

PSYCHOLOGICAL DISTRESS

What is it?

It's a state in which a person may find themselves following one or more stressful events. For example, the pandemic has contributed to an increase in stress:

- Fear of being sick or of a family member.
- Less direct contact with family and friends.
- Less access to support services (counsellors, support groups).
- Job loss.
- Reduced income.

Who suffers?

Anyone can suffer from psychological distress. The people most at risk are:

- The elderly and people with chronic illnesses.
- Children, teenagers, and young adults.
- People who tend to worry, especially about their health, or who have experienced a traumatic event in the past or recently.
- People who live alone or have little social support.
- Immigrants and refugees.
- People living on low incomes.

Signs of distress

Emotional	Cognitive	Behavioral	Physics
- Anxiety - Depression - Anger - Aggressiveness - Decreased self-esteem	- Difficulty making decisions - Concentration and memory problems - Less articulate speech	- Dispute - Mood swings - Isolation - Rigid attitude	- Fatigue - Nervousness - Back pain - Headache - Feeling of heaviness in the chest or stomach - Heartbeat acceleration - Muscular tension - Insomnia - Sudden weight change

Make Contact

Examples of questions to start the discussion:

- How are you today?
- Is something worrying you?
- How is your stress level these days?
- What can I do to help you?

Active listening

- Be calm and patient.
- Have a respectful, empathetic, and non-judgmental attitude.
- Be present at that time.
- Pay attention to the person in front of you.

Offer help

- Ask the person if they need help. If they don't want it, you can ask if you can contact them again to follow up.
- If the person wants assistance, you can direct them to resources as needed.

Any Questions?

To comment or ask a question, please write to: eclaireurs.eclaireuses.cnmtl@ssss.gouv.qc.ca

Visit our website: <https://www.ciusssnordmtl.ca/eclaireurs>

Thanks to East Island Network for English Language Services-REISA for translating this document from French to English.