

Mental Health @ the Library: The Essentials

California Library Association Conference
Pre-conference Session

Kelli Ham, MLIS
November 3, 2016



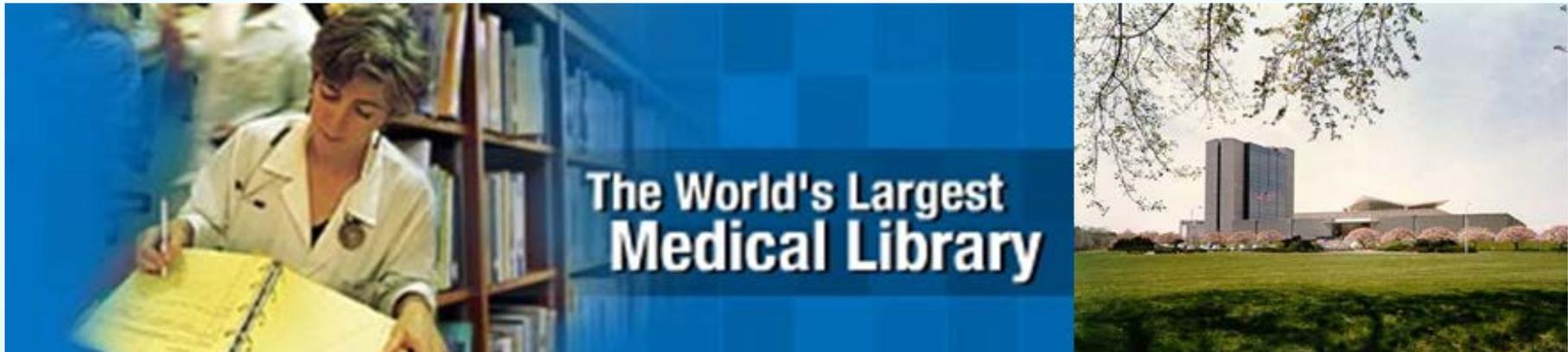
Today's Objectives

By attending today's workshop, participants will :

- Learn communication methods for serving patrons with mental illness
- Be aware of quality resources for patrons
- Know methods for building productive partnerships
- Share ideas for programs



National Library of Medicine



- Part of the National Institutes of Health (NIH)
- Provider of PubMed.gov, MedlinePlus.gov, and many other quality health and medical resources
- Manages NN/LM, the National Network of Libraries of Medicine. The Pacific Southwest Region serves California.

<http://www.nlm.nih.gov>

About this session

- My area of expertise:
 - Consumer health resources, creating partnerships, and programming
- All of you have much more practical experience; you know about your own community, the day-to-day experiences in your library, serving patrons of all types, and needs of library staff
- We will use this time as an opportunity to share and learn from each other

Agenda

- Mental health information needs in our libraries
- Proven approaches to serving patrons with mental health issues
 - Knowledge about mental disorders
 - Skills and techniques
- Resources for patrons and staff
- Some thoughts about partnerships
- Programs and outreach
- Wrap-up

The Survey Said...

- How to better serve patrons with mental health needs (#1)
- Why does the library attract this segment of the population?
- Recognizing symptoms and behaviors of mental illness
- Quality mental health resources for patrons, family, and caregivers
- Interest in what other libraries are doing
- Staff support and self-care
- Building trust and rapport; treating patrons with compassion
- Legal and ethical aspects
- De-escalation techniques and safety of staff and patrons
- Partnerships that work; finding good community resources
- Programming and outreach ideas

Mental Health Conditions - Can you tell by looking?



Who is at risk?

Which special populations are more likely to suffer from mental health issues?

- Persons who are homeless
- Persons who abuse alcohol or other substances
- Victims of trauma, abuse, or violence
- Veterans, first responders and law enforcement
- Family history of mental illness

Symptoms and Behaviors

How do we know when someone has a mental illness?

