

# HOW TO Respond

1. Support by listening
2. Suggest they talk to someone they trust
3. Signpost to appropriate services
4. Offer to be there for them to talk to
5. Actively help them get professional support
6. **If at immediate risk of harm** make sure they are **not left alone** (if safe to do so) and **phone 999 or take them to A&E**

Everyone can do numbers 1-3, even with strangers

**More info + Suicide prevention links**  
plus full **WISETALKERS** toolkit  
at [www.stormsdmc.org](http://www.stormsdmc.org)

-Sheffield MH Helpline 08088010440

-Samaritans – Call 116 123

-Childline (to age 18)- Call **0800 1111**

**☎ FREE 24/7 Telephone support**

## KEY SERVICES



# Help YOU, Help others

## Be Prepared

# WISE TALKERS

**Wellbeing-** Know what helps you stay well and cope with a bad day. Do it!

**Individuality-** Be self-aware. Recognise different views and responses.

**Signs of Distress-** Recognise signs in yourself and others. Know what to do.

**Environment-** Create a safe space to talk openly.

**T**une In- **S**igns? Look past words. Don't assume, check it out.

**A**sk- Be interested "You look sad/angry/...What's been going on?"  
Suicide risk?- Be direct "Are you thinking of taking your own life?"

**L**isten actively without judgement- Let *them* talk. Acknowledge and validate their feelings. Don't criticise or play down.

**K**eep calm- This will calm them too. Once calm...

**E**mpower- "What do you need/want to happen?"

**R**espond- Support, Signpost (see back of this card).

**S**elf-care- Supporting can be hard on you. Talk to someone you trust about it -without mentioning names. Look after yourself.