

# What to reply when ...

You can use these copy and paste responses in your discord, Twitch chat or wherever you need them to give some guidance to your community without putting yourself on the line.

When a message says...	Here's a response you can use...
"I'm struggling" or "I'm having a hard time right now"	I'm sorry to hear that <name>, it sounds really tough. If you're looking for support CALM has lots of tools to help including guides on a whole range of topics, a space to offload your thoughts and more. You can check it all out here <a href="http://www.thecalmzone.net/get-support">www.thecalmzone.net/get-support</a>
"I am struggling with my mental health"	I'm sorry you're feeling like this, but I really appreciate you sharing this with us - it takes a lot of strength to talk about it.  Mental health struggles are really common, and there are places to get support. For example, CALM has guides on lots of different mental health issues, a space to offload your thoughts, and plenty more. Check it out here: <a href="http://www.thecalmzone.net/get-support">www.thecalmzone.net/get-support</a>
"I've lost someone recently"	I'm so sorry to hear that; losing someone can be really difficult so whatever you're feeling right now is totally ok.  No pressure, but if you need help or support there is plenty out there. CALM has a guide to grief and there are loads more wonderful support charities which you can find in their service directory. You can find it all here: <a href="http://www.thecalmzone.net/bereaved-by-suicide">www.thecalmzone.net/bereaved-by-suicide</a>
"I'm feeling suicidal" or "I don't want to keep living"	<name>, I'm really sorry you're feeling like this, but I'm so glad you reached out. It may not feel like it right now, but things can get better. You deserve support to get through this.  The CALM helpline is available 5pm to midnight every day with trained professionals who can help you with these feelings. They even have a webchat or whatsapp option if you don't fancy talking on the phone. Please consider getting some support here: <a href="http://www.thecalmzone.net/feeling-suicidal">www.thecalmzone.net/feeling-suicidal</a>
"I'm worried about someone in my life"	So sorry to hear that. It can be hard to know what to do and how to help this person; but you don't have to go through this on your own. There are places you can get support. For example, CALM's helpline is available if you're worried and they have online guides to how to help someone who's suicidal. All available here: <a href="http://www.thecalmzone.net/worried-about-friend-or-family">www.thecalmzone.net/worried-about-friend-or-family</a>

When you want to...	You could write...
...encourage people to talk about how they're doing.	If you want to chat more about what's on your mind, I'm here.
...shut down a conversation, but nicely.	Thanks for sharing. This isn't the best place to share this kind of content or to get help with that but CALM has plenty of support available here: <a href="http://www.thecalmzone.net/get-support">www.thecalmzone.net/get-support</a>
... encourage someone to reach out to their friends and family in person.	Online isn't always the best space to have these conversations. Have you tried talking to someone in person about what's on your mind?



Remember, it's never your job as a creator or moderator to support people directly with what they're struggling with so, if in doubt, signpost them to an organisation such as CALM.