

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 conducive environment**
- **Be patient and listen attentively**

You may say

- *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.

Speech

- **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 careinmind@aic.sg to refer the person to a community mental health service provider. The provider may collaborate with you and other partners to co-manage.