

Navigating with resistance

Here are various examples of communications between a Sentinel and a person in distress to help you navigate resistance. **Remember that your role as Sentinel is to encourage the person in distress to reach the designated responder themselves.**

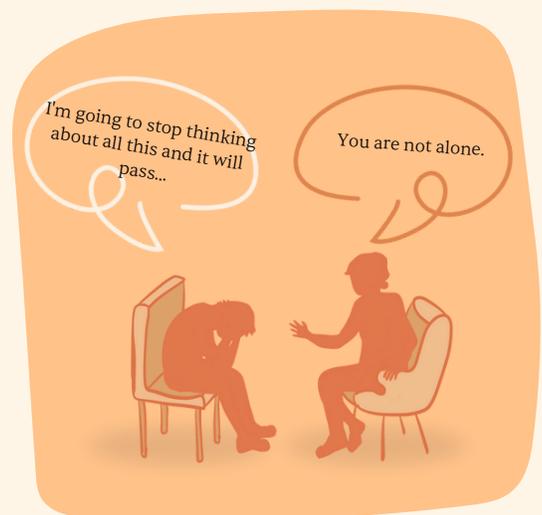
Different reactions from one person to another

“It’s not right to talk about our problems and no one can understand me anyway. At home, it’s not okay to talk about our problems to strangers. »

“You know, there are professional people who are there to listen to you. You can look for a person with whom you feel comfortable talking about your reality. There are services to respond to the different cultures present in Montreal. »

“Don’t worry, I can handle it on my own... it’s not the first time. »

“It seems heavy and difficult for you and it’s good to accept help. I encourage you to try not to be alone, even if I do not doubt your abilities. »



In these different examples, we can see that the Sentinel emphasizes the importance of asking for help and ensures that the person does not remain alone.

Past Experiences

“What more can the worker do? I have consulted several times in the past and it never helps. »

“You may have had a bad experience, there’s probably a little something that helped you. And you know, the speakers are all different. This person will start by listening to you and will be able to help you further. »

“In any case, my situation is desperate, there is nothing more to do. »

“I can see that you are not doing well, our worker can help you and/or guide you to resources that will help you. There are resources to support you in your situation. »



Resource Bias

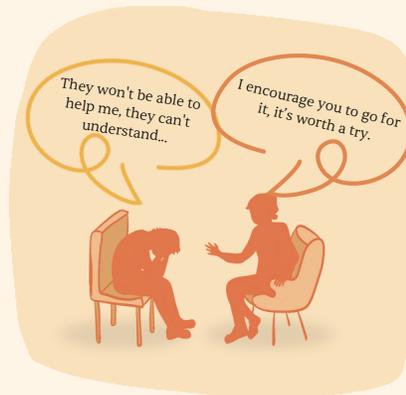
“Don’t talk to me about the workers, they won’t be able to help me. Everyone says it's useless. »

Have you already tried?

“You can start by meeting our designated worker. There are also confidential resources, such as 1-866-APPELLE. We can call together, if you want. »

“I don’t want to bother anyone, there are people who have bigger problems than me. »

“You know, you told me you were thinking about suicide, it’s important and we have to take it seriously. You’re not going to bother anyone, your problems are there and are leading you to think about suicide. You need help and there are resources. »



In these last examples, the Sentinel offers direct support to the person in distress: “We can call together. » Let's not forget that many times, it is difficult for this person to go to the resource on their own.

To help you encourage requests for help, refer to the module 6 of your participant's notebook.

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

- Communicate the importance of the request for help;
- Present the support services and explain it to them;
- Encourage the person to contact the designated worker themselves;
- Understand the person's resistances.

Remember that it is important to bring the person to the designated worker. **In the event of great resistance from the person in distress, do not insist and consult your designated worker and/or the CPSM.**