

Toolkit in case of doubts and concerns about someone else's wellbeing



We all have experienced a situation in which we notice that someone close to us (friend, study mate, roommate, family member, etc.) is not feeling as usual. Besides worries that you may have about that person's wellbeing, it could also be unclear how you can provide proper help.

In this document we offer some tools and tips that you can use in these kind of situations. We will address the following questions;

- What can you do to help?
- How do you act when you notice that someone is not fully being themselves?
- Whom to refer to for more professional help?

The Mental Health First Aid Action Plan

1

Approach, estimate situation and assist when crisis situation appears

Share your worries with the person involved. Choose a quiet place and respect the person's privacy. This will show that you pay attention and care for the other. The person can feel heard and seen by someone else.

[estimate if it concerns a crisis situation]

You can recognize a crisis situation by detecting that that the person or other people in the environment are in danger or not in control of their own actions and behaviour(?). In that case make sure you first assure your own safety and secondly that of others. Immediate danger? Call 112.

Listen without prejudice

It is of high importance to listen to what the person has to say. Ask how the person feels and ask more questions to explore the person's mental health situation together. While listening, make sure that you stay neutral and do not express your opinion(s) about the person or the situation.

2

3

Offer information and support

You can support the person by showing compassion, acknowledging the person's feelings and emphasizing their prospect for recovery. Check if the person appreciates help or a confidential talk with someone.

4

Search for professional help

By discussing the problem(s) and acknowledging these, it is more likely that the person will accept professional help. Below this Action Plan a list of professional help is provided. You can use this information to share with the person when they are ready.

5

Encourage the search for support

Encourage the person to use self-help strategies (for instance actions that have already proven to have worked in past situations) and/or asking help within own (social) safety network such as friends and family.

Help Resources



Refer to professionals

General Practitioner, such as [Campus General Practitioner](#)

SACC: [student psychologists](#), [student counselling](#), [confidential advisors](#)

[Study adviser](#) of the educational programme

[113 Suicide prevention](#), [students against depression website](#), [suicide resource centre](#)

If necessary, these professionals will refer the person to the applicable mental health institutes. If someone takes you into confidence, it is important to guard the privacy and confidentiality of the person.



Options for self-help can be found here

[The wellbeing webpage of the UT](#)

The Canvas environment about Student Wellbeing accessible through the [self-enrolment link](#) where you will find information and tools for many subjects regarding mental health.



Tip

On regular basis, the UT offers the 'Look after your friend training'. Besides general background information, this training provides more insight in specific mental health situations that may occur and how to deal with them.

Don't forget to look after yourself

When you reach out to someone who is not feeling ok, there is a chance that this also has an effect on your own wellbeing. Therefore it is important to guard your own wellbeing as well. There are several ways to do this. You can talk to someone about the experiences you have gained and what it means for you / how it affects you. Often it is already sufficient to take some time for yourself and do the things that help to relax, like sports, socialize, hobby or take a good night with quality sleep.

ARE YOU OKAY?

FEELING STRESSED?



↓ CONTACT YOUR ↓

STUDY ADVISER



AND/OR SIGN UP FOR THE

STRESS
MANAGEMENT
WORKSHOP



FEELING DOWN
OR ANXIOUS?



↓ CONTACT YOUR ↓

STUDY ADVISER



AND/OR

STUDENT AFFAIRS
COACHING & COUNSELLING



FEELING LONELY?



↓ CONTACT YOUR ↓

FRIEND OR
FELLOW
STUDENT



AND/OR CHECK THE

STUDENT UNION WEBSITE