- Sometimes there are no outward signs
- Behaviors vary widely, often non-threatening
 - Example Bipolar disorder vs schizophrenia
- Problem behaviors can include acting out, aggression, anger, delusions, or other abnormal behavior
- Note: Symptoms of other health issues may look like mental illness

- The National Alliance on Mental Illness has a good list of disorders and symptoms as a starting point

<http://www.nami.org/Learn-More/Mental-Health-Conditions>

Responding to Behaviors that may Indicate Mental Illness

- Most patrons are not dangerous, but pay attention
 - Be calm and relax
 - Maintain safe space; don't touch the patron
 - Be respectful
 - Ignore insults and accusations
 - Don't argue
 - Be firm when issuing warnings or directives
 - If you sense a risk, walk away (don't run)
- From *Defusing the Angry Patron*, 2nd Edition by Joyce Rubin and the *Black Belt Librarian* by Warren Graham

De-escalation Techniques

- Adopt a calm and friendly attitude
- Breathe deeply and count to ten before responding
- Don't take it personally
- Listen, don't argue
- Validate the patron's feelings; express sympathy
- Focus on the problem, not the person
- Respect personal space; try to keep a barrier between
- Stay safe, have a buddy in case of trouble
- Transition from listening to problem solving
- Get confirmation from the patron about the solution
 - From Defusing the Angry Patron, 2nd Edition by Joyce Rubin

Communicating the Message



What influences our interactions with patrons?

- Stereotypes
- Body language and facial expressions
- Negative phrasing (I can't do..., You don't understand..., I'm not allowed to...)
- Paralanguage (pitch, tone of voice, inflection) such as **You** can't sleep here versus You can't sleep **here**
- Other?

What is the Best Response?

1. Angry patron yelling at staff member about a policy
2. Elderly woman (one of the regular patrons) seems to be confused
3. Homeless man talking loudly and profanely to himself; other patrons are complaining
4. Patron is certain that the computer is monitoring his activity and is becoming increasingly agitated
5. Patron calls on the phone every day and asks for the information which will prove the government is conspiring to poison her

Safety in the Library

- What safety systems and procedures are in place at your library?
 - Written policies
 - Security guard or police
 - Buddy system
 - Panic button

For immediate help, utilize 911, hotlines, and crisis resources:

- Immediate threat in library – Call 911
- Suicide prevention - Hotlines
- Mental health crisis – Crisis team

When a Serious Incident Occurs

Example – Recent suicide in the library

- No one had been trained for this type of incident
- Staff responded immediately to the best of their ability
- Many patrons and staff were affected by the sight or from having some contact with the patron
- Crisis team was on site within an hour
- Response from library and campus administration was swift and heartfelt
- Debriefing the following Monday with counselors
- Ongoing counseling has been made available

Simple Shift in Thinking - Example about Homeless Persons

- In the past: Dealing with the Homeless
- More recently: Providing Library Services to the Homeless
- The new model: Providing Library Services to Help End Homelessness



Building Knowledge and Skills

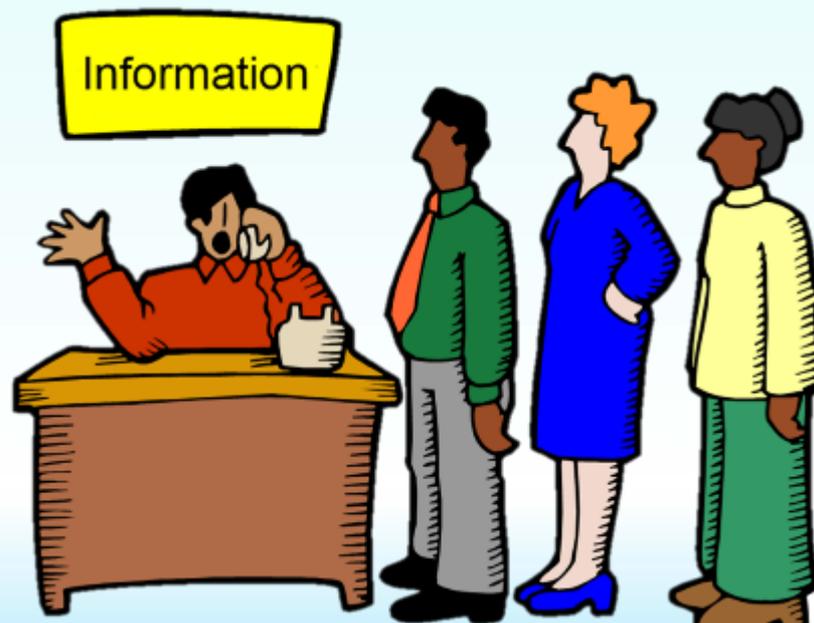
- Take advantage of training
- Make it relevant to your library's situation
- Staff training on policies (how often are policies reviewed? Do they need to be updated?)

If you have decision-making authority, think of ways you can be a champion for mental health at your library. Advocate for staff training, new programs or service models.

