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The July NAMI Greater Des Moines Journal/Newsletter has been posted [here](#).

- At the same location as the newsletter is a multi-page document of additional mental health related articles from around the nation.
- *The NAMI Greater Des Moines office continues to be closed. Appointments should be confirmed and questions directed to the Executive Director director@namigdm.org*
- Support groups have been suspended. No support groups are included in the July newsletter. When support groups can be resumed, we will include them again in future newsletters.
- *We have included information on the home page of our [website](#) on free Covid Iowa Recovery support groups.*

- NAMI National has assembled a directory of warm lines which can be accessed at www.nami.org/warmline-directory



The 5th Annual NAMI Greater Des Moines Benefit Golf Tournament will be **Friday, September 25**. Click [here](#) to find out more details.

Critical Situation Cards – Informational Sheet for Ordering

Communicating with Someone in Crisis Who Has a Psychiatric Illness

SLOW DOWN
GIVE THEM SPACE.
 Don't make them feel trapped.

BE CALM. Express support and concern.
SPEAK SLOWLY AND SOFTLY.
USE SHORT, SIMPLE SENTENCES.
 AVOID sudden or quick movements.

BE HELPFUL. Respond to needs, needs. Be low key. "We are all here to help."

GIVE FIRM, CLEAR DIRECTIONS:
 One person should talk to the subject.

RESPOND TO DELUSIONS or HALLUCINATIONS by talking about the person's feelings rather than what he or she is saying.

LISTEN to their story.

EXPLAIN POLICY, especially if hospitalized.

Is Someone at Risk for Suicide?

Recognize the signs of emotional suffering
 Express concern, offer support and listen respectfully

Ask the question directly, in a private setting and stay calm.

- Are you having thoughts of suicide?
- Are you thinking of self-harm?

If the answer is yes, ask:

- Have you decided how you are going to deal with it?
- Have you decided when you would do it?
- How can we help you find ways to cope with your pain?

Take enough to keep the person safe.

- Do not leave them alone.
- Do not use guilt or threats to stop suicidal thoughts.
- "You will go to hell" or "You will ruin other people's lives if you die by suicide!"
- Gainfully advise. Don't agree to keep it a secret.

Find or call a number for extra support - get help now

9am - 7pm CST - call 1-800-373-6833 - 24 hours
 Call 911 for transport to professional help

COMPASSIONATE COMMUNICATION CARD

**You Are Not Alone
 The Illness Is Not Your Fault
 Never Give Up Hope**

Education/Support/Advocacy

TAKE CONTROL if you can't have to. ARGUE or reason with psychotic thinking

STARE at the subject.
 The subject should interact with the subject. Others should keep their distance. Ask casual observers to leave.

Follow through with directions or commands.

TOUCH the subject unless necessary. For people with mental illnesses it may cause fear and feel to be alone.

SHOUT.

GIVE THEM MULTIPLE CHOICES. This can increase the subject's confidence.

WHISPER, JOKE OR LAUGH.

DECEIVE the subject. Deceit increases fear and suspicion. The subject will likely remember it in a way causing and control.

DON'T ARREST A PERSON FOR MENTALLY ILL BEHAVIOR NOT CRIMINAL IN NATURE.

JOIN into behavior related to the person's mental illness

If a person has to be restrained, **DON'T RESIST.** Immediately take them from prone into sitting position, move for vital signs, and call for medical aid.

Suicide Warning Signs

- Talking about wanting to die or to kill oneself
- Writing notes or poems about death
- Looking for a way to kill oneself, such as searching online or buying a gun
- Talking about feeling hopeless or having no reason to live
- Talking about feeling trapped or in an inescapable pain
- Talking about being a burden to others
- Increasing use of alcohol or drugs
- Deterioration in performance and daily life roles
- Acting irritable or agitated, behaving recklessly
- Sleeping too little or too much
- Withdrawing or feeling isolated, change in relationships
- Showing rage or talking about seeking revenge
- Displaying extreme mood swings or sudden change in personality
- Over signs of depression (loss of appetite, not wanting to eat, giving away items, neglecting or calling people to say good-bye, etc.)

Alert is greater if a behavior is new or has increased and if it appears related to a particular event, issue or change.

Guard Your Temper
No nagging, yelling, arguing

Focus on the person you know and love.

PROVIDE REASSURANCE GENEROUSLY AND OFTEN

"I love you, and I care."
 "You're not alone in this."
 "I'm sorry you're in so much pain."
 "I'm always willing to listen."
 "Do be your friend no matter what."
 "This will pass, and we can deal it out together."
 "You are important to me."
 "When this is all over, I'll still be here."

Need **critical situation cards** for family members, employees, clients, etc.?

Crisis Do's and Don'ts cards

Suicide Prevention cards

Compassionate Communication cards

For more information and to order, go [here](#)

All 3 are available in Spanish, too. Purchase price includes shipping costs.

If you **need assistance at the card portal**, please contact our vendor -

Mike Larkin - Email: mlarkin@asb-ia.com Phone: [515-577-3750](tel:515-577-3750)



NAMI
National Alliance on Mental Illness

Greater Des Moines



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