

DBT Phone Coaching Contingencies



If this...



then this

If you call the phone coaching line just to talk, ...

...then the DBT phone coach will remind you to call the line for support in using skills and end the call.

If you call the line and you do not receive an answer, ...

...then the DBT phone coach will return identified DBT client phone number missed calls within a half hour, with the expectation that you will use your distress tolerance skills in the meantime. The DBT phone coach will listen to voicemails or receive text messages.

If you call the phone coaching line after engaging in self-harm, ...

...then the DBT phone coach will remind you not to contact the line for 24 hours and end the call. You will behavior chain with your skills trainer during your next scheduled session.

If you report an urge to engage in self-harm when the DBT coach is ending the call, ...

...then the DBT coach will assess you for safety, potentially contacting EMS, and end the call. You will behavior chain with your skills trainer during your next scheduled session.

If you call the line while intoxicated (drunk or high), ...

...then the DBT phone coach will remind that you do not have access to the line while intoxicated and end the call. You will behavior chain with your skills trainer during your next scheduled session.

If you call the phone coaching line with an attitude of willfulness around implementing solutions discussed in the previous call(s)...

...then the DBT phone coach will encourage you to adopt an attitude of willingness around trying a couple of the solutions discussed and the set a limit to not access the phone line for the rest of that day. The DBT phone coach will not respond to your calls within that limit.

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If this...



then this

If you call the line more than 3 times that day, ...

...then the DBT coach will encourage you to work towards developing mastery and try to be as skillful as possible in a given moment independently. The DBT coach will set a limit with you not to use the line for the rest of the day and end the call. The DBT phone coach will not respond to your calls within that limit.

If you call the phone coaching line in crisis (with the intention, plan and access to committing suicide), ...

...then the DBT coach will contact EMS professionals to ensure your safety during this crisis. You will behavior chain with your skills trainer during your next scheduled session.

If you continue to use the phone coaching line inappropriately and not take in feedback from the phone coach, ...

...then you will not have access to the line until your individual skills builder assesses you as being able to use the DBT phone coaching line appropriately. The DBT phone coach will not respond to your calls within that limit.

If you have a history of misusing your team's crisis line, ...

...then you will be required to demonstrate to your team and DBT skills trainer that you can appropriately use your team's crisis line for one month before being allowed access to the DBT phone coaching line. The DBT phone coach will not respond to your calls within that limit.