



Associated Document: Validating and Invalidating Statements and Curious Questions (Adapted from: www.borderlinepersonalitydisorder.com)

Remember not to focus on what happened; focus on how the patient feels about the situation. To address feelings, you must use emotional language, not rational or judgmental language. Nonverbal cues such as body language, eye contact, and tone of voice are just as important as the words that you say.

► Examples of validating statements

"I can see that you are very (upset, sad, frightened, scared)."

"Here's what I'm hearing you say." (*Summarize with fact checking.*)

"I can see how hard you are working."

"Wow, that (she/he) must have made you feel really angry/sad, etc."

"I can see this is important to you."

"It makes sense you would be so upset about that."

"I can see you're overwhelmed. Can we talk?"

"It's going to be hard... and I know you will figure it out."

"Tell me what that's like for you."

► Examples of curious questions

"Can I ask some questions?"

"Tell me more."

"What are you feeling?"

"What am I not getting?"

"Can you give me a stress #? 1 = I'm OK, 10 = I'm drowning!!"

"Are you safe?"

"Tell me what worries you." (Also see [Appendix 1: SBIRT](#))

► Examples of invalidating statements

"I hated it when that happened to me." (*Make it about you.*)

"You should feel lucky, thankful..." "What's the big deal?" (*Tell them how they should feel.*)

"What you really should do is..." (*Try to give advice.*)

"Well, life's not fair..." (*Make "life" statements.*)

"What you did was wrong/bad...good/great..." (*Make judgmental statements.*)

"I bet they were just..." (*Rationalize another person's behavior.*)



Associated Document: Avoiding Practice Traps

Practice Trap*	When you identify the practice trap, change it to:
<p>Fixing and wanting to be helpful to the point of not hearing the patient – thus reproducing abuse dynamics of trauma</p>	<p>Listen with empathy, respect and patience.</p>
<p>Lecturing instead of listening: This is sometimes triggered by time pressures and the perceived necessity to provide ALL of the information. This can make the patient feel disrespected and result in loss of collaboration.</p>	<p>Know when/how to give advice and when to just listen, empathize and give structured choice when appropriate.</p>
<p>Feeling overwhelmed can result from feeling pushed, especially when the patient’s situation is so complex that it is hard to know where to start.</p>	<p>Focus on being in the moment. Practice and teach relaxation techniques.</p> <ul style="list-style-type: none"> • Demonstrating a breathing exercise (e.g., box breathing, or taking a few deep breaths together) at the start of a visit to establish a calm tone and model a simple way to self-soothe.⁶⁸ <p>Set boundaries by explaining the length of the visit, choose a priority to work on together, and schedule a follow up.</p> <ul style="list-style-type: none"> • Use an incremental/longitudinal approach – small steps over time. • Set agendas for more frequent, shorter visits for complex medical issues. • Involve other care providers on the team. <p>Consider reaching out to a colleague for support.</p> <ul style="list-style-type: none"> • “I need time to think about it/talk to a colleague about it. I will get back to you.”
<p>Rigidity: belief that there is only one way for patients to recover.</p>	<p>Flexibility.</p>
<p>Believing that information alone can cause change</p>	<p>Appeal to the emotional instead of the rational (connect to heart).</p> <p>Refer to <i>Appendix 2: Validating and Invalidating Statements and Curious Questions</i>.</p>
<p>Losing awareness of body language and facial expression can result in expressions of excessive sympathy, dismay, frustration or shock that can have an unintended impact on the conversation.</p>	<p>Register your intention, clarify, and move on.</p>

* Demonstrating a breathing exercise (e.g., box breathing, or taking a few deep breaths together) at the start of a visit to establish a calm tone and model a simple way to self-soothe.⁶⁸



Associated Document: Practitioner Resources

Prescribing and Consultations

- BCCSU: *At a Glance - Managing Co-occurring Opioid and Alcohol Use Disorders*
- BCCSU: 24/7 Addiction Medicine Clinician Support Line: <https://www.bccsu.ca/24-7/> speak to an Addiction Medicine Specialist, call 778-945-7619
- **RACE: Rapid Access to Consultative Expertise Program** – www.raceconnect.ca
RACE means timely telephone advice from specialist for Physicians, Medical Residents, Nurse Practitioners, Midwives, all in one phone call. **Monday to Friday 0800 – 1700**
Online at www.raceapp.ca or through Apple or Android mobile device. For more information on how to download RACE mobile applications, please visit www.raceconnect.ca/race-app/
Local Calls: 604-696-2131 | **Toll Free:** 1-877-696-2131
For a complete list of current specialty services visit the [Specialty Areas page](#).
If you do not receive a call-back within two hours of your request, please contact: RACE@providencehealth.bc.ca or call 604-696-2131 (Press 0)
All unanswered requests will be followed up.
- Pathways: An online resource that allows GPs and nurse practitioners and their office staff to quickly access current and accurate referral information, including wait times and areas of expertise, for specialists and specialty clinics. See: <https://pathwaysbc.ca/login>
- BC Detox: <http://www.bcdetox.com/sample-page-2/>

