

## An illustration of a person with dark skin and curly hair, wearing a blue t-shirt and green pants, sitting in a meditative pose. Their torso is replaced by a purple robotic device with two articulated arms. The person is surrounded by a network of dashed blue lines connecting various colorful icons: a green dollar sign, a red starburst, a blue musical note, a purple heart, a black lightning bolt, a green checkmark, orange dots, a red starburst, a purple exclamation mark, a blue 'Z', a green plus sign, a blue squiggle, a green cloud, a blue propeller, and a red plus sign. The background is a light beige gradient.



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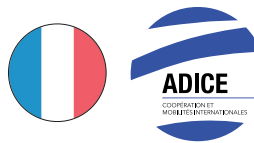
## THE MIND PROJECT

**MIND (Mental health matters: INnovative Development for VET organizations) is an Erasmus+ KA2 project designed to address the growing need for mental health support among young people, particularly those involved in international mobility projects.**

Following the COVID-19 pandemic, awareness of mental health issues became evident among the population, especially among young people. According to the EU's 2023 report on youth mental health, the shift to online learning, reduced access to social and recreational activities, and interrupted interpersonal relationships have led to increased emotional stress. Young people are now 30% to 80% more likely to experience a mental health disorder. Therefore, addressing their mental health and well-being is more crucial than ever.<sup>1</sup>

In this context, to **strengthen the capacities of professionals to reinforce their mental health practices and to promote socio-emotional well-being for young people**, five partners from European countries created the MIND project. By informing, guiding and training professionals and young people on mental health, young people will be more equipped with the right knowledge and skills, and will be able to confidently face challenges and thrive both during and beyond their mobility experiences.

The 5 European partners are coming from different geographical areas (Spain, Estonia, Slovakia, Macedonia, and France) to share various practices and points of view and to create innovative tools for professionals and young people:



➤ ADICE (France)



➤ Association for volunteerism volunteerski centar Skopje (Republic of North Macedonia)



➤ Fundación Plan B Educación Social (Spain)



➤ Občianske združenie KERIC (Slovakia)



➤ Johannes Mihkelsoni Keskus (Estonia)

<sup>1</sup> European Commission, European Education and Culture Executive Agency. The impact of the COVID-19 pandemic on the mental health of young people – Policy responses in European countries, Publications Office of the European Union, 2022

## INTRODUCTION

The MIND project recognizes the vital role of mental health in ensuring the well-being and success of young people, particularly those engaged in international mobility projects. Mental health issues have lasting negative impacts on education, employment, or personal relationships. Young people are particularly affected as it can prevent them from continuing their education and training or can lead them to drop out. Young people participating in mobility projects are included, as changes in environment and culture lead to needing more emotional support.

In response to the growing challenges in this area, the project has developed two complementary pedagogical guides: one focus on **mental health prevention** and the other on **mental health promotion**.

Together, the objective of these guides is to equip professionals with mental health prevention and promotion practices to implement in their organisation and everyday work.

The guides provide a comprehensive framework to support professionals in addressing the mental health needs of young people, equipping them with knowledge, strategies, and tools tailored for their specific contexts:

- The **Prevention Guide** help professionals identify and mitigate risks that may lead to mental health challenges. It provides strategies for early detection of distress and actionable interventions to address these risks before they escalate.
- The **Promotion Guide**, on the other hand, focuses on fostering a supportive environment that enhances psychological well-being. It emphasizes building resilience, raising awareness, and encouraging activities that strengthen emotional, social, and cognitive skills

**The Promotion Guide can be found here:**

<https://adice.asso.fr/mind-guide-en>

While these guides can be used independently, their true strength lies in their complementarity. By combining prevention and promotion approaches, professionals can provide holistic support, ensuring that young people not only overcome challenges but also thrive in their personal and professional lives. By integrating these practices into their work, professionals can create environments where mental health is prioritized, well-being is nurtured, and young people are empowered to reach their full potential.

After the definition and presentation of **Mental Health and Well-Being**, this pedagogical guide is divided into 5 parts:

**1. Recognising symptoms of distress** – Identifying early warning signs that may indicate mental health challenges in young people.

**2. Recognising early signs of mental health disorders** – Understanding the key indicators of mental health conditions to facilitate timely intervention.

**3. How to act in the event of mental health problems: the CARES formula** – Introducing a step-by-step approach to provide appropriate and immediate support during mental health difficulties.

**4. How to react in a crisis situation** – Offering guidance on managing urgent and high-stress scenarios effectively to ensure safety and support.

**5. Prevention in international mobility** – Focusing on strategies to anticipate and mitigate mental health challenges specific to cross-cultural experiences.

The pedagogical guide is closely linked with the findings of the transnational study carried out under the MIND project, so it is designed to address the identified needs of the study's participants.



## MENTAL HEALTH AND MENTAL WELL-BEING

Understanding mental health and well-being is essential to be able to address this issue with young people and help them achieve and maintain good mental health.

### Mental health

The WHO defines mental health as:

A state of mental well-being that enables people to cope with the stresses of life, realise their abilities, learn well and work well, and contribute to their community. It has intrinsic and instrumental value and is integral to well-being<sup>2</sup>.

Mental health is the ability to maintain this state of mental well-being, essential for overall health. It helps in coping with challenges, learning well, working efficiently, and contributing positively to communities. Everyone has mental health, and it is as important as physical health.

Mental health is often associated with psychological disorders that affect well-being, but it is also the search for a balance between all dimensions of life in order to maintain this state of permanent well-being.

Hence, there are several dimensions to mental health mental, conceptualized as a continuum:

- **Positive mental health** postulating personal fulfilment and well-being.
- **Psychological distress** induced by stressful situations and existential difficulties. It may be **transient** – occasional feelings of anxiety or the “blues” – or **persistent**.
- **Mental health disorders**, conditions of varying duration and severity, associated with distress, impairing functioning and requiring medical attention.<sup>3</sup>

### The Mental health Continuum <sup>4</sup>



At one end is good mental health, and at the other end in severe mental illness, which significantly restricts functioning. Everyone is situated somewhere in between and in reality, very few people exist at the extreme ends of the continuum.

If everyone constantly seeks for balance, it is because mental health is repeatedly influenced by living conditions and fluctuates in response to major events.

Three types of factors influence mental health:

- **Individual** factors: specific to the individual (physical health, emotional intelligence, genetics, etc.)
- **Economic and social** factors: related to the **standard of living and social relationships** (education, income, employment and working conditions, family, friends, community, etc.)
- **Societal** factors: encompassing **living environments** (infrastructures, spaces, environments, etc.), **politics** (economy, health, rights, etc.), **culture** and **living conditions** (housing, services, security, etc.).<sup>5</sup>

<sup>2</sup> <https://who.int/health-topics/mental-health#tab=tab.1>

<sup>3</sup> [https://mcommemutuelle.com/magazine/votre-bien-etre-passe-aussi-par-votre-sante-mentale/#.-:text=Le nouveau dispositif gouvernemental “Mon Soutien Psy”,et la mutuelle à 100%.](https://mcommemutuelle.com/magazine/votre-bien-etre-passe-aussi-par-votre-sante-mentale/#.-:text=Le nouveau dispositif gouvernemental "Mon Soutien Psy",et la mutuelle à 100%)

<sup>4</sup> <https://humanfocus.co.uk/blog/understanding-mental-health-continuum-model/>

<sup>5</sup> Sebbane, D., De Rosario, B., & Roelandt, J. L. (2017). La promotion de la santé mentale: un enjeu individuel, collectif et citoyen. La santé en action, 439, 10-13



These factors can be either resources or obstacles for mental health. On the one hand, there are resources that have positive influence on mental health as:

- **Internal resources** (emotional management, ability to ask for help, stress management, etc.)
- **External resources** (supportive family, stable employment, leisure activities, etc.)

On the other hand, there are obstacles that have a negative influence on mental health:

- **Individual obstacles** (devaluation, denial, withdrawal, etc.)
- **Collective obstacles** (exclusion, precariousness, etc.)

Some major events, happening throughout all life, will also have negative impact on the search for good mental health, such as illnesses, losing someone, dismissal, or sometimes even a positive event.

These events can have an impact in both the short and long term. If a person faces more obstacles than have resources to help them cope with these events, it can be difficult to maintain good mental health. However, resilience may be strengthened over time, transforming these experiences into sources of strength. Positive events will also strengthen mental health over time.



Factors and events are unique to each individual and variable, which is why mental health is fluctuating as well. Some days, we might feel great, and other days we might struggle more. However, mental health is not a fix state and can be taken care of daily to achieve a state of mental well-being.

### Well-Being

Well-being is defined by the WHO as:

A positive state experienced by individuals and societies.

Well-being encompasses quality of life and the ability of people and societies to contribute to the world with a sense of meaning and purpose.

Focusing on well-being supports the tracking of the equitable distribution of resources, overall thriving, and sustainability<sup>6</sup>.

Mental health and well-being are interconnected and both essential for a fulfilling life because they aid in coping with challenges, achieving goals, and enjoying life.

