

Safe Haven Connect CIC

Mental Health Emergency Pack

A Free Self-Help Support Pack

Version 1.0

"When everything feels overwhelming, start here."

Welcome

Thank you for downloading the Safe Haven Connect CIC Mental Health Emergency Pack.

If you're reading this, you may be having a difficult day, feeling overwhelmed, or simply want to prepare for times when life feels harder to manage.

This pack has been designed to provide practical, self-help tools that you can use when you need them most. It is intended to help you slow things down, organise your thoughts, and remind you of the coping strategies and support available to you.

You don't need to complete everything at once. Use the sections that feel most helpful today and come back to the others whenever you're ready.

Sometimes the smallest step—such as taking one deep breath or writing down one thought—can help you regain a sense of control.

About This Pack

This pack is designed for adults aged 18 and over.

It contains printable worksheets, planning tools, grounding exercises, and wellbeing resources that you can use at home or keep with you for difficult moments.

It is suitable for anyone wanting practical self-help support for their mental wellbeing.

Important Self-Help Statement

This Emergency Pack has been created by Safe Haven Connect CIC as a self-help educational resource.

It is designed to provide practical information, coping strategies, and printable tools that many people find helpful during periods of emotional distress or when managing their mental wellbeing.

This pack does not provide therapy, counselling, diagnosis, or medical treatment, and it is not a substitute for professional healthcare or crisis support.

If your mental health is significantly affecting your daily life, or you are concerned about your safety or the safety of someone else, seek support from an appropriate healthcare professional or emergency services without delay.

If you feel unable to keep yourself safe, contact your local emergency services immediately or go to your nearest emergency department.

Safe Haven Connect CIC exists to educate, empower, and support people through accessible self-help resources that can complement professional care when needed.

How to Use This Pack

You do not need to complete every page.

Choose the section that best matches how you're feeling today.

Some pages are designed for use during difficult moments, while others can help you prepare in advance for future challenges.

You may wish to print this pack and keep it:

At home

At work

In your bag

In your car

Beside your bed

Some people also choose to share it with trusted family members or friends so they know how best to support them if they're struggling.

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Section 1 – Understanding an Emotional Crisis

What Is an Emotional Crisis?

An emotional crisis is a period when your thoughts, feelings, or circumstances become so overwhelming that it feels difficult to cope.

For some people, this may happen suddenly after receiving bad news. For others, it can build up gradually over days, weeks, or months.

An emotional crisis can happen to anyone. It does not mean you are weak, broken, or failing. It means your mind and body are under significant stress and may need extra care and support.

What Might an Emotional Crisis Feel Like?

Everyone's experience is different, but you may notice:

Emotionally

Feeling overwhelmed

Intense sadness

Anxiety or panic

Feeling numb or disconnected

Anger or frustration

Hopelessness

Feeling like everything is too much

Physically

Racing heart

Tight chest

Shaking

Fast breathing

Feeling exhausted

Difficulty sleeping

Changes in appetite

Feeling sick or dizzy

Mentally

Racing thoughts

Difficulty concentrating

Feeling confused

Catastrophic thinking

Forgetfulness

Trouble making decisions

Behaviourally

Withdrawing from others

Avoiding daily tasks

Crying more than usual

Becoming irritable

Finding it hard to leave the house

Using unhealthy coping strategies

Why Does This Happen?

Your brain is designed to protect you.

When it believes you're under threat—whether the danger is physical or emotional—it activates your body's natural survival system.

Stress hormones such as adrenaline and cortisol prepare your body to respond quickly. This can increase your heart rate, tense your muscles, and make your thoughts race.

While this response can be helpful in a genuine emergency, it can also be triggered by emotional stress, grief, trauma, financial worries, relationship difficulties, work pressures, or ongoing mental health challenges.

Understanding this can help explain why emotional distress often has very real physical symptoms.

Common Situations That Can Trigger an Emotional Crisis

An emotional crisis can be caused by many different experiences, including:

Bereavement or loss

Relationship breakdown

Financial difficulties

Losing a job

Caring responsibilities

Long-term illness

Mental health difficulties

Trauma

Domestic abuse

Bullying or discrimination

Loneliness or isolation

Major life changes

Feeling overwhelmed by multiple problems at once

There is no "right" or "wrong" reason to struggle. What feels manageable for one person may feel overwhelming for another.

Remember

An emotional crisis is temporary, even if it doesn't feel that way right now.

With the right support, practical coping strategies, and time, many people find that the intensity of these feelings begins to lessen.

The aim of this Emergency Pack is not to solve every problem immediately. Instead, it is here to help you take one manageable step at a time and guide you towards support if you need it.

Reflection

Take a few moments to think about your own experience.

What has brought me to this point?

What emotions am I experiencing right now?

