

Fox Valley Mental Health Advocacy Council

Resource Card

Where to Start for Community Mental Health

A **Trusted Advisor** is someone you feel you can go to if you need help. Your **Trusted Advisor** might be a counselor, physician, faith advisor, teacher, family member or friend. The resource card below has been provided by the Fox Valley Mental Health Advocacy Council as a pocket reminder to identify a **Trusted Advisor** before you might need one. The card is also a reminder that district.d303.org/helpinghand is a convenient location to find mental health resources, including a listing of mental health providers in the Fox Valley area.



The resource card is divided into two main sections. The left section features a background of colorful pushpins (orange, green, yellow, blue) and contains the text: "Where to Start for Community Mental Health", the website "district.d303.org/helpinghand", and a QR code. Below the QR code, it says "Resource Card Made Available by Fox Valley Mental Health Advocacy Council". The right section has a green header: "Identify a Trusted Advisor before you need one. Talk to a Counselor, Physician, Faith Advisor, Teacher or Family Member." Below this, there are two lines for "My Trusted Advisor" and "Phone #", each followed by a horizontal line. It then says "visit district.d303.org/helpinghand for more information" and "Dial 911 in Emergency". At the bottom, it lists "24-Hour Hotline Numbers" with two entries: "National Crisis Lines" at 800/784-2433 and "National Suicide Prevention Hotline" at 800/273-8255.

COMMUNICATING WITH SOMEONE WHO IS STRUGGLING

As you interact: Be Calm

Assess the situation for safety; gauge severity of emotion

Maintain adequate space between you and the person

Give firm, clear instructions

Respond to apparent feelings

Be helpful, encouraging and supportive

Avoid: Reinforcing behavior related to the person's distress

Staring at the person, this may be interpreted as a threat

Giving multiple choices, this increases confusion

Whispering, yelling, ridiculing, deceiving, touching -

this may cause more fear and lead to violence

SOMEONE STRUGGLING MIGHT...	SO YOU NEED TO ...
have trouble with reality...	be simple, truthful.
be fearful...	stay calm.
be insecure...	be accepting.
have trouble concentrating...	be brief, repeat.
be over-stimulated...	limit input.
easily become agitated...	recognize agitation.
have poor judgement...	not expect rational discussion.
be preoccupied...	get their attention first.
be withdrawn...	initiate relevant conversation.
have changing emotions...	be aware and empathetic.
have changing plans...	keep to one plan.
have little empathy...	recognize as a symptom.
have low self-esteem and motivation...	stay positive.

The material provided on this web site is for information only. It is not intended to be a replacement for medical consultation, treatment, or advice from health care professionals.