Mental Health Reference Skills

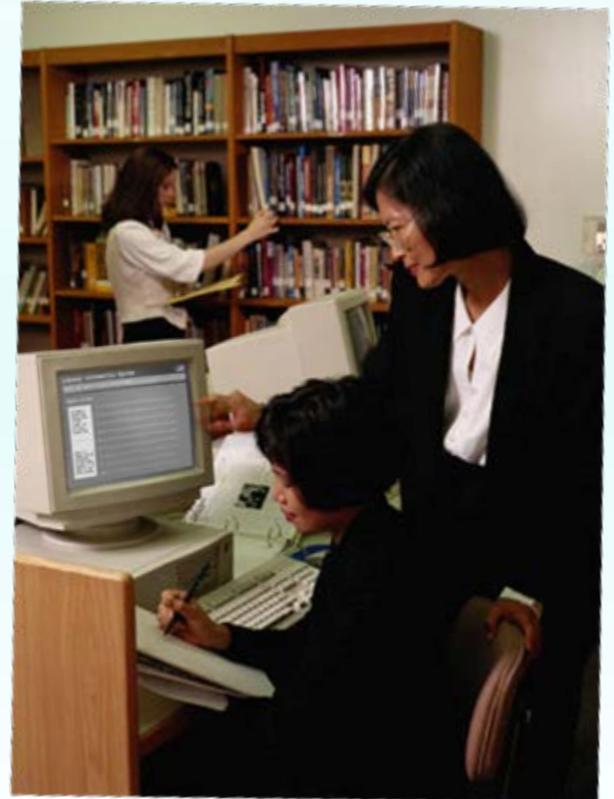
- Same as health reference, with additional considerations
- Understanding behaviors – health issues can cause stress, anger, sadness or other emotions
- Combination of knowledge and experience
- The library staff person's reaction and communication can help diffuse situations

