If possible.

avoid

distractions

Cellphone.

television, email, radio, etc.

EN SANTÉ **PSYCHOLOGIQUE**



Always avoid:

- Cutting off the person who is confiding in you
- **Judging** the person, their emotions and their choices
- Moralizing

For example: "If I was in your place, I would never have (...).

Giving ready-made solutions

For example: "You would be better off if (...)"
"If I were you, I would (...)"

 Carrying the pain of the other person on your own shoulders

Remember that the

Be warm and welcoming

If you have fixed time available, specify it

"What's happening? Do you want to talk about it? I have fifteen minutes now."



Provide assurance of your discretion

"Rest assured, all of this will remain between us."



You can nod your head to encourage the person to continue

Show the person that they were

You can rephrase their

"If I understand correctly

listened to

words in your own

Acknowledge that it is hard to talk about one's

"I know that it's not easy to talk about what you are feeling. It takes



emotions

a lot of courage.

Reassure

Listening with

Ask what usually works

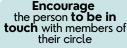
"What usually works to help you

feel better? Would you like to

start again?"

Referral to a local resource corresponding to the need, if the person wishes

Provide the name and contact information. If the person is hesitant, you can offer to make the initial contact with



This can help break isolation

Friends, family, neighbours, classmates, colleagues, etc.



Find strategies by

vourself

The power to feel

listened to

and heard

Can contribute to well-being by being able to:

Be relieved and calm down

Feel less alone

Encourage the person to express their emotions (sadness, crying, anger, etc.)

Talking about one's emotions does not create them because they are already there

"How do you feel about what you are experiencing?"

Normalize the emotions being felt

"What you are feeling is perfectly normal.

person is free to make their own choices

Centre intégré

et de services sociaux

de santé

Adapted from the "Guide de l'aidant - Comment venir en aide à une personne qui vit des difficultés" created by the CISSS de Granit June 2014 and the "Guide de l'aidant - Comment venir en aide à une personne sinistrée des inondations" created by the CISSS de la Montérégie-Ouest, January 2018