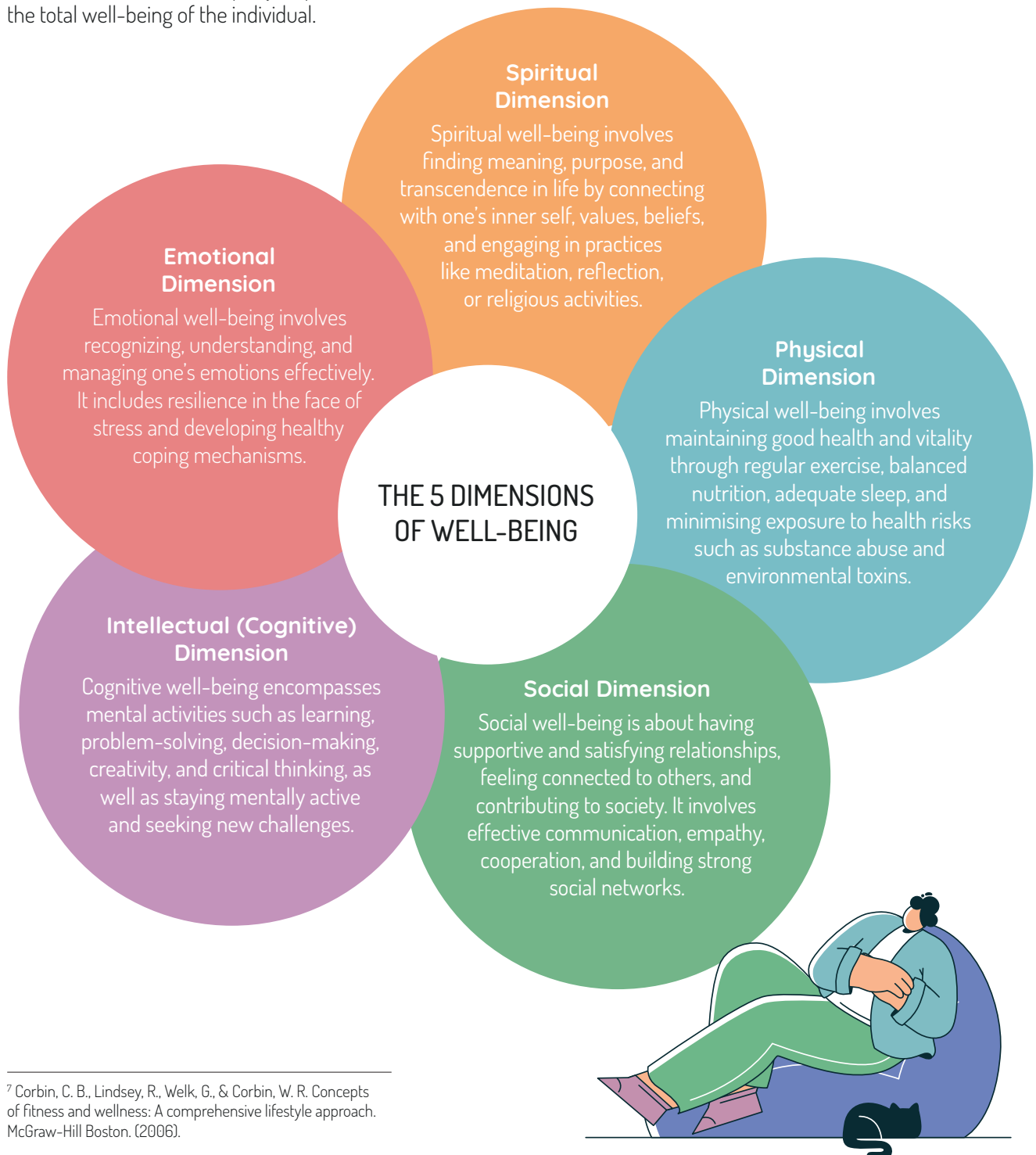
Mental health specifically focuses on the emotional and psychological condition, whereas well-being is a broader concept that includes overall happiness and satisfaction with life. Well-being is part of mental health as it includes factors as having good relationships, feeling satisfied with life, and having a sense of purpose.

<sup>6</sup> Glossary of Terms, 2021.  
<https://who.int/activities/promoting-well-being>

## The 5 dimensions of well-being

According to Corbin's Theory of Wellness<sup>7</sup>, there are 5 dimensions equally important for the total well-being of the individual.

Each of the 5 dimensions has their respective roles for each individual to maintain and achieve well-being.



<sup>7</sup> Corbin, C. B., Lindsey, R., Welk, G., & Corbin, W. R. Concepts of fitness and wellness: A comprehensive lifestyle approach. McGraw-Hill Boston. (2006).

## The importance of mental health for finding balance in life

Mental health is necessary, and it isn't just about managing stress or coping with challenges, it is also about creating a foundation for a fulfilling, balanced life. When mental health is strong, it becomes possible to effectively juggle work, personal commitments, and leisure activities without feeling overwhelmed. By prioritising mental health, potential problems are addressed, but above all, a state of mind that supports happiness and productivity is cultivated.

Nurturing mental health doesn't just improve daily functioning, but it also helps control – or at least combat – some of the physical health problems directly linked to mental health conditions. By managing stress effectively, a healthier lifestyle can be achieved.

For young people, understanding and addressing mental health is essential. It builds resilience, helps break down the stigma around mental health issues, and allows for early intervention when needed. This is also important when young people participate in an international mobility, and they are removed from their usual daily life. New factors and major events are going to take place during international mobility, and they need to be taken into account. By openly addressing these issues, professionals create a supportive environment where learning, growth, and emotional well-being are valued.



## Promotion vs. Prevention of mental health

It is important for professionals to recognize and understand the distinction between **mental health promotion** and **mental health prevention**. They are closely related but serve different purposes, and together, they provide a more complete approach to supporting well-being.

Mental health promotion focuses on **specific actions and strategies that improve psychological well-being and build resilience**. It works to create supportive environments, increase awareness and empower people to improve and maintain their mental health. It opens the discussion on mental health and encourages taking part in activities that are beneficial for mental well-being.

On the other hand, mental health prevention aims to **reduce the risk of mental health problems by addressing specific factors** that could contribute to developing mental health disorders. This might involve targeted strategies to help those who are experiencing high levels of stress, anxiety, or other factors that can contribute to mental health difficulties. These actions go one step further by anticipating triggers for poor mental health and providing tools and strategies to mitigate the risks<sup>8</sup>.

It is essential to explain to young people mental health promotion and prevention because it equips them with the knowledge and skills to maintain their well-being in demanding and challenging environments.

<sup>8</sup> <https://who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response>



## PREVENTION OF MENTAL HEALTH

Prevention of mental health issues is a vital effort to improve everyone's quality of life but also to foster a healthy and inclusive learning environment. This section delves into the strategies and tools necessary to identify and prevent early signs of mental distress, empowering every professional working with young people to play a key role in promoting mental well-being.

### Recognising symptoms of distress

Psychological distress is **a state of emotional suffering**. It is considered a transient phenomenon that is associated with specific stressors and that typically vanishes or diminishes when the person adapts to the stressor, or the stressor is removed.<sup>9</sup>

People can experience emotional distress at any time, and it can encompass a wide range of symptoms. It is important not to overlook this distress because it may be due to a mental health disorder and this distress can also become a psychological disorder when ongoing signs and symptoms cause frequent stress and affect the ability to function.



#### WARNING

The aim of this section is not to enable you to diagnose a mental disorder and not to carry out therapy, but to help you understand how to provide the most appropriate support depending on the symptoms you notice.

The most common disorders are covered, but there are other disorders not listed here.

#### What are the factors that can cause distress?

As presented in the introduction, there are three types of factors that influence our mental health:

- **Individual factors:** specific to the individual (physical health, emotional intelligence, genetics)
- **Economic and social factors:** related to the **standard of living and social relationships** (education, income, employment and working conditions, family, friends, community)
- **Societal factors:** encompassing **living environments** (infrastructures, spaces, environments), **politics** (economy, health, rights), **culture** and **living conditions** (housing, services, security).

Distress or a mental health disorder can be developed when obstacles outweigh resources in managing significant life events. These factors often interact, creating cumulative effects that may lead to the onset of a mental health disorder.

To be able to recognize if someone could be in distress, some signs can be visible. For a young person, it is possible to have warning signs of difficulties that will not necessarily lead to a mental health disorder, but it might if the symptoms persist.

<sup>9</sup> Belay, A. S., Guangul, M. M., Asmare, W. N., & Mesafint, G. (2021). Prevalence and Associated Factors of Psychological Distress among Nurses in Public Hospitals, Southwest, Ethiopia: A cross-sectional Study. Ethiopian journal of health sciences, 31(6), 1247-1256. <https://pmc.ncbi.nlm.nih.gov/articles/PMC8968359/>

## The day-to-day stressors

### Over-reacting in different situations

Unfamiliar or challenging situations can intensify emotions. Over-reaction is often the result of accumulated stress, frustration and a constant feeling of being misunderstood. This hypersensitivity can make everyday interactions more difficult, adding to emotional strain.

### Daily stress

Stress can be beneficial or harmful, depending on its nature. Positive stress is motivating and enhances focus and performance. Negative stress, however, can feel overwhelming and uncontrollable, generating anxiety, frustration, and negative emotions that harm both mental and physical health.

### Appetite problems

Stress or discomfort can lead to a loss of appetite or, conversely, a reliance on food for comfort. These behaviors can result in eating disorders, such as undernourishment, overeating, or excessive snacking, which affect physical health and overall well-being.

### Sleep disorders

Anxiety and difficulty relaxing can cause insomnia or frequent waking during the night. Poor sleep negatively impacts mood, reduce concentration and exacerbate other mental health problems and creating a vicious circle that's hard to break.

### Isolation or withdrawal

Young people may withdraw from social interactions as a way to avoid stressful or uncomfortable situations. However, prolonged isolation can lead to loneliness and exacerbate feelings of exclusion, further impacting mental health.

### Feelings of incompetence

Challenges at school, work, or in personal life can make young people feel inadequate. This perceived inability to meet expectations can result in a loss of self-confidence, disengagement, and a drop in motivation, ultimately affecting performance and well-being.

