



4R Action Toolkit

<p>RECOGNIZE Before starting a conversation, consider how and where to go about it.</p>	<p>Cues/change in behaviour – What got your attention? E.g. Actions (e.g. crying, yelling). Inactions (e.g. not showing up for a meeting). Don't assume/diagnose. Relationship – How is your rapport with the person? Are you the best fit? Strengths – What skills does the person contribute? Point out their personal resources. Best to address – Make a mental note of what to mention and what to leave out. Maintain dignity. Time & Place – Where/when will the person be most comfortable?</p>
<p>RESPOND Encourage the person to share with you in an open and respectful way.</p>	<p>Start a conversation – Take a few minutes to connect with the person before getting into your concerns. The person may choose to share what's going on. Be a respectful listener – Be empathetic. Keep your role in the conversation simple and straightforward. Listen more than talk Share your concerns – As detailed in <i>Recognize</i>. Explore impacts – E.g. sleep. Exercise How long have they been struggling?</p>
<p>RESOURCE Inquire about potential helpers and means for coping.</p>	<p>Ask about coping – What they have been doing to manage? Previous experience – Have they felt this way before? Brainstorm next steps. –E.g. GP, Self-care, friends/family, mental health professional, www.heretohelp.bc.ca, Crisis Line or 811 nurse line. Wrap up. – Encourage a reasonable action. Plan to reconnect. Respect confidentiality. *Don't share unnecessary details with others.</p>
<p>RECONNECT Check-in with the person.</p>	<p>Check in – (2-7 days) To reduce shame/confusion & encourage action. Ask about action – Were they able to follow-through? Be open to hearing about some of the challenges and discoveries. Explore alternative actions or additions. Recognize improvement/signs 4R Action Toolkit again – If you recognize new concerns or the person isn't improving.</p>
<p>*If there are safety concerns like suicide or high risk behaviour.</p>	<p>Getting more help is essential. As much as possible, involve the person in the discussion of who else needs to know. Do not leave person alone if you are concerned. (See The 4R Action Toolkit in Urgent Situations)</p>



PERSON CENTRED	<ul style="list-style-type: none">• Genuineness – Seek common ground and partnership. Avoid being a blank-slate information-receiver.• Unconditional positive regard – Basic acceptance and respect without judgment.• Empathetic understanding – Demonstrate holistic understanding (individual experiences, expectations).• Empowering – Share information; let the person make decisions.
TRAUMA-INFORMED	<ul style="list-style-type: none">• Trauma Awareness – Understand the commonness of trauma. Be aware that behaviours are often impacts of trauma and adaptations to cope.• Safety and Trustworthiness – Be welcoming. Providing clear information to seek informed consent. Be consistent.• Choice, Collaboration and Connection – Involve people in the process. Foster dignity, self-determination, and personal control.• Strengths Based and Skill Building – Identify the person’s strengths, support the person in developing resiliency and coping skills. Emphasize teaching and modeling. <p>Adapted from BC Provincial Mental Health and Substance Use Trauma-Informed Practice Guide, 2013</p>
MINDFUL LISTENING	<ul style="list-style-type: none">• Listen with full attention• Avoid planning your response• Clear mind of past/future• Pause & absorb• Paraphrase, appreciate, inquire• Do not respond with your opinion
COMMUNICATION	<ul style="list-style-type: none">• Verbal – Words matter. Start by asking “how are you”. Avoid blame/assumptions and stigmatizing language.• Vocal – Lower your pitch. Mind your pace.• Visual – Relax your body, without being too casual. Sit next to the person. Avoid objects between you. Make comfortable eye contact.
EMPATHY	<ul style="list-style-type: none">• “Reactions of one individual to the observed experiences of another.” (Davis, 1983)• Cognitive Empathy: Perspective taking• Emotional Empathy: Feeling physically with the person