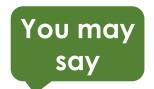
VOLUNTEERS / FRONTLINE OFFICERS: Persons Experiencing Depression

Action

It is important to reach out to persons with depression. Simply having a conversation can help the person feel less alone and more supported.

Provide a safe environment for the and encourage them to talk about their feelings and listen to them.

- Provide a conductive environment
- Be patient and listen attentively



- Take your time, there is no rush.
- I know this is difficult. I'll be here when you feel like sharing.
- Provide resources and referrals to mental health professionals
- Follow up on their well-being and provide ongoing support
- Involve their family, friends or community partner for more social support
- Use empathetic language
- Avoid minimizing or dismissing the person's experiences

Avoid saying

Just don't be sad, think happy thoughts.

Encourage emotional expression and validate their feelings

You may say

Would you like to share what is troubling you?

Do not panic if you make a mistake

You may reattempt by saying

I'm sorry if I said the wrong thing. Can we start again?

Safety

Persons with depression are at risk of engaging in self-harm behaviour or in more severe cases, suicidal. Look out for signs of self-harm or whether the person is considering suicide.

Intervene immediately if there are safety concerns. We can support the person by:

- Contacting the relevant authorities or
- Accompanying the person to the nearest emergency room

Follow your organisation's protocols when responding to a person with safety concerns.



If you assess that the person may require intervention or support, you may make a referral to <u>careinmind@aic.sg</u> to refer the person to a community mental health service provider. The provider may collaborate with you and other partners to co-manage.