☐ Anxiety

☐ Fear

☐ Sadness

☐ Anger

- ☐ Overwhelm
- ☐ Hopelessness
- ☐ Loneliness
- ☐ Confusion
- ☐ Other:

What is one small thing I can do in the next 10 minutes to care for myself?

> "You don't have to solve everything today. Focus on the next small step. Small steps taken one at a time can lead you through even the most difficult days."

Next: Section 2 – My Personal Safety Plan, where you'll create a personalised plan to help you recognise warning signs, identify coping strategies, and know who to contact when you need support.

Section 2 – My Personal Safety Plan

Why Create a Safety Plan?

When we're overwhelmed, anxious, distressed, or in crisis, it can be difficult to think clearly or remember what usually helps.

A safety plan is a simple guide that you create while you are able to think more clearly. It can help you recognise early warning signs, remind you of coping strategies, and identify the people and services you can turn to for support.

This is a self-help planning tool. It does not replace professional support, but it can be a valuable resource to keep with you.

Step 1 – My Early Warning Signs

What usually tells me that I'm beginning to struggle?

Tick any that apply or add your own.

- ☐ Sleeping more than usual
- ☐ Difficulty sleeping
- ☐ Feeling constantly tired
- ☐ Racing thoughts
- ☐ Feeling anxious
- ☐ Crying more often
- ☐ Feeling irritable
- ☐ Becoming withdrawn
- ☐ Losing interest in things I enjoy
- ☐ Difficulty concentrating
- ☐ Feeling hopeless
- ☐ Changes in appetite
- ☐ Feeling overwhelmed
- ☐ Panic attacks
- ☐ Other:

My Personal Warning Signs

The first signs that tell me I may need extra support are:

Step 2 – What Usually Helps Me?

Think about what has helped you cope in the past.

Tick any that apply.

- ☐ Going for a walk
- ☐ Deep breathing
- ☐ Listening to music
- ☐ Watching a favourite programme
- ☐ Spending time with family
- ☐ Talking to a friend
- ☐ Journalling
- ☐ Taking a shower or bath
- ☐ Spending time outdoors
- ☐ Playing with a pet
- ☐ Reading
- ☐ Mindfulness
- ☐ Resting
- ☐ Other:

My Top Five Coping Strategies

1.

2.

3.

4.

5.

Step 3 – People Who Can Support Me

Sometimes simply talking to someone can make a difficult moment feel more manageable.

Person 1

Name:

Phone:

How they can help:

Person 2

Name:

Phone:

How they can help:

Person 3

Name:

Phone:

How they can help:

Step 4 – Professional Support

My GP Surgery:

Mental Health Team:

Counsellor/Therapist:

Other Support:

Step 5 – If Things Become More Difficult

If I notice that my distress is increasing, I will:

- ☐ Tell someone I trust.
- ☐ Contact my GP or mental health professional.
- ☐ Use the coping strategies in this pack.
- ☐ Go somewhere I feel safe.
- ☐ Remove myself from situations that feel unsafe where possible.
- ☐ Reach out for urgent professional support if I cannot keep myself safe.

My Personal Reminder

When I'm struggling, I want to remember:

Reflection

Creating a safety plan is an act of self-care, not a sign of weakness. It can help you respond more calmly when emotions feel overwhelming and remind you that you don't have to face difficult moments alone.

Keep this plan somewhere easy to find, and consider sharing it with someone you trust so they know how best to support you if you need them.

> "Preparing for difficult days doesn't mean you expect them to happen. It means you're giving yourself the best chance of getting through them safely."

Next: Section 3 – My Personal Calm Kit, where you'll build a personalised list of comforting items, activities, and reminders you can turn to during difficult moments.

Section 3 – My Personal Calm Kit

What Is a Calm Kit?

A Calm Kit is a collection of items, activities, reminders, and coping tools that help you feel safer and more grounded during difficult moments.

When we're overwhelmed, it can be hard to think of what might help. Having a Calm Kit prepared in advance means you have supportive resources ready when you need them.

Your Calm Kit can be a small box, a bag, a drawer, or even a folder on your phone.

There is no right or wrong way to create one—choose things that bring you comfort and help you feel more settled.

What Could Be in My Calm Kit?

Comfort Items

- ☐ Favourite blanket
- ☐ Comfortable clothing
- ☐ Soft cushion
- ☐ Warm socks
- ☐ Stress ball
- ☐ Fidget toy
- ☐ Weighted blanket (if you have one)
- ☐ Favourite mug
- ☐ Other:

Things That Help Me Relax

- ☐ Listening to calming music
- ☐ Nature sounds
- ☐ Reading
- ☐ Colouring
- ☐ Puzzles
- ☐ Knitting or crochet
- ☐ Drawing
- ☐ Photography
- ☐ Gardening

☐ Crafts

☐ Other:

Helpful Scents

Some people find certain scents calming.

Examples include:

Lavender

Peppermint

Vanilla

Fresh linen

Citrus

Scents affect everyone differently, so choose something that you personally enjoy.

