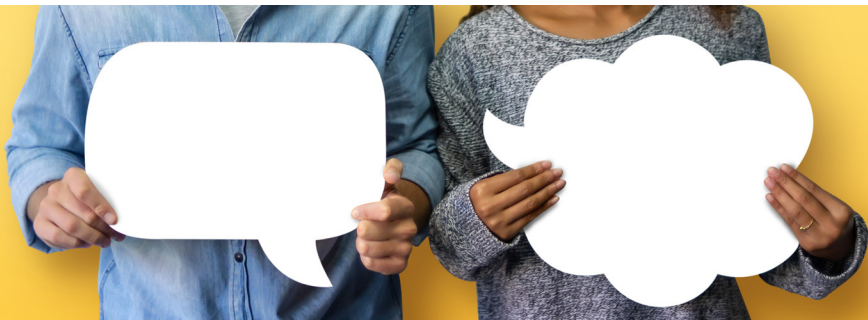


How are you?



Psychological Distress:

**Speak up! It can help
and you can help others.**

*Centre intégré
universitaire de santé
et de services sociaux
de l'Ouest-de-
l'île-de-Montréal*

Québec 

WHAT IS DISTRESS?



We all experience psychological distress at some point in our lives. It usually appears during stressful events such as divorce, a house purchase, a job change, a breakup, or a pandemic. Everyone lives these experiences differently and with varying degrees of intensity.

Most of the time, we manage to adapt. But sometimes the signs of distress persist and we can feel them in our body, in our thoughts and ideas, in our emotions and feelings, or in the way they influence our actions. When these signs affect our personal, social, family, or work relationships, it is important to seek help quickly to prevent more serious problems.

Psychological distress is more common than we think:

- The Institut de la statistique du Québec's Québec Population Health Survey (2014–2015) showed that more than 1 in 4 Québécois reported high levels of psychological distress.



1 in 4 Québécois

- Psychological distress is more common in women: almost 1 in 3 women (33%) report high levels of psychological distress.



1 in 3 women

WHAT ARE THE POSSIBLE SIGNS OF DISTRESS?



Physical signs (you can feel in your body):

- Feeling agitated, restless
- Lacking energy for daily activities
- Sleeping more or less than usual
- Eating more or less than usual
- Feeling physically unwell without a medical reason (example: aches, muscle pain, tension, headache, stomach ache, increased heart rate)



Cognitive signs (thoughts and ideas):

- More distracted, less able to concentrate
- Having difficulty expressing yourself clearly (speech that is confused or incoherent)
- Having difficulty facing one's problems
- Having difficulty making decisions
- Having memory issues (forgetting things more often)
- Feeling that you are not up to the task



At an emotional level (how you feel):

- Feeling anxious, preoccupied
- Feeling pressured, stressed
- Feeling discouraged, down, or sad
- Feeling irritable and moody
- No longer wanting to do anything



In terms of behaviour (the ways you act):

- Tendency to self-isolate and cut yourself off from the world
- Increased use of drugs, alcohol, or medications
- Taking less care of yourself (neglecting appearance and hygiene)
- More frequently reacting with anger to comments from others
- Being warier of friends and colleagues
- Finding it harder to complete daily tasks (for example, cooking meals, cleaning, taking care of children, going to work)



WHAT TO DO?



As a loved one, friend, colleague, professional or volunteer, you can acknowledge their distress. It is important to pay attention to signs of distress and to listen. The better you are at recognizing the signs of distress, the easier it will be to reach out to someone in distress and remind them that there are resources to help them.

Remember, your role is to listen and empathize. You can suggest that the person get in touch with resources that are there to help. If you wish, you can help them to do so. Think to:

- Observe to see whether the person shows signs of distress
- Open the conversation, if you feel comfortable and if the person wants to talk about it
- Listen without judging
- Suggest the person seek help
- Refer the person to resources that can provide help (for example, I am a bit concerned about you. I would like to refer you to someone who can help you. Would that be all right with you?)

WHO TO CALL? WHERE TO GET HELP?



Resources available can help.

The tool **How are you? Helpful resources nearby, for you or a loved one** lists some of them. If the person has a family physician, remind them that they can also help.



**Most of all,
take care of yourself!**

HOW ARE YOU?

Helpful resources nearby, for you or a loved one.



EMERGENCY (24/7)

If someone represents an immediate danger to themselves or others:



- Dial 911



- Go to the nearest Emergency Room



CRISIS CENTRES (24/7)

For someone who is in crisis and needs an immediate intervention by phone, in person, or in temporary shelter:

- L'Autre Maison (Centre-Sud neighbourhood): 514-768-7225
- West Island Crisis Centre: 514-684-6160
- TRACOM Crisis Intervention Centre (Centre-Ouest): 514-483-3033



RESOURCES IN TIMES OF WORRY OR DISTRESS



To speak with someone and get guidance (24/7):

- Info-social - to speak with a professional: Dial 811
- Tel aide - Anonymous listening service: 514-935-1101
- Tel-jeunes - For all youth aged 20 and under : 1 800 263-2266 or live chat available online
- Suicide Prevention Hotline: 1-866-277-3553 (1-866-APPELLE)
- LigneParents - Information and Support from Professionals: 1-800-361-5085 or chat online
- SOS Violence Conjugale - Information and Anonymous support: 1-800-363-9010
- Elder Mistreatment Helpline (8 am to 8 pm /7) : 1-800-363-9010



For someone who wishes to meet with a healthcare professional (schedules vary):

- CLSC de Dorval-Lachine514-639-0660
- CLSC de LaSalle.....514-364-2572
- CLSC de Pierrefonds514-626-2572, ext. 3956
- CLSC du Lac St-Louis514-697-4110, ext. 1559



RESOURCES FOR PHYSICAL ISSUES

If someone is feeling unwell or has a non-urgent health issue:



- Dial 811 to speak to a nurse



- Go to the nearest walk-in clinic



OTHER RESOURCES

To find nearby resources – food banks, shelter, material assistance, employment and income (8 am to 6pm / 7 days per week):



- Dial 211

**Help is available
to you, without cost
and in confidence.**