

# EARLY DETECTION AND INTERVENTION TOOLKIT

MAY 2020

**P**RESBYTERIAN  
Community Services  
*Inspiring tomorrow's community today*

# 3-STEP PROCESS (DPR)



# DETECT

Spot the Signs of DISTRESS

**D**epressed or feelings of sadness

**I**nability to concentrate or make decisions

**S**leeplessness

**T**ense and worried

**R**ebellious / aggressive behaviour

**E**xtended absence / deliberate social withdrawal

**S**udden unexplained injuries

**S**uicidal thoughts

# PROBE

Trust the signs, trust your gut feeling. Probe.

You need to look out for yourself before you can look out for others. First, ask yourself:

**P**

*“Am I Prepared?”*

Do I understand that if I ask the person “are you ok?” the answer could be: “No, I’m not”?

Do I understand that I may not be able to ‘fix’ the person’s problems?

Do I accept that the person may not be ready to talk? Or the person may not want to talk to me?

**R**

*“Am I Ready?”*

Am I in a good state of mind?  
(e.g. I am calm, my mind is not preoccupied by other matters)

Am I willing to listen genuinely and attentively?

*“Is it a Right moment?”*

Is the place relatively private and conducive for personal sharing?

Do I have enough time to chat properly? Am I in a rush / is the person in a rush?



Pop the golden question

“Are you OK?”

Responses to expect:

**“Yes I am fine” (but your gut feeling says it’s not)**

- Mention specific things that have made you concerned for them, like “I am wondering if things are alright.. as I think you are less chatty than usual..”
- If they do not want to talk, ask “Please call me if you ever want to chat” or “Is there someone else you’d rather talk to?”
- Tell them you’re still concerned about changes in their behaviour and you care about them.
- Avoid a confrontation, or criticising if they do not wish to talk.
- Don’t take it personal.

**“No, I am not ok”**

- Dig deeper.
- Help them open up by asking questions like “What’s been happening?”, “how long have you been feeling this way?” , “I am ready to listen if you would like to share a bit more.”

## B

### *Be empathic*

- Listen with an open mind.
- Acknowledge that things seem tough for them. Do not judge, do not criticise.
- Take what they say seriously and don't interrupt or rush the conversation.
- If they need time to think, sit patiently with the silence.
- Encourage them by affirming, "It must be tough for you to go through this."
- Show that you've listened by repeating back what you've heard (in your own words) and ask if you have understood them properly.

## E

### *Encourage Action*

- Ask: "What did you do whenever you felt that way?" or "What have you done in the past to manage similar situations?"
- Ask: "How would you like me to support you?"
- Ask: "What's something you can do for yourself right now? Something that's enjoyable or relaxing?"
- You could say: "When I was going through a difficult time, I tried this... You might find it useful too."
- You could also say: "It might be useful to link in with someone who can support you, or let you know more about the services available."

# RESPOND

In event of suspected risk:

1. Report information to a PCS centre staff.
2. Keep information confidential. Do not disclose to other volunteers unless really necessary.
3. Provide the relevant contact numbers and helplines to the distressed person if applicable.
4. In event of immediate danger to self or to the distressed person, contact the local emergency number.

## CONTACT US

### PRESBYTERIAN COMMUNITY SERVICES (PCS)

Telephone: 6334 4445

Fax: 6338 7153

Email: [info@pcs.org.sg](mailto:info@pcs.org.sg)

Website: [www.pcs.org.sg](http://www.pcs.org.sg)

### PCS SOCIAL WORK & COUNSELLING UNIT

Our Services include:

- **Emergency Relief Scheme (ERS):** short-term relief to individuals and families in need of temporary financial assistance.
- **Case Management** for at-risk individuals/families.
- **Counselling Services** which covers issues such as marriage preparation, parenting, family, ageing-related and various life issues.
- **Advance Care Planning (ACP)** to help plan for your future personal care in advance.

Get in touch with our social workers by emailing us at [swc@pcs.org.sg](mailto:swc@pcs.org.sg) or by scanning this QR code.





# OTHER USEFUL CONTACTS AND HELPLINES

## Emergency Contacts:

Police	999
Fire Engine / Ambulance	995
Non-Emergency Ambulance	1777

## Suicide Prevention and Crisis Helpline:

SOS (Samaritans of Singapore)	1800 221 4444
IMH Emergency Helpline	6389 2222

## Other Useful Numbers:

### ComCare Call

*Social Assistance for Low-income individuals and families*

1800 222 0000

Daily, 7.00am to 12.00 mn

### Singapore Silver Line

*Information for all eldercare and caregiving support services*

1800 650 6060

Mon – Fri, 8.30am – 6pm  
Except Public Holidays

### SG Enable

*Information and referral services for persons with disabilities (child and adult)*

1800 858 5885

Mon – Fri, 8.30am – 6pm  
Sat, 8:30am - 12:30pm

### Child Protection Service Helpline

*Reporting suspected child abuse*

1800 777 0000

Mon - Fri, 8.30am – 6pm  
Sat, 8.30am-1.00pm

## OTHER USEFUL CONTACTS AND HELPLINES

### Counselling Hotlines:

Tinkle Friend (Primary-school-aged children)	1800 2744 788	Mon – Fri, 2.30pm to 5pm
Youth Line (Youth Challenge)	6336 3434	Mon – Fri, 8.30am – 6pm
TOUCHline (TOUCH Youth Services)	1800 377 2252	Daily, 10am - 10pm
Care Corner Counselling Hotline (Mandarin)	1800 3535 800	Daily, 10am - 10pm Except Public Holidays
Brahm Centre's AssistLine	6655 0000 8823 0000 (Call/Whatsapp)	Mon – Fri, 9am to 6pm During & After office hours
Singapore Association for Mental Health (SAMH)	1800 283 7019	Mon – Fri, 9am – 6pm
AWARE Women's Helpline	1800 777 5555	Mon – Fri, 10am – 6pm