My favourite calming scent:

Positive Distractions

When emotions feel intense, gentle distractions can help reduce their intensity.

Ideas include:

☐ Watching a favourite film

☐ Watching funny videos

☐ Playing a game

- ☐ Walking outside
- ☐ Looking through photographs
- ☐ Spending time with a pet
- ☐ Doing a crossword or puzzle
- ☐ Baking or cooking
- ☐ Listening to a podcast
- ☐ Other:

My Comfort List

Write down ten things that usually help you feel calmer.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Positive Reminders

Write down kind reminders you can read during difficult moments.

Examples:

This feeling will not last forever.

I have overcome difficult days before.

I only need to focus on the next small step.

I deserve kindness and support.

It is okay to ask for help.

My own reminders:

Creating a Calm Space

If possible, identify a place where you usually feel safer or more relaxed.

It could be:

A favourite chair

Your bedroom

The garden

A local park

A library

A trusted friend's home

My calm space is:

What makes this place feel comforting?

Reflection

Building a Calm Kit is a way of caring for your future self. It doesn't mean you expect difficult days—it means you're preparing with compassion and giving yourself practical tools to turn to when emotions feel overwhelming.

You can add to your Calm Kit over time as you discover new things that help you feel more settled.

> "Comfort isn't about making problems disappear. It's about giving yourself the support you need to get through them, one moment at a time."

Next: Section 4 – Grounding Techniques for Difficult Moments, where you'll learn practical exercises to help you reconnect with the present when emotions, anxiety, or distress feel overwhelming.

Section 4 – Grounding Techniques for Difficult Moments

What Is Grounding?

Grounding is a self-help technique that helps bring your attention back to the present moment when your thoughts, emotions, or physical sensations feel overwhelming.

It can be especially helpful if you're experiencing:

Anxiety

Panic

Overthinking

Flashbacks

Strong emotions

Feeling detached or "not yourself"

Feeling overwhelmed

Grounding doesn't make problems disappear, but it can reduce their intensity and help you feel more in control.

Why Does Grounding Help?

When we're highly distressed, our brain can become focused on danger, worries, or painful memories.

Grounding encourages your brain to reconnect with what's happening right now by using your senses and your surroundings.

This can help interrupt the cycle of overwhelming thoughts and remind your body that you are in the present moment.

Technique 1 – The 5-4-3-2-1 Exercise

This is one of the most widely used grounding exercises.

Take a slow breath and notice:

5 things you can see

4 things you can touch

3 things you can hear

2 things you can smell

1 thing you can taste

Take another slow breath and notice if your body feels any different.

Technique 2 – Box Breathing

Box breathing can help slow your breathing and encourage a sense of calm.

Follow these steps:

1. Breathe in slowly for 4 seconds.
2. Hold your breath for 4 seconds.
3. Breathe out slowly for 4 seconds.
4. Pause for 4 seconds.

Repeat this cycle four or five times, or for as long as feels comfortable.

If holding your breath feels uncomfortable, simply breathe in and out slowly instead.

Technique 3 – Name the Facts

When your mind is racing, gently remind yourself of what you know to be true in this moment.

For example:

My name is _____

Today is _____

I am currently in _____

I can see _____

I am safe in this moment (if this is true).

Focusing on facts can help bring your attention away from frightening thoughts and back to your surroundings.

Technique 4 – Ground Through Movement

Gentle movement can help you reconnect with your body.

You might try:

- ☐ Stretching your arms and legs.
- ☐ Rolling your shoulders.
- ☐ Wiggling your fingers and toes.
- ☐ Walking slowly around the room.
- ☐ Standing outside for fresh air.
- ☐ Pressing your feet firmly into the floor and noticing the support beneath you.

Choose movements that feel safe and comfortable for you.

My Favourite Grounding Techniques

Which techniques would you like to use when you're feeling overwhelmed?

- ☐ 5-4-3-2-1 Exercise
- ☐ Box Breathing
- ☐ Gentle Stretching

☐ Going Outside

☐ Listening to Nature Sounds

☐ Holding a Comfort Object

☐ Other:

My Grounding Reminder Card

Complete this card and keep it somewhere easy to find.

When I feel overwhelmed, I will:

1. Stop and take one slow breath.
2. Remind myself that feelings can change.
3. Use one grounding exercise.
4. Contact someone if I need support.
5. Be kind to myself.

Reflection

After trying one grounding exercise, answer these questions.

Which technique did I try?

How did I feel before?

How do I feel now?

Would I use this again? Why or why not?

Remember

Grounding is a skill that often becomes easier with practice. You don't need to wait until you're in crisis to use these techniques. Practising them on calmer days can make them easier to remember when you need them most.

If one technique doesn't work for you, that's okay. Everyone is different, and it may take time to find the approaches that suit you best.

> "Grounding doesn't erase difficult emotions—it helps you find your footing so you can face them one step at a time."