### Mental and physical fatigue

Managing daily responsibilities, especially when they feel overwhelming, can place significant demands on both mental and physical energy. Fatigue can reduce the ability to focus, make decisions, and maintain a positive outlook, contributing to a cycle of exhaustion and stress.

### Decreased concentration and motivation

Emotional and mental fatigue from ongoing challenges can reduce focus and motivation. This lack of drive impacts productivity and the ability to achieve personal or professional goals.

### Loss of self-confidence

Facing repeated difficulties or setbacks can erode self-confidence. This may lead young people to doubt their abilities, withdraw from social interactions, and avoid opportunities for growth, creating a barrier to self-improvement and positive mental health.

For a young person, it is possible to have warning signs of difficulties that will not necessarily lead to a mental health disorder, but it might if the symptoms persist.

Recognizing the signs and symptoms of mental distress is a critical step in providing timely support and promoting mental well-being. By identifying these indicators early, appropriate interventions can be implemented, helping individuals navigate their challenges and maintain their overall mental health. Combined together, those symptoms of distress can explain a mental health disorder.





## Recognising early signs of mental health disorders

Part of the content in this section is inspired by the Mental Health First Aid (MHFA) training programme developed in 2000 in Australia. It is designed to extend first aid training to include mental health issues and equip people with the skills to provide appropriate initial support for mental health issues.

There are different types of mental disorders, some of them are frequent and others less so. Some people experience a single episode of mental disorder, while others experience several episodes interspersed with periods of mental well-being.

One in four Europeans aged between 16 and 85 suffers from a mental disorder<sup>10</sup>

Type of mental disorder	% of men and women
Anxiety disorders	14%
Depressive and bipolar disorders	7.8%
Psychotic disorders (incl. schizophrenia)	1.2%
Substance use disorders	4.6%
All common mental disorders combined	27.1%

First of all, it is important to know what type of mental disorders exist and what are the symptoms associated so professionals can be aware of the changes they notice in the behaviour of learners in their everyday life.

There are many conditions that are recognised as mental disorders but some groups are more common than others. The most commons are the:

- Anxiety disorder
- Mood disorders
- Addiction disorders
- Psychotic disorders
- Eating disorders<sup>11</sup>
- Attention Deficit Disorder, with or without Hyperactivity<sup>12</sup>



### WARNING

Some symptoms presented below can be noticed in the daily life of the learners you support (for example sadness or tiredness). It can only be considered an issue if you notice a big change in their behaviour, if it brings difficulties to their daily lives and if it is persistent.

A person that has a mental disorder is more likely to have comorbidities. Meaning that the person is more prone to have more than one disorder at a time.

For example, people who are taking a lot of substances to relieve their negative emotions are more likely to also have depression or anxiety.

<sup>10</sup> These results concern the entire European population aged between 16 and 85. H.U Wittchen, F. Jacobi, J. Rehm et al., "The size and burden of mental disorders and other disorders of the brain in Europe 2010" European Neuropsychopharmacology, 2011, ch.21, p.655-679

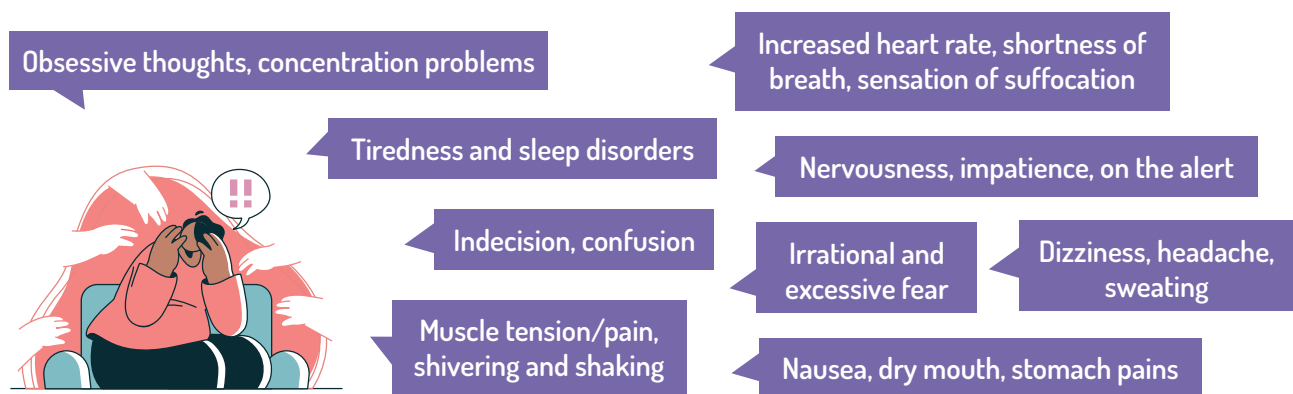
<sup>11</sup> <https://healthdirect.gov.au/mental-illness>

<sup>12</sup> <https://nightline.fr/kit-de-vie/le-trouble-deficitaire-de-lattention-avec-ou-sans-hyperactivite>

## ANXIETY DISORDER

Anxiety is a normal emotional response to stress or to a situation perceived as threatening. It is characterised by a feeling of unease, nervousness or fear. When anxiety becomes excessive, persistent and interferes with daily life, it can be classified as anxiety disorder.

There are several different types of anxiety disorders, depending on the type of situation or object that causes the anxiety, and the type of belief that exacerbates the anxiety (post-traumatic stress disorder, social phobia, agoraphobia, generalised anxiety disorder, panic disorder, obsessive compulsive disorder).



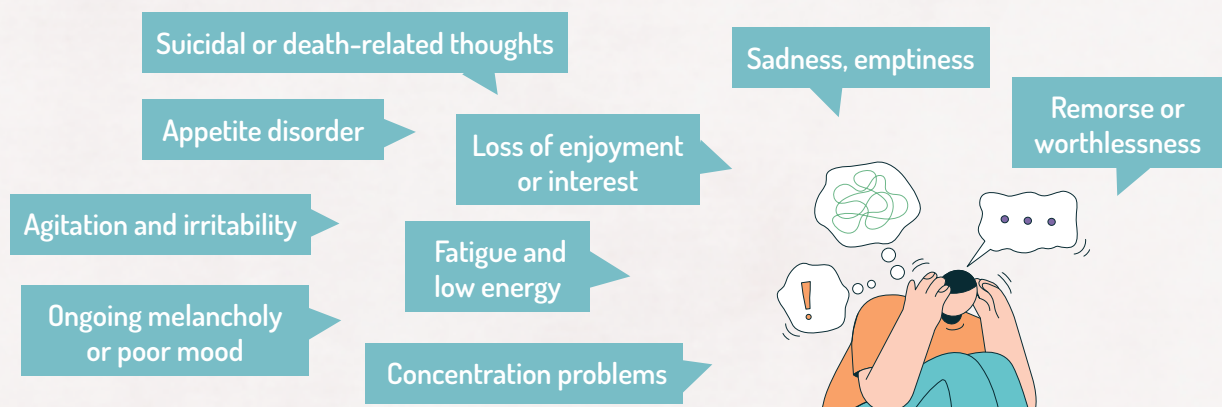
NB: in the event of a panic attack, the symptoms resemble a heart attack but last only 10 or 15 minutes. If the person has never had a panic attack, it may be best to call emergency services.

## MOOD DISORDERS

The mood disorder affects people emotionally. It causes changes to a person's emotional state, leading to long periods of joy, mania, sadness, and/or depression. Two mood disorders are to be taken into account: depression and bipolarity.

### 1. Depression

Depression negatively affects how you feel, think, act and perceive the world. It affects a person's ability to carry out work and activities of daily living, and to establish satisfying personal relationships.



NB: Symptoms have to be there for several weeks (at least two) and be present for most of the day to be recognised as depression. At least 5 symptoms are necessary for the depression to be recognised but the number and severity of symptoms vary from person to person.



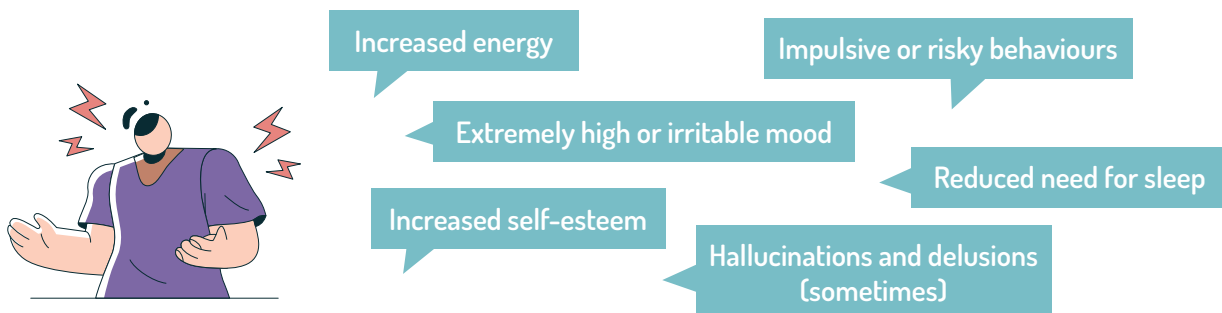
## 2. Bipolarity

Bipolarity, also known as bipolar disorder, is characterised by extreme fluctuations in mood, energy and ability to function. They alternate between periods of depression, manic

episodes and long periods of regular mood.

Signs and symptoms differ according to the episode (depressive or manic) the person is in:

- Depressive episode (refer to the depression)
- Manic episode:



NB: Diagnosis of bipolar disorder can take time, as a manic episode is required before a diagnosis can be made.