nml.gov/outreach/consumer/ethics.html



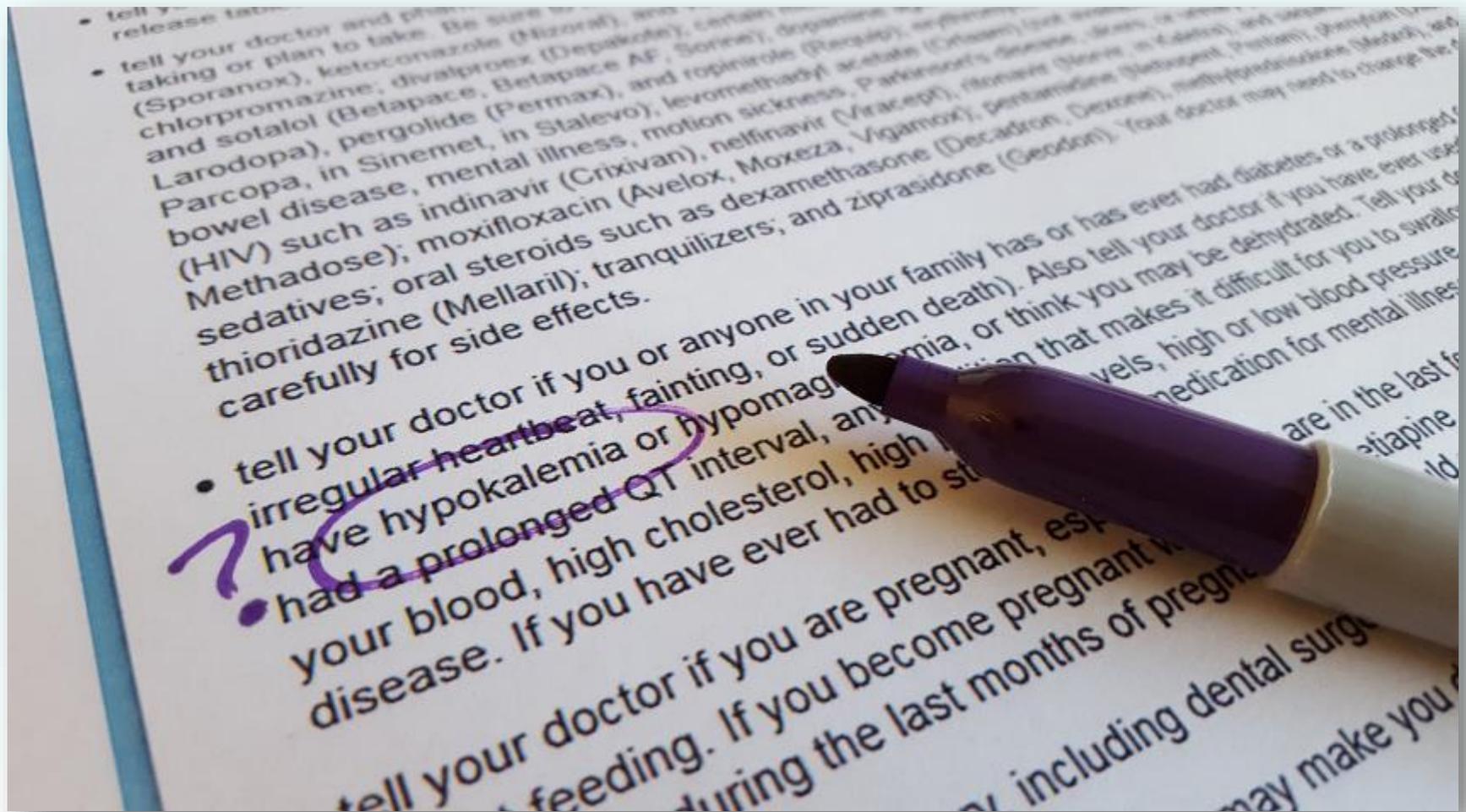
Ethical and Legal Considerations

- Information, never advice!
- Privacy
- Confidentiality
- Accurate, complete, and current answers
- Refer to other sources when necessary



<https://nnlm.gov/outreach/consumer/ethics.html>

Handling Requests



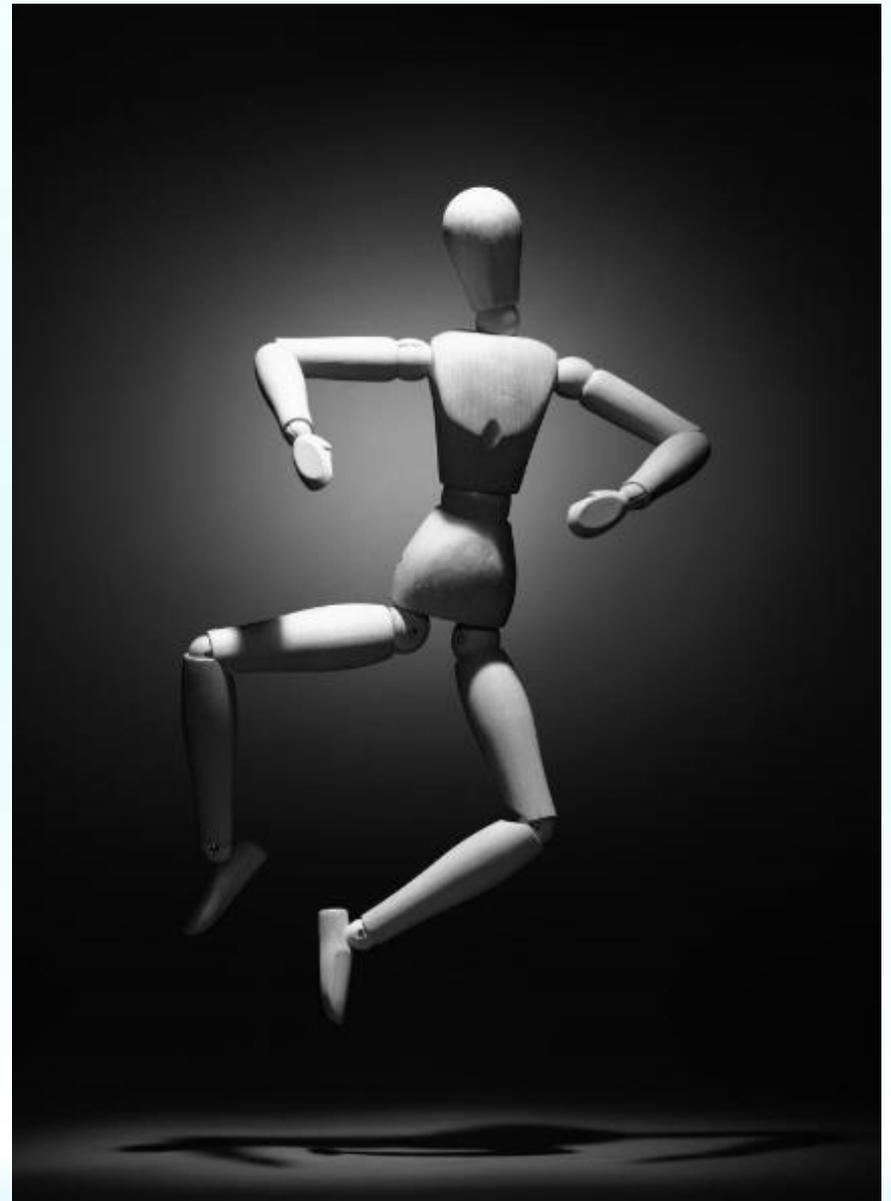
Information, Interpretation and Advice

- Provide quality resources
- Never interpret medical information
- Do not give advice; librarians are not medically trained
- Encourage patron to discuss with health care provider
- Avoid sharing personal experiences
- Maintain strict patron privacy; don't discuss with others
- Do be empathetic; kindness goes a long way