Next: Section 5 – Calm Breathing Exercises, where you'll learn simple breathing techniques that can help reduce physical tension and support emotional wellbeing.

Section 5 – Calm Breathing Exercises

Why Does Breathing Matter?

When we feel anxious, frightened, or overwhelmed, our breathing often changes without us noticing. It may become fast, shallow, or uneven.

This is a normal part of your body's stress response. When your brain senses danger, it prepares your body to react by increasing your heart rate and changing your breathing.

Learning to slow your breathing can help reduce some of these physical symptoms. While breathing exercises won't make problems disappear, many people find they help them feel calmer and more in control.

There is no "perfect" way to breathe. If a technique feels uncomfortable or makes you feel dizzy, stop, return to your normal breathing, and try another exercise later.

Before You Begin

Find a comfortable position.

If possible:

Relax your shoulders.

Unclench your jaw.

Place one hand on your chest and one on your stomach if that feels comfortable.

Breathe gently—never force your breathing.

Remember:

The goal is comfort, not perfection.

Exercise 1 – Slow Belly Breathing

This technique encourages slower, deeper breaths.

Step 1

Breathe in gently through your nose for about 4 seconds.

Allow your stomach to rise naturally.

Step 2

Breathe out slowly through your mouth for about 6 seconds.

Imagine letting go of tension as you breathe out.

Repeat for one to five minutes if comfortable.

Reflection

How did my body feel before?

How do I feel now?

Exercise 2 – The Physiological Sigh

Research suggests that this breathing pattern can help reduce feelings of stress for some people.

Step 1

Take a gentle breath in through your nose.

Step 2

Take a second small breath in before breathing out.

Step 3

Breathe out slowly through your mouth until your lungs feel comfortably empty.

Repeat two or three times.

There is no need to overdo it—gentle breathing is enough.

Exercise 3 – Counting Your Breaths

Counting can help focus your attention away from racing thoughts.

Breathe naturally.

As you breathe:

In...

"One"

Out...

"One"

In...

"Two"

Out...

"Two"

Continue until ten.

If your mind wanders, gently return to one without judging yourself.

Exercise 4 – Gentle Extended Exhale

Breathing out for slightly longer than breathing in may help some people feel more relaxed.

Try:

Breathe in for 4 seconds.

Breathe out for 6 seconds.

Repeat for several breaths.

Don't worry about exact timing—comfort is more important than counting.

When Should I Use These Exercises?

You may find them helpful:

- ☐ Before bed
- ☐ Before work
- ☐ During a panic attack
- ☐ When feeling overwhelmed
- ☐ Before difficult conversations
- ☐ During stressful situations
- ☐ While travelling
- ☐ While waiting for appointments
- ☐ Any time I need a moment to pause

My Favourite Breathing Exercise

The technique I found most helpful was:

- ☐ Belly Breathing
- ☐ Physiological Sigh
- ☐ Counting Breaths
- ☐ Extended Exhale
- ☐ Another breathing exercise that works for me

Why did I choose it?

Creating My Calm Routine

Choose one small breathing routine you can practise each day.

Time of day:

How long will I practise?

Where will I practise?

How will I remind myself?

Reflection

Breathing exercises are a skill that often becomes more effective with regular practice.

You don't need to wait until you're overwhelmed to use them. Many people find that practising for just a few minutes each day makes these techniques easier to use when life becomes more challenging.

Remember that breathing exercises are one tool among many. If one technique doesn't suit you, that's okay—everyone is different, and it's worth exploring what helps you feel calmer.

> "Every slow breath is a reminder that you can pause, reset, and take the next step one moment at a time."

Next: Section 6 – Emergency Coping Cards, where you'll create personalised reminder cards with practical coping strategies, encouraging messages, and steps to follow during difficult moments.

Section 6 – Emergency Coping Cards

What Are Emergency Coping Cards?

When we're distressed, it can be difficult to remember helpful advice or think clearly.

Emergency Coping Cards are small reminders that you can carry in your wallet, keep on your phone, place beside your bed, or stick to your fridge.

They contain simple, practical messages to help guide you through difficult moments.

You can use the cards in this section as they are, or personalise them to suit your own needs.

Coping Card 1 – Pause

STOP

Before reacting...

Take one slow breath.

You do not have to solve everything right now.

Pause.

Breathe.

Take the next small step.

Coping Card 2 – Breathe

My body is reacting to stress.

This feeling is uncomfortable, but it can change.

I will slow my breathing.

I will be patient with myself.

Coping Card 3 – Ground Yourself

Look around you.

Find:

5 things you can see.

4 things you can touch.

3 things you can hear.

2 things you can smell.

1 thing you can taste.

Bring yourself back to the present moment.

Coping Card 4 – Kindness

Right now I need kindness...

Not criticism.

Not perfection.

Not pressure.

Just kindness.

