



C.A.R.E.R.S Approach

TO HELPING OTHERS

MINDJOY

One in three people will struggle with mental illness during their lifetime, therefore it is likely that we will eventually be a support person to someone. The **C.A.R.E.R.S.** approach, developed by MINDJOY, is a general guideline that can be used to help anyone with any type of mental health issue. Each letter of **C.A.R.E.R.S.** stands for a skill you can learn or a tool you can use: **Conscious, Active Listening, Readiness, Empathy, Resources, and Spiritual Support.** For more information about these skills and additional resources, visit Mindjoy Counselling & Training: www.mymindjoy.com

CONSCIOUS

This means be present and aware; we must first notice people and be conscious of their struggle in order to assist them. Be informed about signs and symptoms so you know what to look for.

ACTIVE LISTENING

Approximately 70%-85% of counselling is listening non-judgmentally and with kindness. Have supportive non-verbals (lean in, nod, make gentle eye-contact, don't cross your arms), focus on them, and paraphrase/reflect what you hear.

READINESS

Just because someone needs support, doesn't mean they are ready to receive it. If they aren't ready, or if they have limited insight into their symptoms, you will need to adjust your approach accordingly.

EMPATHY

Empathy is seeing the world through another person's eyes and recognizing their emotions have value. You can always validate and empathize with how someone feels, and this will make them feel supported.

RESOURCES

Have a list of short-term (crisis) and long-term (counselling) resources. Have 24/7 mental health call line information on hand. Encourage them to speak to their doctor. Know the supports in your area.

SPIRITUAL SUPPORT

Prayer and counsel can be very life-giving and encouraging. Pray with them. You can also invite them to speak to their pastor or another spiritual mentor. Never underestimate the power of prayer.