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



Approach, estimate situation and assist when crisis situation appears

Share your worries with the person involved. Choose a guiet 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 persons 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.



Offer information and support

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



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.





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.



The wellbeing webpage of the UT The Canvas environment about Student Wellbeing accessible through the self-en-

Options for self-help can be found here

rolment link where you will find information and tools for many subjects regarding

mental health.

On regular basis, the UT offers the 'Look after your friend training'. Besides gener-



al background information, this training provides more insight in specific mental health situations that may occur and how to deal with them.

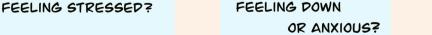
Tip

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

Don't forget to look after yourself

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?







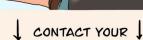


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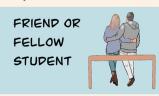


↓ CONTACT YOUR ↓

STUDY ADVISER



FEELING LONELY?



AND/OR CHECK THE STUDENT UNION WEBSITE

<. ∥Student UNIUN

COACHING & COUNSELLING WWW.UTWENTE.NL/STUDENT-WELLBEING

Source: MHFA. (z.d.). Mental Health First Aid. https://mhfa.nl