Coping Card 5 – One Step

I don't need to fix my whole life today.

I only need to choose my next healthy step.

What is one small thing I can do in the next five minutes?

Coping Card 6 – My Reasons to Keep Going

When life feels difficult, I want to remember:

The people who care about me.

The goals I still have.

The experiences I still want to enjoy.

The hope that things can improve.

My own reasons:

Coping Card 7 – Who Can I Contact?

If I'm struggling, I don't have to face it alone.

People I can contact:

Name:

Phone:

Name:

Phone:

Professional support:

Coping Card 8 – Things That Help Me Feel Better

When I'm overwhelmed, I will try:

- ☐ Go outside.
- ☐ Drink some water.
- ☐ Take slow breaths.
- ☐ Listen to music.
- ☐ Have a shower.
- ☐ Stroke my pet.
- ☐ Journal my thoughts.
- ☐ Contact someone I trust.
- ☐ Read my Safety Plan.
- ☐ Use another exercise from this Emergency Pack.

Create Your Own Coping Card

Write a message to yourself that you would like to read during a difficult moment.

Imagine you're speaking to a close friend with compassion and encouragement.

My message to myself:

Keep Your Coping Cards Accessible

Many people find it helpful to:

Print and laminate them.

Keep one in a wallet or purse.

Save them as photos on their phone.

Place them beside the bed.

Keep one at work.

Put one in the car.

Share one with a trusted family member or friend.

The easier they are to access, the more likely they are to be useful when you need them.

Reflection

Your coping cards are personal reminders that difficult moments can pass and that you have options. They won't remove every challenge, but they can help you slow down, reconnect with what helps, and remind you that support is available.

You can update these cards whenever your needs change or you discover new strategies that work well for you.

> "Even on your hardest days, you are more than the thoughts or feelings you are experiencing. One small reminder can help you find your next step."

Next: Section 7 – My Comfort & Wellbeing Toolbox, where you'll create a personalised collection of activities, routines, and resources that support your wellbeing before, during, and after difficult moments.

Section 7 – My Comfort & Wellbeing Toolbox

Building Your Personal Wellbeing Toolbox

Think of your wellbeing toolbox like a first aid kit—but for your mental wellbeing.

Just as you might keep plasters, bandages, and pain relief for physical injuries, a wellbeing toolbox contains practical things that can help you through emotionally difficult times.

There isn't one perfect toolbox. The best one is the one that works for you.

As your life changes, you can add, remove, or update the tools inside it.

My Daily Wellbeing Essentials

Small daily habits can make a big difference over time.

Tick the habits you'd like to focus on.

- ☐ Drink enough water.
- ☐ Eat regular meals.
- ☐ Get some fresh air.
- ☐ Move my body.
- ☐ Spend time in daylight.

- ☐ Get enough sleep.
- ☐ Speak kindly to myself.
- ☐ Stay connected with people I trust.
- ☐ Limit time on social media if it affects my mood.
- ☐ Make time for things I enjoy.
- ☐ Other:

My Comfort Activities

When I need comfort, these activities usually help me feel calmer.

- ☐ Reading
- ☐ Watching a favourite film or TV programme
- ☐ Listening to music
- ☐ Walking
- ☐ Colouring
- ☐ Gardening
- ☐ Photography
- ☐ Crafting
- ☐ Baking or cooking
- ☐ Spending time with pets
- ☐ Puzzles or games
- ☐ Other:

My Calm Playlist

Music can be a powerful way to support wellbeing.

Write down songs, artists, or playlists that help you feel calmer.

1.

2.

3.

4.

5.

My Safe Places

Where do I feel most comfortable?

Home:

Outdoors:

Another place:

What makes these places feel safe?

People Who Help Me Feel Supported

Think about the people who help you feel accepted, listened to, or encouraged.

Name:

How they help me:

Name:

How they help me:

Name:

How they help me:

Things That Make Me Smile

When life feels heavy, it can help to remember the little things that bring moments of joy.

My favourites include:

- ☐ Watching the sunrise or sunset
- ☐ Listening to birdsong
- ☐ Drinking a favourite hot drink
- ☐ Playing with a pet
- ☐ Looking at old photographs
- ☐ Spending time with loved ones
- ☐ Watching a comedy
- ☐ Visiting nature
- ☐ Learning something new
- ☐ Other:

My Personal Strengths

Even during difficult times, you still have strengths.

Tick the ones that describe you.

- ☐ Kind
- ☐ Caring
- ☐ Honest
- ☐ Determined
- ☐ Patient
- ☐ Loyal
- ☐ Creative
- ☐ Brave
- ☐ Thoughtful
- ☐ Hard-working
- ☐ Compassionate
- ☐ Good listener
- ☐ Other:

One strength I'd like to use more often:

My Wellbeing Promise

Today, I choose to:

- ☐ Take one step at a time.