## ADDICTION DISORDERS

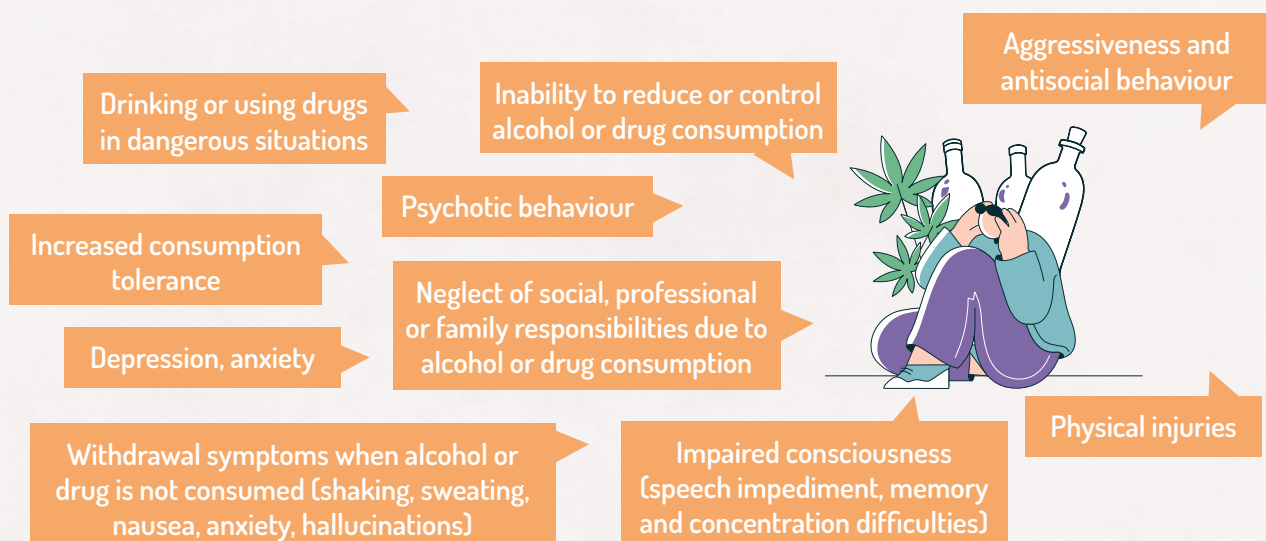
For addiction disorders, an issue is considered present if the addiction has negative repercussions on:

- Love/Friendship
- Body
- Capacity
- Income
- Legal obligations

Substance use disorders occur when a person has vulnerabilities and consumes at levels that are harmful in the short or long term.

### 1. Alcohol and drug use disorder

Alcohol use disorder, also known as alcohol abuse disorder or alcoholism, is a medical condition characterised by excessive and problematic alcohol consumption. Drug use disorder, or addiction, is a complex disorder characterised by compulsive drug use despite negative consequences. The symptoms are similar for both disorders.





## 2. Gambling disorder

Gambling disorder is identified by a pattern of repeated and ongoing betting and wagering that continues despite creating

multiple problems in several areas of an individual's life.

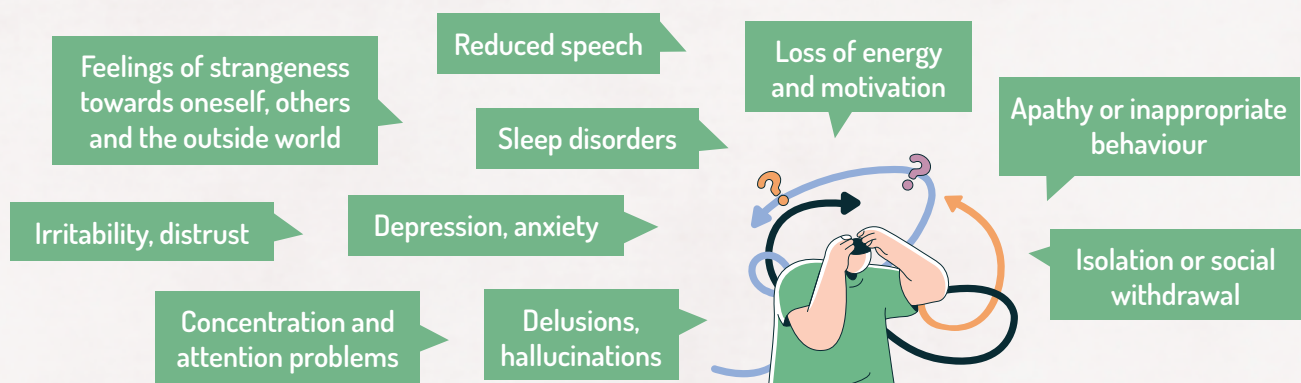


NB: Any form of play can become a problem.

## PSYCHOTIC DISORDERS (SCHIZOPHRENIA)

Psychotic disorders are severe mental disorders that cause abnormal thinking and perceptions. People with psychoses lose touch with reality.

Schizophrenia is a chronic disorder that affects the way a person thinks, acts, expresses emotions, perceives realities, and relates to others.



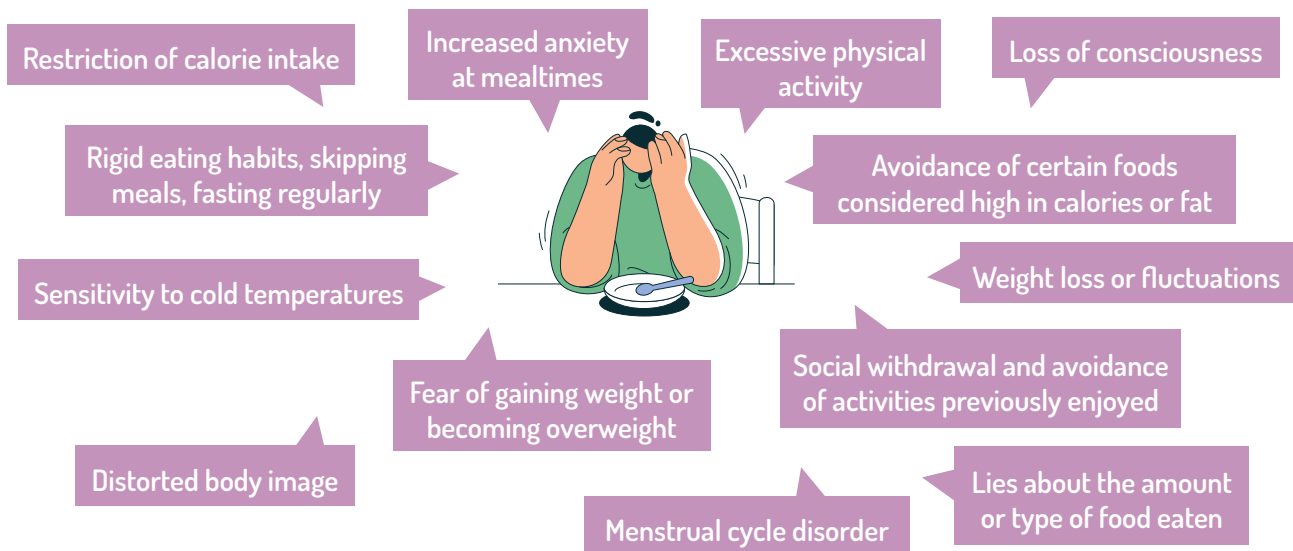
NB: Psychotic disorders often appear in late adolescence or early adulthood.

## EATING DISORDERS

Eating disorders are behavioral conditions characterised by severe and persistent disturbance in eating behaviors and associated distressing thoughts and emotions. They are very serious conditions affecting physical, psychological and social function.

### 1. Anorexia

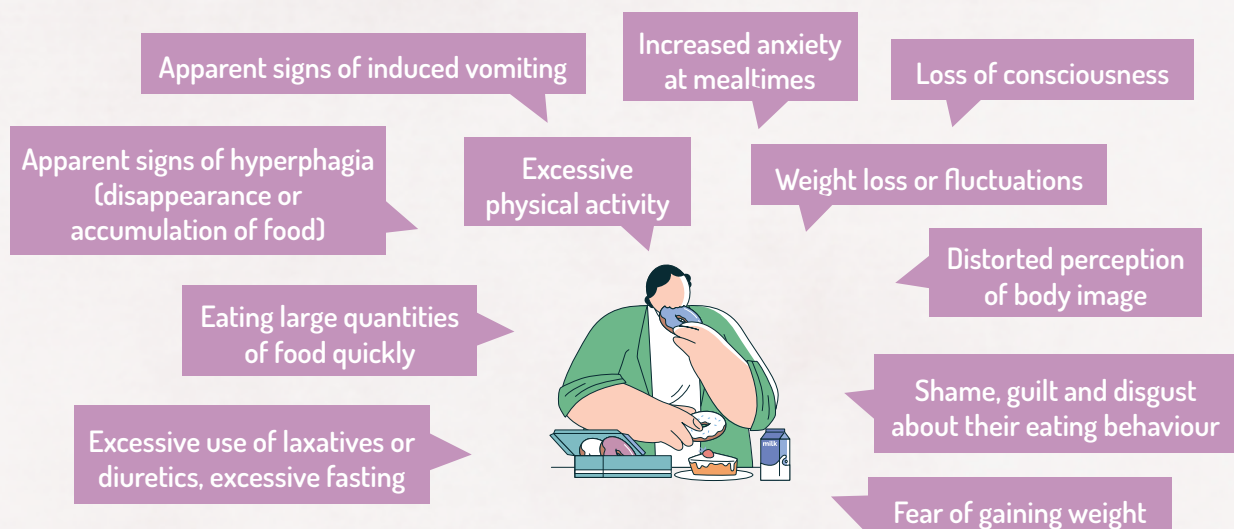
Anorexia, also known as anorexia nervosa, is an eating disorder characterised by an abnormally low body weight, an intense fear of gaining weight and a distorted perception of weight.



