How to Edit Chat Records:

Please do your best to fill in chat records carefully and as per these guidelines. It saves staff time later, and helps ensure that our stats are accurate! If you have questions or ideas, let a Youthspace Staff know!

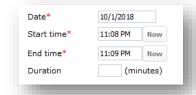*Thank you for your help and the care that you take in your work at Youthspace!*

1. <u>**Phone Worker**</u>: in the case that the Chat changes hands (ex: a volunteer needs to go home mid-chat and someone takes over) the name on the Chat Record should always be that of the <u>volunteer who started the Chat</u>.

2. <u>**Visitor Name**</u>: edit this ONLY if the visitor has explicitly given their name in THIS chat.

3. <u>**Location:**</u> If the chat is **Instant Messaging**, please transfer the <u>location</u> that is given to the right of the chat window into the location section of the "contact information". If the chat is **SMS**, you do not have to do anything.

4. <u>**Start Time**</u>: We never edit the chat start time!

5. <u>**End Time**</u>:
   - If the chat was a *hangup*, we change the end time to <u>one minute</u> after the Start Time.

6. <u>**Age:**</u> If a visitor discloses that the age they originally gave us was false, please edit the age in the report to reflect the most accurate information we have. If the chat is via SMS and we become aware of the visitor's age, please add it.

7. <u>**Gender**</u>: If an SMS visitor discloses their gender directly please add it. Note that the visitors can select more than one gender option when they enter IM chats. For example, a visitor may select both "female" and "transgender" to represent themselves as a female trans person.

8. <u>**Chat Information**</u>:

   Chat Answered:

No	Select only if the chat was a hang-up
Yes	Any other chat

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Chat Level:

Crisis	Select "crisis" if you get the sense that the visitor is full of intense levels of emotion that are unusual for them.
Hangup	The volunteer and the visitor were never in the same place at the same time.
Inappropriate Use	Any inappropriate use of our service (eg. prank, sex chat, etc)
Information Only	Visitor was only looking for suggestions for other resources or info about Youthspace/volunteering.
Practice	New Volunteers practice chatting online
Support	General emotional support chat (may be related to suicide but not currently in a state of crisis).

Response Level:

Intervention	An external resource or service was called on behalf of the visitor.
Crisis Support – No Intervention	Youthspace Volunteer provided support to the visitor who seemed to be in crisis (often including risk assessment and safety planning) but did not call an intervention.
Emotional Support	Active listening, may have involved risk assessment, but the visitor did not seem to be in crisis.
Refused	Youthspace Volunteer declined service at any point in the chat by ending the chat. This could be in the case of inappropriate use of service, or a repeat visitor, or because we were closing for the night.
Unknown	This is used when the chat ended after a few responses and it's unknown what the visitor needed.

Support:

None	No support was accessed during the chat.
On Call	Either On-Call or other Staff were called
Staff	This is the Youthspace Facilitator on shift and/or hybrid staff (start at 9pm)
Volunteers	Volunteer partners. Teamwork ftw!

9. Chat – Other Information

- The person who took the chat should write their comments in the <u>How did you feel about this chat? Difficulties/learnings?</u> box.
- **Worker's Comments** should only contain extra info about the Chat, Visitor, or Intervention.
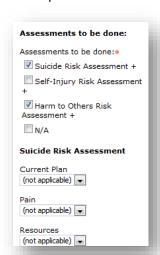
10. Chat Issues

A **Major Concern** must be selected for every chat (except hangups). It is the Volunteer's choice as to what they found to be the most pressing concern in the chat.

- Usually more than one **Contributing Factor** will be selected but this may not always be the case.
- **Strengths and Supports** represent things that the visitor may talk about in the chat that they are relying on for hope/positivity/help.
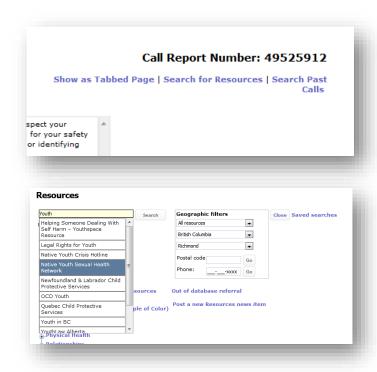
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11. <u>**Assessments:**</u> A risk assessment <u>*must*</u> be completed in any situation in which Suicide, Self-Harm or Harm to Others was discussed as a thought or possible action, even if inadequate information was gathered to fill in every section. If you ask about suicide, self-injury, harm-to-others and the visitor declines thinking at all about it, then you <u>don't</u> have to do a risk assessment, but if they are at all thinking about it or planning to act, you must fill out the assessment.

    a. <u>This part is confusing</u>! Think about it this way while answering the drop down questions:

        i. How high is their <u>risk</u> based on ___?

            1. Ex. Lots of resources? Their risk is <u>low</u>.

12. <u>**Summary and Intervention:**</u> Use the dropdown under *Overall Risk Assessment* to make an average assessment of the visitor's risk. "IMMINENT" is used in cases where the visitor has already taken steps to end their life or is in need of immediate medical attention because of some other harm (ex, self-injury or child abuse).

13. <u>**Referrals:**</u> AKA Resources. Ensure that all resources and referrals offered (i.e, links or phone numbers given) have been inputted into the chat record. To do so, click on "<u>Search for Resources</u>" at the very top right of the chat record (as shown below).

This should open a new window in which you can search for the resource. If you can't find it in the search or index, you may need to do an "Out of database referral". In this case, type in whatever info you gave the visitor. Once you've clicked "make referral" for all the referrals you gave, you can close that window to return to editing the chat record.

Once you have filled in the chat record, you may click "**submit**".

Hooray!!! You're all done! …until the next one :')

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