- ☐ Accept that I don't have to be perfect.
- ☐ Reach out if I need support.
- ☐ Be patient with myself.
- ☐ Celebrate small achievements.
- ☐ Keep using the tools that help me.

Signed:

Date:

Reflection

Your wellbeing toolbox is unique to you. It doesn't need to be complicated or expensive—it's simply a collection of people, places, activities, and reminders that help you cope when life feels challenging.

Keep adding to it as you discover new things that bring you comfort, strength, or hope. The more familiar you become with your toolbox, the easier it can be to use when you need it most.

> "You already have strengths within you. Your wellbeing toolbox is there to help you remember and use them, one step at a time."

Next: Section 8 – My Personal Hope & Recovery Plan, where you'll create a practical plan to help you stay focused on recovery, recognise progress, and remind yourself that difficult moments do not last forever.

Section 8 – My Personal Hope & Recovery Plan

Recovery Is Possible

Recovery doesn't always mean that difficult emotions disappear completely. For many people, recovery means learning how to cope more effectively, finding hope again, and building a meaningful life even when challenges arise.

Some days will feel easier than others. Progress isn't a straight line, and setbacks don't erase the progress you've already made.

Every positive step, no matter how small, is still progress.

What Gives Me Hope?

Hope looks different for everyone.

Take a few moments to think about what helps you keep moving forward.

I find hope in...

- ☐ My family
- ☐ My friends
- ☐ My children
- ☐ My partner
- ☐ My pets
- ☐ Nature
- ☐ My faith or beliefs
- ☐ Music
- ☐ Helping others
- ☐ My future goals
- ☐ My hobbies
- ☐ Other:

My Reasons to Keep Going

When life feels difficult, I want to remember...

My Goals for the Next 24 Hours

When life feels overwhelming, focusing on just one day can make things feel more manageable.

Today I will:

- ☐ Get out of bed.
- ☐ Have a shower or wash.
- ☐ Eat something nourishing.
- ☐ Drink enough water.
- ☐ Go outside.
- ☐ Speak to someone.
- ☐ Take my medication if prescribed.
- ☐ Use one coping strategy from this pack.
- ☐ Rest if I need to.
- ☐ Be kind to myself.

☐ Other:

My Goals for This Week

Choose three realistic goals.

Goal 1

Goal 2

Goal 3

What small step can I take today?

My Achievements

When we're struggling, it's easy to overlook what we've already achieved.

Write down five things you're proud of—big or small.

1.

2.

3.

4.

5.

Remember, getting through a difficult day is an achievement too.

My Personal Reminder

Complete this sentence:

Future me deserves...

A Letter to My Future Self

Imagine you're writing to yourself six months from now.

What encouragement would you like to remember?

Dear Future Me,

Recovery Is Not Linear

You may have good days and difficult days.

You may feel like you're making progress and then experience a setback.

This doesn't mean you've failed.

Recovery often looks like this:

 Progress

↘ A setback

↗ Learning

➡ Moving forward

Every experience teaches us something about ourselves.

Treat yourself with the same patience and compassion you would offer someone you care about.

Celebrate Small Wins

Today I am proud that I:

- ☐ Asked for help.
- ☐ Completed part of this pack.
- ☐ Took a walk.
- ☐ Got dressed.
- ☐ Ate a meal.
- ☐ Used a breathing exercise.
- ☐ Reached out to someone.
- ☐ Rested without feeling guilty.
- ☐ Kept going despite finding today difficult.
- ☐ Other:

Every achievement matters.

Reflection

Recovery is made up of many small choices repeated over time.

There may be days when progress feels slow, but every time you choose to care for yourself, reach out for support, or use one of the tools in this pack, you're taking another step forward.

Be patient with yourself. You are learning, growing, and adapting—even if it doesn't always feel that way.

> "Hope isn't about believing every day will be easy. It's about believing that difficult days don't last forever and that tomorrow brings another opportunity to begin again."

Next: Section 9 – My Emergency Information Sheet, a printable page to keep with you containing your key contacts, important information, and personal support plan for times when you may need extra help.

Section 9 – My Emergency Information Sheet

Why Complete This Page?

When you're feeling overwhelmed or experiencing a crisis, it can be difficult to remember important information or explain what you need.

This page is designed to be completed when you're feeling calmer and kept somewhere easy to find, such as:

In your wallet or purse

On your fridge

Beside your bed

In your car

Saved as a photo on your phone

Shared with someone you trust

You can update it whenever your circumstances change.