Continued Learning

- BC Centre on Substance Use: *Addiction Care and Treatment Online Certificate*
- BC Centre on Substance Use: *Project Echo*
- Canadian Institute for Substance Use Research: *The Canadian Managed Alcohol Program Study (CMAPS)*

Motivational Interviewing:

- UBC CPD: *Addiction Care and Treatment Online Course*
- UBC CPD: *Motivational Interviewing eLearning*
- The Centre for Collaboration, Motivation and Innovation: *Motivational Interviewing*
- *Motivational Interviewing Network of Trainers (MINT)*
- *Change Talk Associates*
- *The Centre for Addiction and Mental Health*
- *PsyMontreal*

Mental Health and Substance Use Services

Health Authority

- [First Nations Health Authority: Mental Wellness and Substance Use](#)
- [Fraser Health: Mental Health and Substance Use](#)
- [Interior Health: Mental Health and Substance Use](#)
- [Island Health: Mental Health and Substance Use Services](#)
- [Northern Health: Mental Health & Substance Use](#)
- [Provincial Health Services Authority: BC Mental Health & Substance Use Services](#)
- [Vancouver Coastal Health: Mental Health and Substance Use](#)

Youth-Specific Resources

- Foundrybc.ca: offers health and wellness resources, services and supports for young people ages 12-24 across BC, see [Foundrybc.ca](#) to learn more.
- Government of BC: [Online map of Child and Youth Mental Health and Substance Use services](#).
- [YouthinBC Online Chat](#): Get support, information and resources for youth in B.C. and Yukon. Online chat is available from noon to 1am Pacific Time.

General Information

- [HelpWithDrinking.ca](#) or [Aide-Alcool.ca](#): Get information and guidance about alcohol use based on evidence and lived experience.
- Canadian Centre on Substance Use and Addiction (CCSA): [Alcohol Resources](#)
- Government of Canada: [Alcohol Use](#)
 - o Learn about health risks and trends in alcohol use among Canadians.
 - o The Families in Recovery (FIR) Program cares for women who use substances and their newborns exposed to substances in a single unit.
- Work Safe BC: [Substance Use and Impairment in the Workplace](#)
 - o Access resources to understand the effects of substance-use impairment in the workplace and responsibilities for managing impairment.

Indigenous-specific resources

- [First Nations Virtual Doctor of the Day](#): The First Nations Virtual Doctor of the Day program enables First Nations people in BC with limited or no access to their own doctors to make virtual appointments. Call 1-855-344-3800 to book an appointment.
- [A Path Forward: BC First Nations and Aboriginal People's Mental Wellness and Substance Use – 10 Year Plan](#)
- The Support Network for Indigenous Women and Women of Colour: Peer Support
- Government of Canada: [Substance use treatment centres for First Nations and Inuit](#)

Perinatal-specific resources

- BCCSU, MoH, MMHA: [Pregnancy Supplement – Provincial Guideline for the Clinical Management of High-Risk Drinking and Alcohol Use Disorder](#)
- BC Women's Hospital: [Perinatal Substance Use](#)
- BC Women's Hospital: [Pregnant or Newly Parenting with Substance Use](#)
- [Perinatal Services BC](#)
- RACE Line: [Perinatal Services](#)



Associated Document: Patient, Family and Caregiver Resources

- HelpWithDrinking.ca or Aide-Alcool.ca: Get information and guidance about alcohol use based on evidence and lived experience.
- Canadian Centre on Substance Use and Addiction (CCSA): [Alcohol Resources](#)
- Alcohol & Drug Information and Referral Service: Call 1-800-663-1441 (toll-free in B.C.) or 604-660-9382 (in the Lower Mainland) to find resources and support. They can refer you to services across the province.
- BCCSU: <https://www.bccsu.ca>
 - Family and Caregiver Resources
 - [From Grief to Action: Coping Kit](#)
- HealthLink BC: <https://www.healthlinkbc.ca/>
- Doctors of BC: <https://www.doctorsofbc.ca/>: Stay Active, Stay Safe
- Gov.bc.ca: [Recovery services and treatment support](#)
- Gov.bc.ca: [Virtual Mental Health Supports](#)
- Gov.bc.ca: [Addictions, Alcohol and Other Substances](#)
- Government of Canada: [Get Help with Substance Use](#)
- Refuge Recovery: <https://www.refugerecovery.org/>
- BC Detox: <http://www.bcdetox.com/sample-page-2/>
- SMART© Recovery BC: Provides addiction recovery support to individuals. The [SMART Recovery program](#) is based on the latest scientific research and is part a world-wide community of science-based mutual help groups.
- [211 British Columbia](#): A free and confidential service that connects people to helpful and vital resources in their community, including mental health and addictions support.

Peer support resources

- Foundry: <https://foundrybc.ca/virtual/peer-support/>
- Provincial Health Services Authority: [Peer Support Directory](#)
- [Kelty Mental Health Resource Centre](#): Call: 1-800-665-1822 toll-free from anywhere in B.C., or 604-875-2084 in the Lower Mainland, for peer support, assistance in navigating the mental health system and accessing resources, and information and education about mental health and substance use challenges.