

What to say on stream when...

Responding to the Chat

When the chat says...	Here's how to respond...
<p>"I've had a really bad day"</p> <p>We all have bad days but when someone brings that to chat, you may want to acknowledge their feelings and offer them some help from your stream. Here's how...</p>	<ol style="list-style-type: none"> 1. Acknowledge their feelings and be understanding. You could say: "I'm sorry to hear that <name>. Bad days can be really tough." 2. Direct them to support by saying "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" 3. Share the signposting link in chat or use one of our screen overlays but don't pressure too much, not everyone will want support.
<p>"I'm struggling with my mental health"</p> <p>Did you know that 1 in 4 people will experience a mental health problem of some kind each year? But, that doesn't make it easy to handle, so here's how to respond if they come up in your chat...</p>	<ol style="list-style-type: none"> 1. Acknowledge their feelings and show empathy by saying "I'm sorry you're feeling like this. That sounds really tough, but I really appreciate you sharing this with us. It takes a lot of strength to talk about it" 2. Direct them to support. You could say: "Mental health struggles are really common, and there are places to get support. CALM has guides on lots of different mental health issues, a space to offload your thoughts, and plenty more" 3. Share the signposting link in chat or use one of our screen overlays to show a qr code.
<p>"I'm feeling suicidal" or "I don't want to keep living"</p> <p>Suicidal thoughts can be really hard to hear, and even harder to know how respond to. Use this script to make sure your</p>	<ol style="list-style-type: none"> 1. Acknowledge their feelings by saying "<name>, I'm really sorry you're feeling like this, but I'm so glad you reached out." 2. Show empathy and understanding. You could say: "It may not feel like it right now, but things can get better. You deserve support to get through this." 3. Encourage them to get support by saying: "I'm no expert, but there are people who can help with these feelings. The

community gets the support they need and feel confident you've done everything you can.	<p>CALM helpline is available 5pm to midnight every day with trained professionals who can help you find a way forward. They even have a webchat or whatsapp option if you don't fancy talking on the phone."</p> <p>4. Signpost to CALM by sharing the signposting link or using one of our stream overlays.</p>
<p>"I've lost a loved one recently"</p> <p>Whether it's a friend or family member, a parent or a pet, your community might bring their grief to the chat, here's how you can support them without putting yourself on the line.</p>	<p>1. Acknowledge their loss and show empathy: "I'm so sorry to hear that. That sounds really tough. Losing someone can be really difficult. Whatever you're feeling right now is understandable.</p> <p>2. Offer support if needed: '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. I'll put the link in the chat if you want it.</p> <p>3. Share the CALM support link but don't pressure too much, not everyone will want support.</p>
<p>"I'm worried about someone"</p> <p>If someone in your community is worried their friend, family member etc. may be suicidal or struggling with their mental health, they could turn to you for support. Here's how to help them ...</p>	<p>1. Acknowledge their worries by saying "I can tell this is really worrying for you. It sounds like you care about them a lot."</p> <p>2. Show empathy. You could say: "I can imagine that this feels difficult, knowing what to do next"</p> <p>3. Direct to support by saying "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"</p> <p>4. Link to signposting in the chat or using a screen overlay</p>



Top Tip: You can use these responses spoken on stream or as replies in the chat. If you would like some copy and paste responses for your chat, check out the "What to reply when..." guide in our help kit.

Controlling the situation on stream

When you want to...	Try ...
<p>... encourage people to talk about how they're doing.</p> <p>Sometimes a listening ear (or chat) is all people need, here's how to encourage them to share...</p>	<ul style="list-style-type: none"> • "Is there anything specific that's worrying you? Maybe talking about it will help." • "If you want to talk more about what's on your mind, I'm here."
<p>...shut down a conversation, but nicely.</p> <p>Your stream doesn't have to be a place for deep or dark conversations, and sometimes people will bring a bit too much to the chat, so here's a few ways to shut things down when you need to.</p>	<ul style="list-style-type: none"> • "Thanks for sharing. This isn't the best place to get help with that. Let me suggest some places to go for support..." [link to signposting] • "I'm sorry, but this isn't the right space to share this kind of content."
<p>... encourage someone to reach out to their friends and family in person.</p> <p>You can only ever know your community's screen names so it's often a great idea to encourage them to reach out in other places; here's one way you can do this.</p>	<ul style="list-style-type: none"> • "It's okay to lean on the people who care about you. They'd want to be there for you." • "You don't have to go through this alone. Your family and friends care about you and would want to help." • "Asking for help is a sign of strength, not weakness. It shows you're doing what you need to take care of yourself."