

REFERRAL RESOURCES



LISTENING EAR TRAINING

– REFERRAL RESOURCES AND HOW TO PROVIDE INFORMATION ABOUT AVAILABLE SERVICES AND SUPPORT

This session is focused on how to provide information and referrals to individuals seeking additional support. The facilitator may provide guidance on how to identify appropriate resources, how to make referrals, and how to follow up with individuals to ensure they have received the help they need.

Use multimedia resources such as videos and infographics to provide information on available services and resources. Provide guidelines and protocols for how to make referrals and follow up with individuals.

Referral resources are organizations or services that provide specialized support to individuals experiencing a specific issue or challenge. Some examples of referral resources for mental health include:

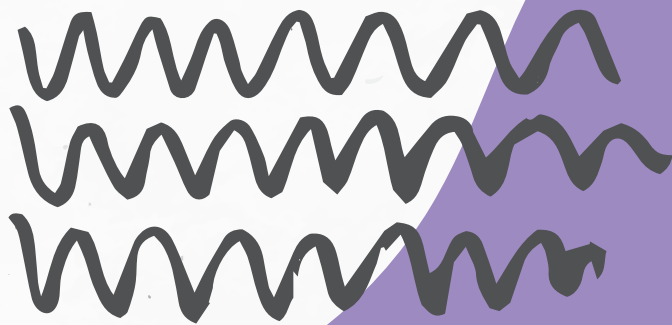
1. Mental health clinics or counselling centres
2. Crisis hotlines
3. Support groups
4. Psychiatric hospitals or inpatient treatment centres
5. Online counselling services
6. ...

When providing information about available services and resources, it is important to provide accurate and up-to-date information. Here are some steps you can take to provide information about referral resources:

- 1.** Research and compile a list of local referral resources that provide the specific support needed. This list can include phone numbers, websites, and addresses of the organizations.
- 2.** Explain the services and support provided by each resource and who they are best suited for.
- 3.** Provide any eligibility requirements or restrictions for accessing the resources.
- 4.** Offer guidance on how to access these resources, such as making an appointment or calling a hotline.
- 5.** Encourage the person to reach out for help and offer to assist them in finding the right resources.
- 6.** Follow up to ensure the person has successfully connected with the recommended resources and offer additional support if needed.

It is also important to be sensitive and respectful when providing information about available services and resources. Mental health challenges can be difficult to discuss, and individuals may feel ashamed or embarrassed about seeking help. Approach the conversation with empathy, listen to their concerns, and offer support throughout the process.

NOTES





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