

Start with connection

Choose a private moment and be direct but gentle: "I have noticed you seem to be having a hard time. Would you like to talk?"

What I have noticed, without judgement...

How I can listen without rushing to fix...

Questions I can ask: "What feels hardest?" "What would help right now?"

Check safety and support choice

If you are worried, ask clearly about immediate safety and thoughts of suicide or self-harm. Asking does not put the idea into someone's head. If there is immediate danger, contact emergency help and do not leave them alone.

People or services they trust...

One practical task I can offer...

How I will respect communication and sensory needs...

Follow up and protect capacity

What I will check back about, and when...

What I can realistically offer...

What is beyond my role and needs professional support...

Who I can speak to for my own support while protecting their privacy...

Reminder: I can care deeply without being the only source of help.