1. **START THE CONVERSATION**

- **NORMALIZE THE TOPIC**
  - Bring it up at school events and at community gatherings. Share Facebook’s safety resources on social media. Acknowledge the presence of concerning posts on social media.

- **START THE CONVERSATION**
  - "Have you seen anything posted online by a friend that made you stop and wonder if they’re doing alright?"

- **TREAT ALL POSTS AS IMPORTANT**
  - Remind youth that it can be difficult to interpret the meaning of concerning posts – if anything makes them feel concerned or uncomfortable, they should go ahead and reach out for help.

2. **LISTEN, GATHER INFORMATION, AND ASSESS VIEWER EXPERIENCE**

- **LISTEN CAREFULLY**
  - Ask youth about concerning social media post(s) – acknowledge that it can be scary, stressful and frustrating.

- **GATHER INFORMATION**
  - Ask: "What have you already tried?" – Acknowledge their attempts to provide support. If relevant, discuss responder fatigue.

- **ASK ABOUT RELATIONSHIP**
  - Ask: "Are they a close friend? Acquaintance? Family member?"
  - Then ask: "Do you know any adults they would trust to help them?"

- **ASSESS THEIR WELL-BEING**
  - Ask how they are doing. Acknowledge that it can be stressful and frustrating.

- **CLARIFY YOUR ROLE**
  - Be clear about how you can help. Be sure to mention confidentiality and privacy, particularly if you are a mandatory reporter. Reassure the viewer that you can take it from here.

3. **PLAN AND ACT**

- **CONTACT THE PERSON WHO POSTED**
  - Attempt to contact the person who posted the concerning content and/or their trusted adult(s).
  - • QUESTION the intent/feelings behind the post. Are you feeling depressed? Suicidal? Feeling like you want to die?
  - • PERSUADE them not to act and offer them hope.
  - • REFER them to help. Connect them to a mental health professional in their community.

- **OFFER RESOURCES & TOOLS**
  - Thank the youth who found the concerning messages for reaching out, and provide them with resources to feel more confident navigating future concerning posts. The website www.WeRNative.org has fact sheets and videos for youth on this very topic. You can also refer youth Facebook’s safety tools: www.facebook.com/safety/tools/

More training on QPR is available at: www.qprinstitute.com
Other safety plan resources are available at: www.suicidesafetyplan.com/About_Safety_Planning.html

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