Dealing with Distressed Participants

**Ethics Protocol**

The following is a procedural protocol for assisting participants who may become distressed while being interviewed for the ‘Poverty and the Lifecourse’ research project.

If a participant becomes distressed or upset during interview;

1. Ask the person if they would like to take a break and if they would like you to switch off the recorder.
   - If the person continues to be upset, ask the person if they would like to end the interview and if they would like you to call someone to spend time with them, such as a son or daughter or someone from the local community (e.g. priest, community worker, public health nurse etc.).

2. Before leaving, ask the person if it would be ok to call them later in the day or the next day to make sure they are ok. Alternatively, ask them if they would like you to have someone from the local community (e.g. priest, community worker, public health nurse etc.) call them to make sure they are ok.

3. Before leaving, hand the person the sheet of national and local contact names and contact details of people and organisations that maybe of some help to them.

The contact sheet will include useful names and numbers of local groups. These individuals can include older volunteers and voluntary service providers, community workers, public health representatives, police and religious representatives. The sheet will also include contact details for the organisations and groups listed below.

- Society of Saint Vincent de Paul 01-838 6990
- Senior Help Line (older people support line) 1850 44 0444
- Samaritans (provides emotional support) 1850 60 90 90
- Aware (mental health support) 1850 24 1850