### 2. Bulimia

Bulimia is an eating disorder characterised by recurrent episodes of excessive food consumption (binge eating) followed by

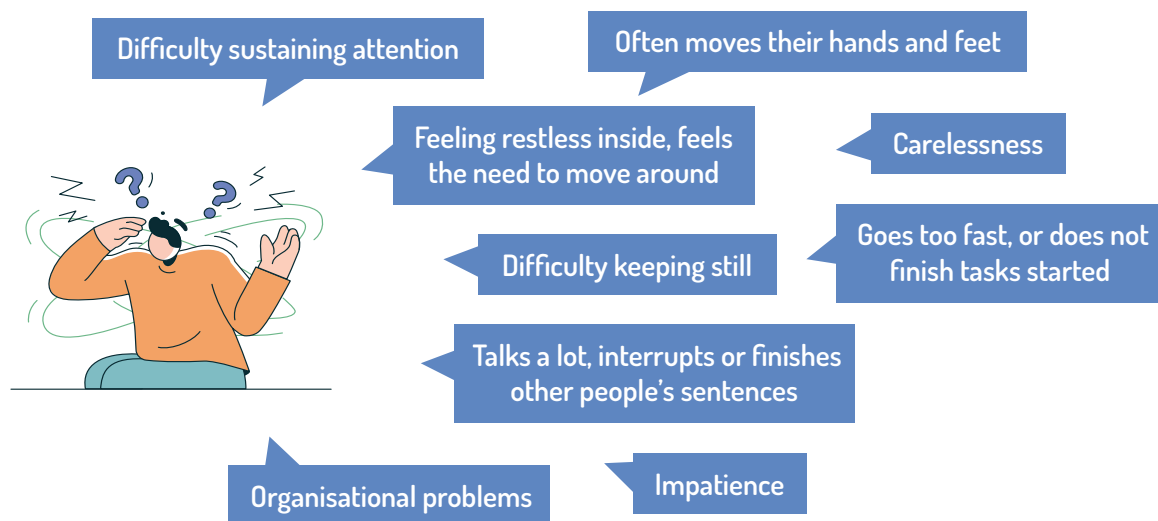
inappropriate compensatory behaviours to avoid weight gain, such as induced vomiting, excessive use of laxatives or diuretics, excessive fasting, or excessive exercise.



## ATTENTION DEFICIT DISORDER, WITH OR WITHOUT HYPERACTIVITY

ADHD is a persistent mental health disorder of inattention and/or hyperactivity and impulsivity that will affect the functioning or development of the individual.

It is characterised by the presence of persistent symptoms (at least 6 months) to a degree that does not correspond to the person's level of development.



## How to act in the event of mental health problems: The CARES formula

If you notice the development of symptoms of mental health issues, you can provide a first support through a simple formula: The CARES formula. The CARES formula is coming from the Mental Health First Aid (MHFA) training programme developed in 2000 in Australia. It is designed to extend first aid training to include mental health issues and equip people with the skills to provide appropriate initial support for mental health issues.

This technique gives you guidance to support people with signs of mental disorders. The steps do not have to be carried out in any particular order. It's up to you to discern the order to follow and the relevance of the actions, and to adapt to the person you are helping.<sup>13</sup>

CARES means:

- Connect with the individual, assess and assist during a crisis
- Actively listen without judgement
- Reassure and provide information
- Encourage seeking professional help
- Share information about other available resources

Some people won't need professional help but can be guided towards self-help tools or other resources. The aim is that if you perceive that someone is showing symptoms of a mental disorder, you can approach them and talk to them to see if you can help them in some way.

<sup>13</sup> PSSM France



### WARNING

Many people suffering from mental health disorders do not seek help, or are slow to do so. However, the longer it takes to intervene, the more difficult it is to recover.

### CONNECT WITH THE INDIVIDUAL, ASSESS AND ASSIST DURING A CRISIS

The first step is to approach the person, pay attention to the symptoms and help them go through them. You can go to a safe space to encourage young people to confide. If they are not coming to you, you can directly approach them.



The key elements are as follows:

- Approach the person to talk about your concerns
- Find the right time and place for both people to feel comfortable
- If the person does not initiate the conversation, continue talking
- Respect the person's privacy and confidentiality

If there is a crisis, it may manifest itself in the following ways:

- The person may be harming him or herself, for example by attempting suicide, using

substances in such a way as to be under the influence, or through self-harm.

- The person is in a situation of extreme distress, for example having a panic attack, having experienced a traumatic event or being in a severe psychotic state.
- The person's behaviour is extremely disturbing for others, for example they are aggressive or lose touch with reality.
  - > If you think the person is in crisis, refer to "How to react in a crisis situation".



### COMMUNICATION TIPS

- Don't be distracted or in a rush when you start a conversation.
- Ask "How are you today?" (it is better to really focus on their immediate feelings than be general with a simple How are you?)
- Say that you feel concerned.
- Ask if someone they know can help, and call the person they want to talk to if necessary
- Create a relationship of trust, respect their autonomy and reasonable choices.
- Don't hesitate to ask direct questions, for example, "Do you have plans to commit suicide?"
- To ensure your safety, make sure you're in a position to leave the room easily.
- Use "I" to express your feelings rather than "you".

### SOMETIMES, SOME PEOPLE DON'T WANT HELP, IF SO

- Ask for specific reasons: > "Why do you refuse help?"
- Provide reliable information on how they can get help otherwise.
- Don't use threats, morals, criticism, or guilt.
- Remain available for later > "My door is always open if you need to talk".

## ACTIVELY LISTEN WITHOUT JUDGEMENT

Being a good listener and being able to communicate with the person is a very important skill.

When listening and communicating with the person, it is important to put aside any judgement you may have about the situation/person. You must avoid expressing judgement.

Most people experiencing upsetting emotions and thoughts want to be listened to with empathy before being offered different solutions and resources.

Don't consider the person to be weak, don't use stigmatising words.



### ATTITUDES TO ADOPT

- Use your verbal and non-verbal communication skills.
- Listen and understand carefully what the person is saying.
- Rephrase in your own words to let the person know that you are listening and that you have understood correctly.
- Don't hesitate to ask questions that will allow you to understand the situation better because you are allowed to not fully understand what they are experiencing.
- Ask them when they started to feel like this.
- Follow up with open questions – “Have you talked about it to someone?”
- Allow silences in the conversation.
- Avoid confrontation.
- Be patient, even if the person is not communicating well, repeating themselves or expressing themselves slowly or less clearly than usual.
- Don't interrupt the person when they are speaking, particularly to share your opinions or experiences.
- Maintain appropriate eye contact (don't avoid looking at them but don't stare either).
- Maintain an open body position. Don't cross your arms as this can look defensive.

## REASSURE AND PROVIDE INFORMATION

Once the person feels that they are being listened to, it is easier to comfort and inform. Comfort at this stage involves offering emotional support, such as empathy for what the person is going through and hope for recovery, as well as practical help with tasks that may seem insurmountable at the time.

You can also ask the person if they want more information about mental health issues.

To comfort and inform the person correctly, think to:

- Treat the person with respect and dignity (respecting their autonomy while assessing their ability to make decisions for themselves).
- Not hold them responsible for their illness.
- Offer emotional support and show understanding at all times.

### TESTIMONY

I was an exchange student in Germany for a year. In the beginning, it was very difficult to settle in. I was constantly sad, homesick, stressed and depressed.

My exchange family's mother was the one who helped me out of this difficult situation, talking to her was a great help.

It also helped me to communicate with other exchange students, to realise that I was not alone in my problems, but that others were experiencing similar feelings.

Rimma, 19 years old, Estonia





## COMMUNICATION TIPS

- It is better to use sentences like “I see/hear why it must be difficult for you” or “I imagine it must be difficult for you” instead of “I understand what you are living/experiencing” because you will never be in their shoes.
- It is necessary to have realistic expectations for the person. It is better to use sentences like “there are solutions to help you” or “there is always hope for recovery” or “don’t be discouraged instead of “you’re going to be okay” because you don’t know if they will
- It is best to reassure the person in the way you feel most comfortable. If the person needs a hug but you don’t want to be touched, you are allowed not to do it.
- Avoid using a condescending tone and an overly compassionate air of concern.

When sharing, people usually want their emotions to be recognized, don’t hesitate to name the emotions they are feeling, so they can put a name on it > “Do you need acceptance for your anger/fear/sadness/disgust?”

Finally, offer to spend time with them to find a solution > “We can take time to find a solution” but don’t find a solution for them, always with them.

## ENCOURAGE SEEKING PROFESSIONAL HELP

You can also inform the person about available solutions to which they can turn for help and support. People living with mental health disorders generally benefit from a better recovery process with the help of competent

professionals. They may be unaware of the various solutions available to them, but they are at least informed. It’s possible to outline the various options available to them.

At this step, don’t make any appointments or seek information on their behalf. You can suggest looking for professional help or information together. It’s possible to do it simultaneously with them while you’re having the conversation. There’s no need to wait for a later time. If the person in front of you is open to being helped, it’s better if they take the first step now.

> You must respect the person’s right to refuse help, unless you are concerned that they may harm themselves or someone else.



