



Our work

---

# Helping someone in crisis

---

Information resource by Freed

**Someone I know isn't doing well, how do I help them?**

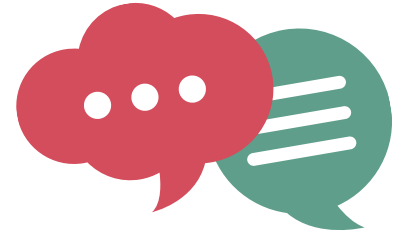
I am sorry to hear that. It is not easy to see a loved one struggling.

Here are some things you might consider that could be helpful for both you and them.

## Compose yourself

Before talking to or helping someone else, **check in with your emotions.** Are you ready and calm enough to help them? It is important to do this because when our loved ones are struggling, it makes us anxious too. If you approach them with the same anxiety, they might find it hard to open up. So, channel your anxiety into concern and care. Once you are there, you are ready to help them!





## Listen closely

- Have a conversation with them. Ask them open-ended questions, while sharing what makes you feel concerned for them - in a supportive way.
- Don't offer advice right away about what to do. Just be there and try to understand their emotions

## Be there

- Regardless of them opening up to you in the conversation, be there for them. Sometimes knowing that one is cared for, is all that is needed.
- Let them know that you are there for them and you would like to help them in whatever way they would like.

## Refer

- If you are not in the mental space to help them, or they don't feel comfortable opening up to you- you can still support them by referring to mental health professionals and helplines mentioned on our website.

