

A brief Introduction to C.A.L.M.E.R

An Introduction to the British Red Cross Psychosocial tool for supporting people during stressful events.



Take a moment to think back to a time when you supported someone who was overwhelmed, frightened, distressed, or just struggling to cope.

What helped you support them?

And what made it harder?



Take a
C.A.L.M.E.R
approach, one step at a time

Consider

Acknowledge

Listen

Manage

Enable

Resource





C

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You approach a woman who is sitting on the floor in a crowded rest centre. She's visibly shaking.

What would you say?

“Come on, tell me what’s wrong.”

“Let’s pause for a moment. Are you comfortable talking to me here?”



 BritishRedCross

REFUGEE CENTER



The power of kindness



A **cknowledge**

Acknowledge

A man says, “I’m being ridiculous. I shouldn’t be panicking like this.”

What would you say?

“It’s completely understandable to feel shaken after what you’ve been through.”

“You’re right, there’s really no reason to be panicking.”

L

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A parent is pacing and repeating, “I can’t reach my kids; I can’t reach my kids.”

What would you say?

“Okay, okay, stop repeating yourself. We’ll sort it out.”

“I can hear how worried you are - you’re saying you can’t reach your kids. What’s worrying you most about not getting through to them?”



M **anage**





A young adult is getting increasingly distressed in a noisy, busy area of the rest centre.

What would you say?

“Let’s step over to that quieter corner together, if that feels okay.”

“You need to stay here and calm down. This is where everyone is.”





E nable



A woman says, “I can’t cope. I don’t know how to handle any of this.”

What would you say?

“Well, there’s not much you can do right now anyway.”

“You’re coping better than you think. What’s one thing you could lean on that’s worked for you before?”





R **esource**





Someone says, “I don’t know what to do next.
I feel completely lost.”

What would you say?

**“Let’s look at who can help
you with the next steps. I
can connect you with the
right support.”**

**“I’m not sure either...
maybe just wait around
and see what happens.”**



Remember you are *only* human



What **C.A.L.M.E.R** is not

- Being a therapist
- Fixing someone's problems
- Having all the answers
- Minimising someone's experience
- Taking control away from them



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Further Resources



YouTube Video - Learn the C.A.L.M.E.R framework to support mental health wellbeing [#PowerOfKindness](#)



Webpage - How to take the C.A.L.M.E.R approach to stress and anxiety



Webpage - Community Education (Free educational workshops) on basic first aid and supporting connections



Get in touch

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