

# Hoarding Response Service

## How You Can Help

**Do**



**Don't**



<p>Politely encourage to maintain focus on the task presented.</p>	<p>Argue with your loved one about what to get rid of and what to acquire.</p>
<p>Provide emotional support – anger or frustration can result in the individual feeling isolated and misunderstood.</p>	<p>If you feel you are in a confliction situation, take a break, relax and remind yourself how difficult this is for your loved one.</p>
<p>Be empathetic – use statements similar to:</p> <p>“I can see how hard this is for you”</p> <p>“I understand that you have mixed feelings about whether to tackle this clutter.”</p>	<p>Don't take over the decision making.</p>
<p>ASSIST in decision making, do NOT make the decision for them.</p>	<p>Don't touch or move anything without permission – this can increase anxiety and cause a lack of trust between you and your loved one. This makes the process much more difficult.</p>
<p>Helpful questions include:</p> <p>“Is it useful?”</p> <p>“Do you need it?” or</p> <p>“When was the last time you used this?”</p>	<p>Don't tell them how they should feel</p>
<p>Help with hauling items – though the individual is fully in charge, assisting with moving items and cleaning can promote a healthy confident lifestyle</p>	<p>Don't work beyond your own tolerance – first take care of yourself, then help your friend or family member.</p>

