

### Things to say

- Thank you for letting me know
- I'm really glad you've told me
- I appreciate you being honest and open
- I'm worried about you, and I care about you
- You are not on your own with this
- I want to help in the best way – what can I do?
- There are people who can provide support in addition to me – how would you feel about that?
- It's important you know that you can come back to me and talk about this whenever you need to
- I'm listening – tell me more

### Things to do

- Don't focus entirely on the physical act of harm (or the injuries):
- Although it is important to seek support for any medical need, such as providing physical first aid, we need to remember that self harm is *helping someone to cope with distress* – this is the bit we need to focus on the most
- Make sure the individual we are concerned about knows that we are not going to judge them for their self harm
- Provide a safe, supportive environment for someone to continue being open about their journey to recovery
- Offer opportunities for people to work on building their internal resilience to tolerating emotional distress

### Things not to do

- Panic
- Get angry with someone
- Tell someone to stop (this can escalate risk)
- React with shock or disgust
- Assume that the individual is in suicidal crisis (we can't be sure about this until we ask the person) – “over” react
- Minimise or dismiss the behaviour – someone is in distress and we can't dismiss their behaviour as 'attention seeking' or their injuries as 'not that bad'