

VOLUNTEERS / FRONTLINE OFFICERS:

Persons Experiencing Anxiety

Action

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

- Create a calm and reassuring environment
- Offer to help with tasks or activities that may be causing their anxiety
- Encourage to seek professional help and offer to provide resources or assistance

Speech

As we converse with the person, try to understand the issues causing them to be anxious. There are many anxiety-based thoughts that everyone faces from time to time.

For example, the fear of being judged. Being empathetic and supportive is helpful.

- **Validate the person's feeling**
- **Find out how you can support**

You may say

- *I'm concerned by what you are seeing.*
- *How may I help you?*

Avoid saying

Just snap out of it.

Speech



Unhelpful words can shut down the conversation.

- **Assure that there are help available and they can get better**

You may say

- *I'm here to help you go through this.*
- *There is hope for improvement.*

- **Understand the cause and past coping methods**

You may say

- *I see that this is causing you a lot of anxiety.*
- *Have you tried managing these feelings before? What have you tried?*

- **Avoid making assumptions**

Avoid saying

- *You are over worrying.*
- *Just relax.*

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.