hand to troubleshoot on the day.

For more information, please contact railcompanies@samaritans.org.

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.