# Exploration, tools for the Gatekeeper, and feedback

At any time, a Gatekeeper can receive assistance from their designated responder. These audio clips provide examples of various types of communication between the Gatekeeper and the CPSM, which acts as the designated responder in several settings. During these exchanges, we help you explore the situation while equipping you to assist the person who is not doing well. We also take care of you and remain available to support you in your role as a Sentinel.

## Explore the situation

In this capsule, we meet Yasmine, a Gatekeeper at a Montreal law firm. This morning, in the office parking lot, she notices her colleague Jean-Philippe crying in his car. After talking with him, she decides to contact her designated resource, the CPSM.

*Click here to access the audio clip.*

Pay attention to how the designated counselor explores the situation with Yasmine in order to better support her in her role.

## Tools

In this second clip, see how the CPSM worker creates a caring environment based on trust. He supports the Gatekeeper and takes the time to equip Yasmine with the tools she needs to fully fulfill her role.

*Click here to access the audio clip.*

# Feedback for the Gatekeeper

In this last clip, Yasmine contacts the CPSM again a few days after her first call to follow up on the situation.
Pay attention to how the counselor accompanies her through the final steps, while offering her compassionate support..

*Click here to access the audio clip.*

In this final recording, Mathilde, the designated CPSM representative, provides feedback to Yasmine and takes the time to explore the situation with her. The CPSM will then take over the intervention.

**To review the information to be provided to your designated representative, refer to module 7 of your participant's workbook.**

As a GateKeeper, it is essential to fully understand your role and its limitations.
Your mission is not to intervene directly, but to:

- Listen to the person attentively and kindly.
- Identify signs of distress.
- Refer them to the appropriate resources.

Remember that it is just as important to look after your own well-being.
Avoid stepping outside your comfort zone and putting yourself in a situation that is difficult to handle alone.