Amy O’Day works as a Revenue Control Officer for Thameslink. Although only joining the railway a few years ago, she has faced some very difficult situations. She’s sharing her story for World Suicide Prevention Day.

“My role means I’m usually based on the gateline checking tickets, helping customers with journey information and general enquiries. Part of the job also involves keeping an eye on what’s happening in and around the station.

“One day, I was approached by a lady who said she needed help. I thought it might have been related to train times, so I asked where she was travelling to, but as we were talking it become clear she was reaching out about her mental state. I kept chatting in a friendly way and took her to a place of safety within the station, which meant I could contact the emergency services.

“It was quite a shock to be approached as this was in the middle of lockdown, so we weren’t used to seeing many passengers at that time. Once we were sat down, she seemed to calm down a lot and I believe that was down to her taking a huge step and asking for help.”

Once the emergency services arrived, 23-year-old Amy left the situation in their capable hands, but it had a lasting effect.

“The lady came to me as a cry for help and it made me want to learn more about depression and how it can affect us. The last year and a half has been a really challenging time so it’s no wonder that there are people out there struggling – it made me want to be even more aware of the signs to look out for.

“The training we get on the railway to help us identify and care for vulnerable people and prevent suicide is really eye-opening. Unfortunately, I think some people think that someone who takes their own life is selfish, but actually, the training makes you realise that they’re not thinking about themselves at all in that situation. I believe everyone deserves help and I really hope that we can all be kinder to ourselves and others as we come out of this pandemic.”