My Details

Name:

Date of Birth:

Address:

Phone Number:

My Emergency Contacts

Emergency Contact 1

Name:

Relationship:

Telephone:

Emergency Contact 2

Name:

Relationship:

Telephone:

Emergency Contact 3

Name:

Relationship:

Telephone:

Healthcare Information

GP Surgery:

Telephone:

Mental Health Team (if applicable):

Telephone:

Other Healthcare Professional:

Telephone:

Medication Information

Current medications (if any):

Medication allergies or important medical information:

What Helps Me Most

When I'm struggling, these things usually help:

- ☐ A quiet place
- ☐ A supportive conversation
- ☐ Slow breathing
- ☐ Going outside
- ☐ A warm drink
- ☐ Listening to music
- ☐ Spending time with my pet
- ☐ Time to think
- ☐ Gentle encouragement
- ☐ Other:

Things That Usually Make Me Feel Worse

Knowing what increases your distress can help you and others respond more effectively.

Examples may include:

- ☐ Being shouted at
- ☐ Feeling rushed
- ☐ Being alone
- ☐ Loud environments
- ☐ Lack of sleep
- ☐ Too much information at once
- ☐ Conflict
- ☐ Alcohol or drug use

☐ Other:

If I'm Struggling...

If someone is supporting me, I'd like them to:

☐ Stay calm.

☐ Listen without judging.

☐ Speak slowly and clearly.

☐ Give me time to think.

☐ Help me use my coping strategies.

☐ Encourage me to contact professional support if needed.

☐ Respect my choices wherever possible.

☐ Other:

My Personal Reminder

When I'm having a difficult day, I want to remember:

If This Plan Needs Updating

I will review this Emergency Information Sheet:

- ☐ Every month
- ☐ Every three months
- ☐ Every six months
- ☐ Whenever something important changes

Date completed:

Next review date:

Final Reflection

Completing this page is a positive step towards looking after yourself. It can make it easier to access support, communicate your needs, and remember the people and strategies that help you most.

Keep this sheet somewhere you can find it quickly, and consider sharing it with someone you trust so they know how they can support you if you ever need them.

> "Planning for difficult moments is an act of strength. It doesn't mean you expect the worst—it means you're giving yourself the best chance of getting through it safely."

Next: Section 10 – Looking After Yourself After a Difficult Day, with gentle guidance on recovering after an emotional crisis, rebuilding your routine, and recognising your progress.

Section 10 – Looking After Yourself After a Difficult Day

Recovery Doesn't End When the Crisis Passes

After an emotionally difficult day, it's common to feel exhausted, drained, or even confused about what happened.

Some people expect themselves to "bounce back" immediately. In reality, emotional recovery often takes time.

Just as your body needs time to recover after a physical illness or injury, your mind may need time to recover after intense emotional distress.

Be patient with yourself.

It's Normal to Feel...

After a difficult day, you may experience:

- ☐ Tiredness
- ☐ Emotional numbness
- ☐ Relief
- ☐ Embarrassment
- ☐ Sadness
- ☐ Anxiety
- ☐ Frustration
- ☐ Difficulty concentrating
- ☐ Physical aches or tension
- ☐ Low motivation

These feelings are common after periods of high emotional stress.

Give Yourself Permission to Recover

Recovery is not about doing everything at once.

Sometimes recovery means:

Drinking a glass of water.

Eating something nourishing.

Taking a shower.

Getting some fresh air.

Resting without feeling guilty.

Watching a favourite programme.

Asking someone for company.

Going to bed a little earlier.

Small acts of self-care matter.

My Recovery Checklist

Today I will try to:

- ☐ Drink enough water.
- ☐ Eat a balanced meal.
- ☐ Take any prescribed medication.
- ☐ Get dressed.
- ☐ Open a window or spend time outside.
- ☐ Stretch or move gently.
- ☐ Take regular breaks.
- ☐ Speak kindly to myself.
- ☐ Contact someone if I need support.

☐ Get enough rest tonight.

Learning From the Experience

When you feel ready, gently reflect on what happened.

There is no need to blame yourself.

Instead, ask with curiosity:

What happened before I became overwhelmed?

What helped me the most?

Was there anything that made things more difficult?

What would I like to remember for next time?

Celebrating Progress

Recovery is often made up of small victories.

Today I am proud that I...

- ☐ Asked for help.
- ☐ Used a coping strategy.
- ☐ Completed part of this pack.
- ☐ Took time to rest.
- ☐ Ate something.
- ☐ Went outside.
- ☐ Spoke honestly about how I feel.
- ☐ Kept going even though today was difficult.
- ☐ Other:

Every step forward matters, no matter how small it may seem.

Looking Ahead

Think about tomorrow.

What is one realistic thing you would like to achieve?

What support might help you?

Remember that recovery doesn't require perfection. One small, achievable goal is often more helpful than trying to change everything at once.

A Kind Letter to Yourself

Imagine speaking to yourself with the same compassion you would offer someone you love.

Complete these sentences:

Today I showed strength by...

I forgive myself for...

Tomorrow I will remind myself...

I deserve...

Reflection

Every difficult day that you get through is evidence of your resilience.

Recovery isn't about never struggling again—it's about learning more about yourself, discovering what helps, and knowing that support is available when you need it.