## THERE ARE SEVERAL TYPES OF MENTAL HEALTH PROFESSIONALS

- **General Practitioner:** a patient’s first point of contact. They can recognise the symptoms of an emerging mental disorder and refer the patient to local support structures or to another healthcare professional.
- **Psychologists:** can provide support for people suffering from psychological disorders. They do not have a medical degree, so they cannot prescribe medication.
- **Psychiatrists:** a medical doctor specialising in the treatment of mental disorders (mainly severe or chronic). You can consult a psychiatrist with a letter from your general practitioner.
- **Social Workers:** professionals working in mental health services. They provide support and assistance to people affected by mental health problems and help them to interact more effectively with their immediate and social environment.
- **Community Mental Health Centers:** entity that provides the following services: Outpatient services, including specialised outpatient services for children, the elderly, individuals who are chronically mentally ill.

Other specialists can be available in your national country, don’t hesitate to ask the general practitioner.



## SHARE INFORMATION ABOUT OTHER AVAILABLE RESOURCES

You can inform the person about self-help strategies they can use and encourage them to seek support from family, friends and others.

Other people who have suffered from similar mental disorders can also provide valuable assistance in the person's recovery process.

### IN CASE OF MENTAL HEALTH ISSUES, HERE ARE SOME AVAILABLE RESOURCES THAT CAN BE USED

- National mental health organisations
- Helplines and crisis support
- Specialised services
- Online resources and mobile apps
- Educational materials and self-help resources

To see a more detailed list of national resources, See [Annex 1 – Resources](#)

## How to react in a crisis situation

Crisis can happen in anyone's life. They are just part of life. People experience crisis in different ways. Crisis can leave scars, but it's possible to overcome them and live with the consequences.

A **mental health crisis** is any situation in which a person's actions, feelings and behaviours can lead to them hurting themselves or others or put them at risk of being unable to care for themselves or function in the community in a healthy manner.

### Crisis assistance is needed when:

- There is a risk of self-harm (e.g. an attempt to self-harm or commit suicide through the use of drugs, poison, loss of zest for life etc.),
- The person is experiencing extreme distress (e.g. panic attack, acute stress reaction to a traumatic event or a severe psychotic state),
- The person's behaviour is highly disturbing to others (e.g. aggression or disconnection from reality, long-term difficulties with memory and concentration, psychosis).

## How to react in a crisis situation

Reacting to a mental health crisis requires prompt, calm, and compassionate action. By ensuring safety, providing immediate support, and seeking professional help, you can effectively manage the situation and support the learner in need.

Additionally, being trained in crisis intervention and having resources readily available will enhance your ability to respond effectively.

## Steps to React to a Mental Health Crisis

### 1. Stay Calm and Assess the Situation

Maintain composure – your calmness might help de-escalate the situation. Assess immediate danger: determine if the young person or others are at immediate risk of harm.

**If there is an immediate threat to life, call emergency services (e.g. 112 in Europe)** and notify the person in crisis. Example: "I'm going to call a professional who can help us right now."

### 2. Ensure Safety

Remove potential hazards: ensure the environment is safe by removing objects that could be used for self-harm. Stay with the person: do not leave the person alone if they are in crisis. Be sure to be in a position where you could quickly leave the room to ensure your own safety.

### 3. Communicate Effectively

Use a calm voice, speak slowly and clearly. Use simple and short sentences. Show empathy and support – validate their feelings and let them know you are there to help. Example: "I see that you are going through a tough time right now. I'm here to help you."

### 4. Provide Immediate Help

Encourage deep breathing– help the person to calm down by guiding them through deep breathing exercises.

#### The 4-7-8 Breathing Technique:

- Step 1: Inhale for 4 counts
- Step 2: Hold for 7 counts
- Step 3: Exhale for 8 counts

#### The Box Breathing Technique:

- Step 1: Inhale for 4 counts
- Step 2: Hold for 4 counts
- Step 3: Exhale for 4 counts
- Step 4: Hold for 4 counts

Offer reassurance: Assure them that they are safe and that you will find help together.

### 5. Follow Institutional Protocols

Refer to policies – follow the procedures outlined in your institution's mental health crisis protocol. Contact the emergency services if necessary.

Inform relevant authorities, e.g. school counsellors, mental health coordinators, or other qualified personnel.

## Post-Crisis Steps

### 1. Debrief and Support

Debrief with the young person: once the crisis is over, talk with them about what happened and how they are feeling. Encourage them to seek professional help and share information with them about available resources.

### 2. Document the incident

Record details and document the incident accurately, including what happened, how it was handled, and the outcome.

### 3. Communicate with family or caregivers

If appropriate, inform the young person's family or caregivers about the incident and the steps taken. Don't forget to take account of the autonomy and privacy of the person while communicating with the family.

### 4. Seek help or supervision yourself, if needed

Take time out and review your priorities. Make a list of what is most important to you in life. Make a list of things you are able to do right now to feel better. Redefine your job, what is your responsibility and what is not. If possible, discuss this with your boss or colleagues.



## TIPS

### Do's and Don'ts as a Professional

When applying the CARES formula and handling a crisis, it is essential to consider some verbal and nonverbal communication skills and rely on the capacity to create a relationship of trust based on empathy.

Here is some advice to apply as a professional.



Don't do things for the person, do it with them.



Don't put any responsibility on the person.



Don't force the person to talk.



Don't touch the person without their consent.



Don't put yourself in danger.



Don't use threats, morals, criticism, guilt.



In case of anxiety, don't encourage people to avoid things that cause anxiety.



In case of psychotic behaviour, don't be offended by their delusions, don't denigrate their hallucinations, don't react in a worried, horrified or embarrassed way, don't laugh either, don't encourage or reinforce paranoia. Rather listen, say that this is his/her reality, but this is not yours, that this must be horrible, that they seem upset.



In case of addiction, don't consent to use, drink or play with the person.



In case of eating disorders, don't make any positive or negative comments about their body or the food they ate.



**Take care of yourself:** it may be challenging, frustrating and exhausting to provide help to someone in distress. You may have to face up to your own emotions and reactions during the exchange. Think about taking care of yourself by talking to other people or by practising emotional well-being habits.

You have the right not to be in the right frame of mind to talk to someone in distress. In this case, if there is no urgency, you can postpone the conversation or ask someone else to take over.



**Take into account the person's cultural background:**

- Don't make assumptions about beliefs, practices or preferences.
- Find out about the specific religious beliefs of the population group to which the person belongs.
- Take into account that culture shapes people's understanding of what constitutes good or poor mental health.
- Be aware of concepts, behaviour or language that are taboo.
- Respect the culture of the population group.
- Support the individual's right to make decisions about seeking culturally sensitive care.



Have in mind these three values: Acceptance, sincerity and empathy.



Use short and simple sentences.



Stay calm.



Speak in a firm, reassuring voice, clearly and slowly.



In case of psychotic behaviour, use negotiation techniques, offer limited choices that are suitable for the individual. For example: "do you prefer to talk with the emergency services or with your doctor?"



Respect the person's privacy and confidentiality. If you need to talk about it to a third party for relieving your emotions for example, don't reveal the person's name.



## Prevention in international mobility

During international mobility, young people will face challenges that can lead to feeling distress.

The need to adapt to cultural differences, the loneliness and homesickness, combined with the lack of support from friends and family back home, the new challenges such as difficulty of integration, the language barriers, the jet lag, the new habits to develop and the unfamiliar surroundings can be unsettling. It can also be too much for some young people that may develop distress of a mental health disorder.

When these challenges are occurring, it is important for professionals to be attentive to different signs.



### WARNING SIGNS TO SEEK HELP DURING INTERNATIONAL MOBILITY

It's essential to recognize one's limits and not hesitate to ask for help when it is needed. Whether it's from friends, colleagues or mental health professionals, seeking support is an act of self-responsibility.

Here are the key moments when it is advisable to consult a professional to prevent difficulties from further affecting mental health and well-being:

#### Overwhelming and persistent feelings

Intense emotions such as anxiety, sadness, anger or despair that last for several weeks and do not improve may indicate that professional support is needed.

#### Difficulty functioning in daily life

Having difficulty with day-to-day tasks, focusing on work or studies, or maintaining social relationships may signal that outside help is needed.

#### Sleep or appetite problems

Significant changes in sleep patterns (insomnia or excessive sleep) or appetite (eating too much or not enough) are often signs that mental health is affected.

#### Persistent negative thoughts

Having recurring negative thoughts, ruminations or constant self-criticism may indicate the need to talk to a professional to break this cycle.

#### Feeling helpless or desperate

Feeling a lack of hope for the future or feeling that nothing can be better is a signal to consult a professional in order to regain positive perspectives.

#### Social isolation

Withdrawing from social interactions, avoiding friends or family, or not wanting to see anyone anymore are signs that it's time to seek help.

#### Episodes of panic or intense anxiety

Panic attacks, irrational fears or persistent anxiety that interfere with daily life require professional intervention.

#### Self-destructive behaviour

Excessive use of alcohol or drugs, self-harm, or suicidal thoughts are signs that require immediate help.

#### Substance abuse

The increase in alcohol consumption as a coping mechanism is an indicator that it is time to seek support to avoid more serious consequences.

#### When informal support is no longer enough

If the support of friends or family does not relieve mental burden or if one feels misunderstood, it is important to consult a professional who can offer objective support and specialised advice.

These warning signs are important indicators that should not be ignored. Seeking help from mental health professionals can provide tools to better manage these challenges and improve quality of life.

#### Mental health emergency protocols

Ensure that young people are aware of mental health services and emergency protocols in the host country, by providing them with contact details for counsellors, local support networks and telephone hot-lines.

## CONCLUSION

### WARNING SIGNS TO SEEK HELP UPON RETURN OF INTERNATIONAL MOBILITY

Faced with the emotional challenges and changes experienced upon return, certain signs may indicate the need to consult a professional to prevent the difficulties from becoming overwhelming:

#### ✦ Persistent isolation

If a young person constantly avoids social interaction, cuts themselves off from loved ones or prefers to remain alone, this may indicate deep malaise.

