



# Mental Health Concern?

*Sometimes, the way we communicate can help.*

## DO:

- Assess the situation for safety
- Maintain adequate space between you & the person
- Be calm & give firm, clear instructions
- Respond to apparent feelings
- Respond to delusions & hallucination by talking about feelings, not what is said

## AVOID:

- Staring at the person, this may be interpreted as a threat
- Confusing the person
- Giving multiple choices, this increases confusion
- Whispering, yelling, ridiculing, deceiving or touching, this may cause fear and lead to violence

## Need support?

NAMI Barrington Area: 847-496-1415

Email: [info@namiba.org](mailto:info@namiba.org)

Web: [namiba.org](http://namiba.org)

Ask about our Support Groups and Family-to-Family Education Program

## Someone 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 attention first
Be withdrawn	⇒	Initiate relevant conversation
Have changing emotions	⇒	Disregard
Have changing plans	⇒	Keep to one plan
Have little empathy for you	⇒	Ignore, don't argue
Have low self-esteem & motivation	⇒	Stay positive

*We understand. We care. We want to help.*



**Barrington  
Area**



## **Mental Health Crisis?**

*Feeling unsafe? Call 911 immediately.*

***Ask for a Crisis Intervention Trained Officer***

### **If you call the police...**

Tell the dispatcher:

- Your loved one is having a mental health crisis.
- Explain their mental health history/diagnosis.
- Ask for a Crisis Intervention Trained officer. Dispatch will advise if one is available. (Not every officer is trained in a CIT program)

When the officer arrives:

- Meet the officer outside.
- Explain it is a mental health crisis and what help you would like for your loved one
- Tell him anything that can help calm the person in crisis or anything that upsets them.
- Keep a current list of medications and doctors' names and offer it to the officer
- Let your family member know the police are there to help.

### **Worried about a family member & cannot reach them?**

Call the police non-emergency number

Explain your concern & ask for a welfare check

### **Need support?**

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Like us on [Facebook](#) to stay connected and up to date on the latest mental health news

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