If today has been hard, remember that tomorrow is a new day. You don't have to carry everything on your own.

> "Healing rarely happens all at once. It grows through small moments of courage, self-compassion, and hope."

Before You Finish This Pack

Take a slow breath.

Notice one thing you can see.

Notice one thing you can hear.

Notice one thing you can feel.

Remind yourself:

"I have taken a positive step by completing this Emergency Pack. I can return to it whenever I need support."

Next: Section 11 – Final Thoughts, Further Support, and Resources, bringing together everything you've learned, encouraging ongoing self-care, and signposting where to seek additional help when needed.

Section 11 – Final Thoughts, Further Support & Resources

You've Taken an Important Step

If you've worked through this Emergency Pack, you've already done something positive for yourself.

Whether you completed every section or just one page, you have taken time to understand your wellbeing and explore ways of supporting yourself through difficult moments.

Remember that progress isn't measured by how quickly you recover. Progress is measured by every small step you take towards caring for yourself.

What You've Created

Throughout this pack, you have developed your own personalised resources, including:

- ✓ A Personal Safety Plan
- ✓ A Calm Kit
- ✓ Grounding Techniques
- ✓ Breathing Exercises
- ✓ Emergency Coping Cards
- ✓ A Wellbeing Toolbox
- ✓ A Hope & Recovery Plan
- ✓ An Emergency Information Sheet
- ✓ A Recovery Plan for Difficult Days

These are your tools. You can return to them whenever you need them and update them as your life changes.

Remember These Key Messages

You are not alone.

Your feelings are valid.

Recovery looks different for everyone.

It's okay to ask for help.

Small steps are still progress.

Setbacks do not erase progress.

You deserve kindness, patience, and support.

Looking After Your Wellbeing

Your wellbeing is something that benefits from regular care, not just during difficult times.

You might choose to:

- ☐ Review your Safety Plan every few months.
- ☐ Update your emergency contacts.
- ☐ Add new coping strategies that work for you.
- ☐ Continue practising grounding and breathing exercises.
- ☐ Build healthy daily routines.
- ☐ Reach out to people you trust.
- ☐ Celebrate your progress, however small it may seem.

When Additional Support May Be Helpful

Self-help resources can be valuable, but there may be times when you need extra support.

Consider speaking with a GP or another qualified healthcare professional if:

Your mental health is affecting your daily life for an extended period.

You feel unable to cope on your own.

Your symptoms are becoming more severe.

You're finding it difficult to carry out everyday tasks.

You would benefit from additional assessment or treatment.

Seeking support is a positive step and a sign of taking your wellbeing seriously.

In an Emergency

If you feel you are unable to keep yourself safe, or believe that someone else is at immediate risk of harm:

Contact your local emergency services immediately.

Go to your nearest Emergency Department if it is safe to do so.

Contact your local crisis or urgent mental health service if one is available in your area.

If you are supporting someone else and are concerned about their immediate safety, seek urgent professional assistance.

About Safe Haven Connect CIC

Safe Haven Connect CIC believes that everyone should have access to practical mental health information and self-help resources, regardless of their circumstances.

Our aim is to educate, empower, and support people through free wellbeing resources that can be used alongside professional support when needed.

We do not provide therapy, counselling, diagnosis, or crisis intervention. Instead, we provide educational self-help tools designed to help people better understand their wellbeing and develop practical coping skills.

Final Reflection

Take a moment to answer these questions.

What is the most valuable thing I learned from this Emergency Pack?

Which tool will I use most often?

What is one promise I want to make to myself today?

A Message from Safe Haven Connect CIC

If today has been difficult, we hope this pack has reminded you of one important truth:

You are more than your struggles.

You have strengths, experiences, and qualities that no difficult day can take away.

There will be times when you need support, and that's okay.

There will also be times when you discover just how resilient you really are.

Keep taking one step at a time.

Be patient with yourself.

Be kind to yourself.

And remember—you don't have to face life's challenges alone.

> "Hope doesn't always arrive as a giant leap. Sometimes it begins with one breath, one kind thought, and one small step forward."

Self-Help Statement

This Emergency Pack has been created by Safe Haven Connect CIC as a self-help educational resource.

It is intended to provide practical information, reflection exercises, and coping tools that many people find helpful in supporting their mental wellbeing.

This resource does not provide therapy, counselling, diagnosis, medical advice, or crisis intervention, and it should not be used as a substitute for professional healthcare.

If you are concerned about your mental health or feel that you need additional support, please seek advice from an appropriate healthcare professional.

Disclaimer

This workbook is provided for educational purposes only.

While every effort has been made to ensure the information is accurate and evidence-informed, Safe Haven Connect CIC cannot guarantee that every strategy will be suitable for every individual.

You remain responsible for your own decisions and should seek professional advice where appropriate.

If you or someone else is in immediate danger or unable to remain safe, contact your local emergency services immediately.

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Website

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Resource Title

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