#### ✦ Intense and prolonged feelings of nostalgia or sadness

Nostalgia is normal, but if it persists to the point of affecting quality of life, it may be beneficial to seek support.

#### ✦ Difficulty getting back into a routine

If reintegration into school, work or family life is complicated and motivation is lacking, this may signal a need for support.

#### ✦ Frequent negative thoughts

Having critical thoughts about themselves, regrets or a tendency to idealise the past abroad can indicate signs of depression. Talking to a counsellor or therapist can offer solutions to better manage these emotions.



This pedagogical guide is a comprehensive resource designed to equip professionals with the essential knowledge and practical strategies to address mental health challenges and foster emotional well-being among young people, particularly those in international mobility programs.

By emphasizing early recognition, timely intervention, and the creation of supportive environments, it empowers educators and mentors to effectively navigate the complexities of mental health.

The guide underscores the importance of understanding the interplay between individual, social, and cultural factors that influence mental health.

It also highlights the necessity of proactive measures, such as the CARES formula, to manage emerging challenges and prevent escalation.

Through empathy, active listening, and culturally sensitive approaches, professionals can not only support the immediate needs of young people but also contribute to their long-term resilience and personal growth.

Ultimately, the success of international mobility projects is deeply tied to the emotional and psychological well-being of their participants.

This guide is a reminder that mental health is a shared responsibility—one that requires collaboration, adaptability, and a commitment to continuous learning.

By prioritizing mental health, professionals ensure that young people can thrive, not only during their mobility experiences but also in the broader contexts of their lives.

Let this guide serve as a guide and reminder that the well-being of young people is a collective effort—one that requires patience, empathy, and a commitment to continuous learning. In efforts to enhance the mobility experience, prioritising mental health as a cornerstone of personal and professional success is essential, ensuring that every young person returns not only with new skills and experiences but also with the emotional resilience to thrive in a complex world.

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<https://www.cbhc.org/wp-content/uploads/2021/09/CBHC-Dimensions-of-Wellness-FINAL.pdf>

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<https://www.verywellhealth.com/mental-illness-5113353>



## ANNEX - MENTAL HEALTH RESOURCES

### Resources in Europe

At European level, there is a wide range of organisations offering support services and resources on mental health.

#### **Befrienders Worldwide – Global Suicide Prevention**

An international network of over 90 help centres spanning the globe that provides confidential support to people in emotional crisis or distress, or those close to them. They provide a number from your country if you go on their website.

<https://befrienders.org>

#### **Samaritans**

Samaritans is an organisation that offers a 24/7 helpline for people in crisis or needing to talk. They also offer training for people in companies so that they can spot and support anyone with mental health problems.

<https://samaritans.org/?currency=EUR>

#### **Students against depression**

This resource offers practical advice, guides and online workshops to help students manage depression and anxiety.

<https://studentsagainstdepression.org>

#### **CALM – Campaign Against Living Miserably**

A confidential and anonymous helpline as well as a web chat service offering help, advice and information to anyone who is struggling or in crisis.

Free helpline: 0800 58 58 58

<https://thecalmzone.net/>

#### **iCALL – international student support**

iCALL is an online chat or telephone counselling service for international students. Although it is based in India, it offers services in English and could be accessible to students in Europe seeking remote support.

<https://icallhelpline.org>

## Resources in Estonia

### National mental health organisations

#### ➤ **Peaasi.ee**

Promotes mental health among Estonian youth. Helps early detection of mental health problems, facilitates access to appropriate help and earlier intervention.

<https://peaasi.ee>

### Helplines and crisis support

#### ➤ **Eluliin.ee**

Psychological counseling and social counseling for different target groups (prostitution, addiction, victims of trafficking...) Emotional support hotline available in multiple languages: 655 8088 (Estonian) ; 655 5688 (Russian) ; 681 1700 (Ukrainian)

<https://eluliin.ee>

#### ➤ **116 123**

Emotional support and respite hotline – a mental health hotline to get help quickly, especially at the first moment of crisis. Mental health support is available in Estonian, Russian and English every day from 10–24, with respite workers answering from 16–24)

### Specialised services

#### ➤ **Narko.ee**

Support for people who use drugs and/or their families.

<https://narko.ee>

### Online resources and mobile apps

#### ➤ **Enese Tunne**

Website that aims to be the first step for people to find mental health help, either for themselves or for a loved one.

<https://enesetunne.ee>

#### ➤ **Sotsiaalkindlustusamet**

Various resources for mental health and crisis support.

<https://sotsiaalkindlustusamet.ee>



## Ressources in France

### National mental health organisations

#### ➤ Association La Porte ouverte

Listening and discussion centres offering free, anonymous, face-to-face interviews with volunteers (in Besançon, Bordeaux, Lyon, Paris, Rouen and Toulouse).

#### ➤ AFTOC

French association of people suffering from obsessive and compulsive disorders.

[www.aftoc.org](http://www.aftoc.org)

### Helplines and crisis support

#### ➤ Fil Santé Jeunes

Listening, information and guidance for young people in the areas of physical, psychological and social health. Helpline open 7 days a week from 9am to 11pm (08 00 23 52 36).

#### ➤ SOS Amitié

Listening service for people going through a difficult time in their lives. Helpline open 24/7 (09 72 39 40 50).

#### ➤ SOS Écoute

Helpline for people facing suicide. 24/7 helpline (01 45 39 40 00).

#### ➤ 08 Victimes

National victim support number to be listened to and helped 7 days a week (01 41 83 42 08).

### Specialised services

#### ➤ Collectif schizophrénie

This collective brings together the expertise of all the associations representing families and patients affected by this illness.

[www.collectif-schizophrenies.com](http://www.collectif-schizophrenies.com)

#### ➤ FNA TCA

Fédération nationale des associations (et personnes physiques liées aux conduites alimentaires (FNA-TCA) is a federation approved in France to help people suffering from eating disorders and their families.

[www.fna-tca.org](http://www.fna-tca.org)

#### ➤ Alcool info service

From 8am to 2am. Professional listening, accurate information, personalised help and appropriate referrals (09 80 98 09 30).

#### ➤ Drogue info service

From 8am to 2am. Professional advice, accurate information, personalised help and appropriate referrals (08 00 23 13 13).

#### ➤ France dépression

Website to prevent, inform and support people suffering from depression or bipolar disorder, to combat stigmatisation and to promote their dignity and respect for their rights at local, national and European level.

[www.france-depression.org](http://www.france-depression.org)

#### ➤ Argos 2001

Website that procures specific information and news on bipolar disorders.

Telephone helpline: Monday to Friday 10am to 1pm and Wednesday 6.30pm to 8.30pm (01 46 28 01 03).

[www.argos2001.net](http://www.argos2001.net)

#### ➤ Anxiété

Website that gives specific information and news about anxiety.

[www.anxiete.fr](http://www.anxiete.fr)

#### ➤ Tabac Info service

Mobile application. Free e-coaching.

Helpline: 3989 (free service + cost of call).

### ➤ **Game control**

Mobile application. Gambling and internet addiction: specific information, self-help advice, craving management, motivational approaches, personalised plan.

### ➤ **SOS Joueurs**

Specific information, self-assessment, guidance on gambling addiction, discussion forum.

[www.sosjoueurs.org](http://www.sosjoueurs.org)

### ➤ **Blue Buddy**

Mobile application designed to help people with eating disorders. Specific information on anorexia nervosa, bulimia, self-help advice; personalised plan, self-assessment.

## **Online resources and mobile apps**

### ➤ **WeCare App**

Mobile app that offers 18–25 year-olds the chance to develop their individual psychological resources.

<https://www.promotion-sante-bfc.org/projets/wecare>

### ➤ **Nightline**

Night listening service run by students from 8.30pm to 2.30am. They provide a friendly setting for chatting or telephoning. The telephone number changes according to the region of residence.

<https://nightline.fr/services-decoute>

### ➤ **Stop blues**

Mobile application with informative videos on the blues, depression, dark thoughts and existing solutions.

### ➤ **Respirelax+**

Mobile application that allows you to find calm and relaxation in just a few minutes.

## **Educational Materials and Self-help Resources**

### ➤ **Psycom booklet on bipolar disorders**

Free information guide.

[www.psycom.org/Troubles-psychiques/Troubles-bipolaires](http://www.psycom.org/Troubles-psychiques/Troubles-bipolaires)

### ➤ **Psycom booklet on depressive disorders**

Free information guide.

[www.psycom.org/Troubles-psychiques/Troubles-depressifs](http://www.psycom.org/Troubles-psychiques/Troubles-depressifs)

### ➤ **Je dépasse mes peurs et angoisses**

Overcoming my fears and anxieties. André C. and Muzo C., Editions Points poche.

### ➤ **Les troubles schizophréniques, Vivre et comprendre**

Schizophrenic disorders, Living and understanding. David Gourion and Anne Gut-Fayand, published by Ellipses.

### ➤ **Psycom booklet on addictive disorders**

Free information booklet.

[www.psycom.org/troubles-psychiques/troubles-addictifs](http://www.psycom.org/troubles-psychiques/troubles-addictifs)

### ➤ **La dépression comment en sortir**

Depression, how to get out of it. Dr Christine Mirabel-Sarron. Editions Odile Jacob.

### ➤ **Soigner le stress et l'anxiété par soi-même**

Self-care for stress and anxiety. Dr Servant Dominique. Editions Odile Jacob.

## Resources in Macedonia

### National mental health organisations

#### ➤ Mental Health Institute of Children and Youth “Mladost”

Central national institution focused on mental health, growth of peers and development of children and young people.  
3 061-509.

