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Building 1, Level 5 (1.517) @Lobby C

<http://www.sutd.edu.sg/Campus-Life/Well-being-Services>

## **Kindness is the language which the deaf can hear and the blind can see. *Mark Twain***

In times of difficulty or trouble, we all could do with a listening ear, a helping hand or a shoulder to cry on. We do not have to look very far to find someone lost or hurting in our midst.

The question is will we make a difference in someone else's life, even if we may not get anything in return from that person. If we do, it could potentially make this world a better place, and also make us better people, one kind deed at a time, however small it may be.

Contrary to popular opinion, we do not need to be professionally trained to offer help. But we would be in a better position to help if we know the followings:

- ❖ Before offering help, assess and determine whether the situation may present any risk to yourself or others. If it does, a call for help might be needed.
- ❖ Obtain informed consent from the person before attempting to help. Informed consent simply recognises the person's right to privacy, and autonomy to decide what kind of help or helper that the person is comfortable with. Do not take it personally if the person declines your help as there could be various reasons why people refuse to seek or receive help, and these could include wanting to deal with their issues on their own.
- ❖ Recognise your constraints and limitations. It is alright to decline to help if it is beyond your abilities. You need not feel bad about it, nor feel compelled to help someone against your wishes.
- ❖ If you are not able to help personally, you could do the next best thing by referring or directing the person to another appropriate source of help.
- ❖ If the person presents real risk of harming oneself or others, it may be necessary for you to alert his/ her next-of-kin (*if you have the contact*), or the police and/ or arrange for him/ her to seek immediate medical attention. This is despite the possibility that the person could get upset with you, but your decision will be based on the importance of people's safety and wellbeing.
- ❖ Refrain from shouldering someone's burden to a point that you experience caregiver's fatigue. If that happens, it is time that you sound out for help.

**SUTD Wellbeing Services offers professional counselling services for students in a private and confidential setting. If you would like to speak to a Counsellor to discuss any issue or challenge, please email us at [wellbeing@sutd.edu.sg](mailto:wellbeing@sutd.edu.sg).**