

# Orange Button holder support card



**NOW WE'RE TALKING**  
ACTING TOGETHER  
TO PREVENT SUICIDE



## What is your role?

### It is:

- To be approachable and not run from the word suicide.
- To be a connector, a first point to start a conversation.
- To be a non-judgmental, caring and understanding listener.
- To give signposting support and information.
- Somebody to ask directly about suicide.

### You can:

- Access information around appropriate support.
- Call 999 if you feel anyone is in immediate danger. Call the NHS urgent mental health helpline 111 (option 2) to get urgent help for someone you're worried about
- Encourage someone to make a safety plan, identify a safe person or seek professional help.

Keep your signposting knowledge up-to-date

### It is not:

- Counselling or therapy.
- Long term support.
- Mandatory for you to wear.
- A replacement for NHS services.
- A designated safe space.
- A mental health referral service (contact GP or self-refer).

Remember the skills from your training

### Do



-  **Listen**
-  **Support**
-  **Signpost**



### Don't

-  **Counsel**
-  **Provide ongoing support**
-  **Be a mental health service**

## Your checklist before wearing the button



No tick boxes should be left unchecked

- Am I feeling okay?
- Do I have time?
- Am I emotionally available?
- Do I know my boundaries?

## Self care

### Ground rules

- Set clear boundaries for you, your time & what you can provide.
- Consider work-life balance.
- Look after yourself - take a step back.
- Remember what your orange button role is: to move people towards appropriate support.

## Keep yourself well and be self aware

- Am I well enough to wear this today? If you're not feeling it, others will sense it.
- Do take it off and take time out.
- Wear within your own limitations, don't get too involved.
- You are there to help, not solve and you're not responsible for them.

Remember the skills from your training

## Workplace environment: support

- Make time to support and time to reflect.
- Identify where you can get support in the workplace; line manager, intranet, employee assistance programme.
- Manage people's perceptions of orange button support.
- Speak to your mental health first aider.
- Keep your knowledge up to date.

## Self-care

- Only wear your orange button when you are well and positive.
- Utilise the 5 ways to wellbeing at [mind.org.uk](http://mind.org.uk) to ensure self-care.

## Keeping yourself safe

- Be aware of surroundings and keep calm
- Feel threatened? Stop conversation and seek help. Call 999 for urgent assistance.
- Do not put yourself or others in danger.

## Signposting

### Herefordshire & Worcestershire 24/7 NHS Urgent Mental Health Helpline (all age)

Offers advice, support and assessment for anyone experiencing a mental health crisis.

Mental health advisors will be able to listen to your concerns and make appropriate plans with you.

They will transfer your call to a trained mental health clinician if needed.

**Tel: 111 (Choose option 2)**

### Herefordshire Mind's Safe Haven

(5pm-10pm, last admission 9pm)

A welcoming evening space that provides empathy, support, and safety to anyone 18+ experiencing high emotional distress and/or suicidal thoughts. Provide email, phone and face to face support including 1-1 appointments.

**Location:** Heffernan House, 130-132 Widemarsh Street, HR4 9HN

**Tel: 01432 372407**

**Email: [safehaven@herefordshire-mind.org.uk](mailto:safehaven@herefordshire-mind.org.uk)**

### South Warwickshire and Worcestershire Mind's Safe Haven

(6pm-1am, last calls 12.20am)

A listening ear, support, and signposting for anyone 18+ in Worcestershire experiencing a mental health crisis. Same night face to face appointments in Redditch Centre available to callers who meet the criteria.

**Tel: 01905 600 400**

**Call 116 123 to talk to Samaritans**, or email [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours.

Text **SHOUT** to **85258** free on all major networks, for anyone in crisis anytime, anywhere.

#### Worcestershire Mental Wellbeing Support



#### Herefordshire Mental Wellbeing Support