[zmzmladostkopje@gmail.com](mailto:zmzmladostkopje@gmail.com)  
<https://zds.mk>

#### ➤ National Youth Council of Macedonia

Union of associations and foundations in the Republic of Macedonia responsible for preparing “National Strategy for Youth Mental Health”. 078 350 531.

[info@nms.org.mk](mailto:info@nms.org.mk)  
<https://nms.org.mk>

#### ➤ Association MISLA

Association dealing with advocacy for people with mental disorders and social entrepreneurship.

[info@misla.org.mk](mailto:info@misla.org.mk)  
<https://facebook.com/asocijacijamisla>

### Helplines and crisis support

Open telephone lines of the **Red Cross** of the Republic of Macedonia, which provide psychological first aid and psychosocial support:

- Center for Mental Health and Psycho-Social Support 072-271-048.
- Skopje region 071-367-909.
- Support for the elderly - 071-367-981.
- Support for persons with disabilities 071-379-119.
- Vardar (Central region): Veles, Kavadarci, Negotino, Demir Kapia, Sveti Nikole 075-294-036; 071-274-223; 043-231-537.

➤ Pelagonia region: Bitola, Demir Hisar, Krushevo, Prilep, Resen 047-236-019; 070-791-770.

➤ Southwest and Polog region: Gostivar, Tetovo, Debar, Kichevo, Struga, Ohrid 072-239-051; 072-239-077.

➤ East, North East and South East region: Shtip, Kochani, Berovo, Vinica, Delchevo, Probishtip, Kratovo, Kumanovo, Kriva Palanka, Strumica, Gevgelija, Valandovo, Radovich 071-426-660; 071-426-633.

#### ➤ Crisis Center “Hope”

Provides 24/7 psychosocial support at SOS line 02/ 15 – 315.

### Specialised services

#### ➤ PSA Psihesko

Association of psychology students offering peer support.

[psa.psihesko@gmail.com](mailto:psa.psihesko@gmail.com)  
<https://facebook.com/Psihesko>

#### ➤ Anima Centar

Center for personal development, psychotherapy and education. 071 87 12 13.

[anima.centar@gmail.com](mailto:anima.centar@gmail.com)  
<https://animacentar.com>

### Online resources and mobile apps

#### ➤ Alo Bushavko

Web platform of “Megjashi” offers a helpline for children and youth, providing written communication through chat or email 070 390 632.

<https://alobushavko.mk>

#### ➤ Razgovor.mk

Mobile application for mental health consultation.

<https://www.razgovor.mk>

#### ➤ Relaxify App

Gamified Mental health App.

<https://relaxifyapp.com>

## Educational Materials and Self-help Resources

- "Handbook of mental health for youth: recognition of warning signs" by MladiHUB.
- "Handbook of mental health for youth: anxiety and panic attacks" by MladiHUB.
- "Handbook of mental health for youth: stress" by MladiHUB.
- "Handbook of mental health for youth: depression" by MladiHUB.
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- "Self-help. Your personal self-help guide." by S.H.A.R.E Youth Initiative.
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The stigma towards people suffering from schizophrenia, drug addiction and alcohol addiction. Revija za socijalna politika, 2(3), 231-244.

## Resources in Slovakia

### National mental health organisations

#### ➤ Trust Line Nezábudka

Provides psychological support and crisis intervention.

<https://linkanezabudka.sk>

### Helplines and crisis support

#### ➤ Crisis helpline

Helpline for people facing crisis or experiencing psychological difficulties:  
0800 500 333.

#### ➤ Hope Line

For crisis situations and family problems requiring more space: 055/644 1155.

### Specialized Services

#### ➤ Good Line

Counseling for youth with health disabilities.  
Email: [poradna@dokralinka.sk](mailto:poradna@dokralinka.sk), chat and video counseling.

<http://www.dobralinka.sk/>

#### ➤ In Poradna

Psychological counseling for LGBTI+ individuals regarding issues related to their sexual orientation and gender identity.

[www.inporadna.sk](http://www.inporadna.sk)

#### ➤ Prizma Kosice

Psychological counseling for LGBTI+ individuals regarding issues related to their sexual orientation and gender identity.

[www.prizma-kosice.sk](http://www.prizma-kosice.sk)

### Online Resources and Mobile apps

#### ➤ IPčko.sk

Free and anonymous counseling for young people. Counseling via email at [ipcko@ipcko.sk](mailto:ipcko@ipcko.sk) and chat counseling 24/7.

[www.ipcko.sk](http://www.ipcko.sk)

#### ➤ League for Mental Health

Online counseling.

[www.dusevnezdravie.sk/](http://www.dusevnezdravie.sk/)



## Resources in Spain

### National mental health organisations

#### ➤ **Confederación SALUD MENTAL España**

A nonprofit that promotes mental health awareness and provides support/counselling tailored to specific groups, such as children, the elderly, migrants, LGBTQ individuals.

<https://consaludmental.org>

#### ➤ **Centro de Escucha San Camilo/ Active-listening centre**

Active-listening centre whose purpose is to help people who are suffering disease, loneliness, despair, communication problems, poor health, death of a loved one or another other life crisis.

They offer individual and group sessions. It's a free service that's open to anyone who requests it.

<https://www.humanizar.es/centro-asistencial/centro-de-escucha/centro-de-escucha-san-camilo>

### Helplines and crisis support

#### ➤ **Teléfono de la Esperanza**

Crisis helpline run by a volunteer association dedicated to promoting emotional health, especially for people in crisis situations. It also has a chat feature. (717 00 37 17).

<https://telefonodelaesperanza.org>

#### ➤ **Línea 024**

Suicide prevention line-free, confidential, accessible across the country, and available 24 hours a day.

There's also an online chat and a sign-language video interpretation available.

<https://sanidad.gob.es/linea024/home.htm>

#### ➤ **Suicide prevention line in Barcelona**

Free service from the Barcelona City Council available 24 hours a day, 365 days a year, run by volunteers trained to receive these calls and supervised by psychologists. (900 92 55 55).

#### ➤ **Obro Feel**

New free emotional support chat for youth financed by the Catalan Regional Government.

It works on Whatsapp 24 hours a day 7 days a week and you just need to add the phone number to your contacts (680 354 155).

It's run by trained volunteers who listen to youth and provide them with personalised support. If immediate medical care is needed, Emergency Medical Services are contacted.

### Specialised services

#### ➤ **116 111**

Phone for protection of minors and family.

#### ➤ **021**

Direct attention for racism or hate crimes.

#### ➤ **028**

Direct attention for LGBTQ+ hate crimes.

#### ➤ **017**

Direct attention for cybersecurity.

#### ➤ **016**

Direct attention for gender based violence.

#### ➤ **900161515 /623 22 05 70**

Attention for anxiety in young people (FAD).

### Online resources and mobile apps

#### ➤ **FAD juventud**

Information and Guidance Service for Youth (900 16 15 15).

[consultas@fad.es](mailto:consultas@fad.es)

#### ➤ **Fundación ANAR**

Against bullying (900 20 20 10).

[www.anar.org](http://www.anar.org)

## Educational Materials and Self-help Resources

### ➤ **Las palabras sí importan. Comunicar sin prejuicios depende de ti**

Words do matter. Communicating without prejudice depends on you. Style guide on mental health for the media.

<https://www.consalmmental.org/publicaciones/Guia-estilo-salud-mental.pdf>

### ➤ **Guía-La salud mental de las mujeres.**

Guide - Women's mental health - A resource for women of all ages.

The guide explains how mental health affects women differently due to different aspects of their lives and gives advice for women on how to take care of their mental health and well-being.

[https://www.inmujeres.gob.es/areasTematicas/AreaSalud/Publicaciones/docs/GuiasSalud/Salud\\_XV.pdf](https://www.inmujeres.gob.es/areasTematicas/AreaSalud/Publicaciones/docs/GuiasSalud/Salud_XV.pdf)

### ➤ **Guía de autoayuda-Prevención del suicidio**

Suicide Prevention Self-Help Guide

<https://gestion3.madrid.org/bvirtual/BVCM017534.pdf>

### ➤ **Guía para la detección y la prevención de la conducta suicida**

Guide for detection and prevention of suicidal behaviour - For health professionals and social facilitators

<https://gestion3.madrid.org/bvirtual/BVCM017859.pdf>

### ➤ **Guía para la prevención de la conducta suicida**

Guide for prevention of suicidal behaviour - For educators.

<https://gestion3.madrid.org/bvirtual/BVCM017853.pdf>

### ➤ **Lo bueno de tener un mal día: cómo cuidar de nuestras emociones para estar mejor**

The Good Thing About Having a Bad Day: How to take care of our emotions to be better off- Written by Anabel González, that offers practical exercises and tips on how to manage emotions and deal with difficult situations.

### ➤ **Emocionario**

Emotionary - Written by Cristina Núñez Pereira y Rafael Romero Valcárcel, this dictionary of emotions illustrates 42 emotional states in a way that is relatable and easy to comprehend.

### ➤ **Cómo vaciar tu mochila emocional: Recupérate del trauma en mente, emoción y cuerpo**

How to empty your emotional backpack: Recover from trauma in mind, body and emotion - Written by Ana Criado, helps you to achieve an emotional balance, achieve peace in your mind, cure emotional scars and calm your body.



### **ADICE**

<https://www.adice.asso.fr>

[adice@adice.asso.fr](mailto:adice@adice.asso.fr)

+33 3 20 11 22 68



### **Volunteers Centre Skopje**

<https://www.vcs.org.mk>

[vcs\\_contact@yahoo.com](mailto:vcs_contact@yahoo.com)

+389 75 243 726



### **Fundación Plan B Educación Social**

<https://planbeducacionsocial.com>

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