Suicide Prevention Committee (SPC)'s

# Strike Incident Messaging Recommendation

**Sylvia Tang,** She/Her/Hers Office of Diversity & Equity Co-Chair, Suicide Prevention Committee





#### Overview

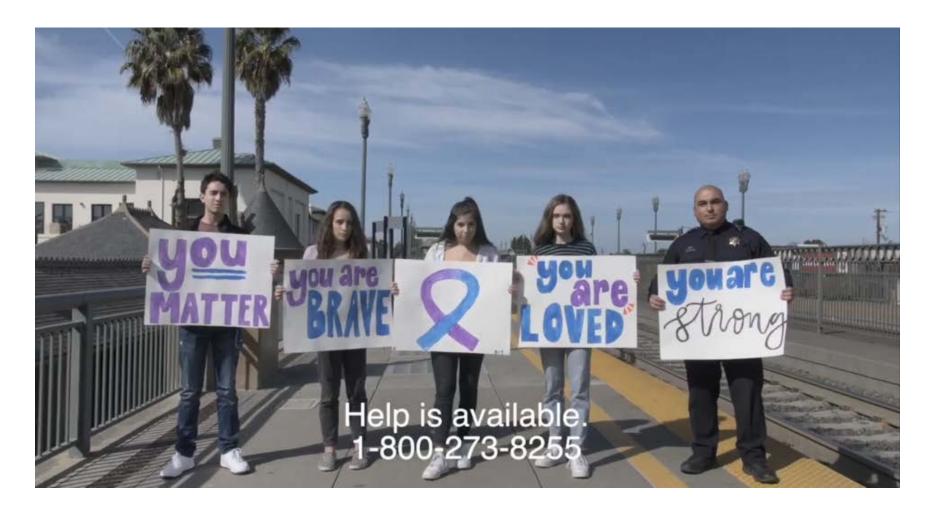
1. Background

2. Strike Incident Messaging

3. Next Steps



# 1. Background



Watch 1-minute youth directed suicide prevention film at <a href="https://vimeo.com/397546881">https://vimeo.com/397546881</a>

# 2. Proposed Incident Messaging

- Background and Goal
- Forms of Messaging
- Key/Legend
  - **Bold Text** = edited based on details of the incident
  - Highlighted Text = proposed changes or additions to incident messaging



### 2a. Initial Email

#### who was trespassing

At approximately [time], south/northbound train #156 fatally struck an individual on the tracks near Tamien station in San Jose. Emergency personnel are on scene. All trains in the area are currently stopped. There are approximately 200 passengers and 40 bikes onboard the incident train, with no reported injuries onboard.

No matter the circumstances, it is always regrettable when a life is lost. We encourage anyone who needs support to connect with local resources: www.Caltrain.com/ThereIsHelp

Caltrain reminds everyone to be alert around railroad property and always follow posted safety rules. If you see something concerning near the tracks, call the Transit Police at 1-888-SAF-RAIL (1-888-723-7245). More information: <a href="www.caltrain.com/RailSafety">www.caltrain.com/RailSafety</a>. For delay updates, please follow us on Twitter: <a href="@@Caltrain">@Caltrain</a>



#### 2b. Final Email

[Includes Previous Email]

The San Mateo County Sheriff's Transit Police Bureau, who patrols the Caltrain corridor, is investigating today's fatal incident. The final cause of death and identification of the individual will be determined by the San Mateo County Coroner's Office.

We would like to thank everyone for their patience as crews responded to this unfortunate incident.

This is the final email about this incident.



## 2c. Initial Tweet

#### who was trespassing

#NB198 has struck a person/vehicle on the tracks. All trains in the area are currently stopped. Expect major delays. #Caltrain



# 2c. Subsequent Tweets

1/2 We would like to thank everyone for their patience as crews respond to this incident. No matter the circumstance, it's always regrettable when a life is lost. We encourage anyone who needs support to connect with local resources:

www.Caltrain.com/ThereIsHelp @SFSuicide @StarVistaSMC

**2/2** Caltrain reminds everyone to be alert around railroad property and always follow posted safety rules. If you see something concerning near the tracks, call the Transit Police at 1-888-SAF-RAIL (1-888-723-7245). More information: <a href="https://www.caltrain.com/RailSafety">www.caltrain.com/RailSafety</a>. #CaltrainSafe



## 3. Next Steps

Questions & Answers

 MHSARC Recommendation to Supervisor Dave Pine (MHSARC and Caltrain Board Member)



# Thank You!





#### **Behavioral Health Resources**

#### **Crisis (24/7)**

**Suicide Prevention Lifeline** 

800-273-8255 (TALK)

**Domestic Violence Hotline** 

800-799-7233 (SAFE)

**Crisis Text Line** 

Text BAY to 741741

**Disaster Distress Line** 

800-985-5990

Text TalkWithUs to 66746

#### Non-Crisis (24/7)

**Behavioral Health & Recovery Services** 

**ACCESS Call Center** 

Mental health and substance use referrals for San Mateo County residents with Medi-Cal or no insurance

800-686-0101

TDD: Dial 800-943-2833 or 711

**California Peer Run Warmline** 

Emotional support and referrals

855-845-7415

smchealth.org/bhrsservices

#### **Suicide Prevention Resources**

#### San Mateo County

www.smchealth.org/suicideprevention

#### California

www.suicideispreventable.org

https://www.elsuicidioesprevenible.org (Español) www.emmresourcecenter.org (Resources in Multiple Languages)

#### **United States**

www.afsp.org
www.suicidology.org
www.sprc.org



# Suicide Prevention Committee

Usually meets 1st Tuesday of the month 1:30-3:00pm

https://zoom.us/j/410362485

669-900-6833 Meeting ID: 410 362 485

Sylvia Tang | stang@smcgov.org | 650-578-7165 Zena Andreani | zena.andreani@star-vista.org | 650-339-5803

smchealth.org/SuicidePrevention











#### SAN MATEO COUNTY HEALTH

# **BEHAVIORAL HEALTH**& RECOVERY SERVICES



smchealth.org/SuicidePrevention



stang@smcgov.org



650-578-7165