Help Your Patrons Evaluate Sites

- Look for quality, authoritative organizations
 - government, associations, medical or academic (.gov, .org, .edu)
- Watch for red flags → advertisements, sensational headlines (click bait)
 - .com sites are more interested in making money through clicks on ads and sponsored content rather than providing quality information
- Use the CRAAP test, TrustOrTrash, or MedlinePlus
 - www.csuchico.edu/lins/handouts/eval_websites.pdf
 - www.trustortrash.org
 - www.medlineplus.gov/evaluatinghealthinformation.html

Break Time!



MedlinePlus.gov = Quality Health Info

The screenshot shows the MedlinePlus.gov website homepage. At the top left is the MedlinePlus logo with the tagline "Trusted Health Information for You". To the right is a search bar labeled "Search MedlinePlus" with a "GO" button. Below the search bar are links for "About MedlinePlus", "Site Map", "FAQs", and "Contact Us". A navigation bar contains "Health Topics", "Drugs & Supplements", "Videos & Tools", and "Español". The main content area is divided into several sections: "Health Topics" (with an apple icon), "Drugs & Supplements" (with a pill icon), "Videos & Tools" (with a play button icon), and "Medical Encyclopedia" (with a book icon). There is also a "Medical Dictionary from Merriam-Webster" section. A central banner features a woman sitting on a couch reading a tablet, with social media icons for Google+, Facebook, and Twitter, and text promoting MedlinePlus on GooglePlus. Below this are "Today's Health News" and "Stay Connected" sections. The "Stay Connected" section includes an email sign-up form. At the bottom, there are icons for "Easy-to-Read Materials", "Organizations and Directories", "Health Information in Multiple Languages", and "MedlinePlus Connect for EHRs". The footer contains links for "Get email updates", "Subscribe to RSS", and "Follow us" with social media icons.

- Over 950 health topics
- Drug and herbals
- Extensive Spanish materials
- Multiple languages
- Easy-to-read collection
- Videos and tutorials
- Health Check tools
- Medical Encyclopedia
- Dictionary
- Health News
- Special populations
- Clinical trials
- PubMed searches
- And much more!

The Spectrum of Mental Health Questions

- Basic reference tools – (encyclopedia, dictionary, anatomy)
- Conditions and Diseases – Symptoms, Diagnosis, Prognosis
- Treatments and therapies
- Drug information
- Patient instructions, care, coping
- Health, wellness and prevention
- Caregiver and family resources
- Statistics and research
- Finding specialists



Let's Take a Quick Tour!



National Institute of Mental Health

nimh.nih.gov

The screenshot shows the homepage of the National Institute of Mental Health (NIMH). At the top, there is a dark navigation bar with the text "National Institutes of Health" and icons for "Contact Us", "Get Email Updates", and social media links for Facebook, Twitter, YouTube, and Google+. Below this is the NIMH logo and the tagline "Transforming the understanding and treatment of mental illnesses." A search bar is located to the right of the tagline. A blue navigation bar contains the following menu items: "HEALTH & EDUCATION", "OUTREACH", "RESEARCH PRIORITIES", "FUNDING", "LABS AT NIMH", "NEWS", and "ABOUT US". The main content area features a large image of a sad face drawn on a snow-covered car window. To the right of the image is a section titled "Seasonal Affective Disorder" with the text "Learn more about a type of depression that can come and go with the seasons." and a "MORE" button. Further right is a "Healthtopics*" section with a grid of links to various mental health conditions: Anxiety Disorders, Attention Deficit Hyperactivity Disorder, Autism Spectrum Disorder, Bipolar Disorder, Borderline Personality Disorder, Depression, Eating Disorders, Obsessive-Compulsive Disorder, Post-Traumatic Stress Disorder, Schizophrenia, Suicide Prevention, and More Topics. At the bottom, there are four news items, each with a small image and a caption: "NIMH's Francis McMahon, M.D., Awarded Colvin Prize", "RDoC Unit to Co-host Webinar Series", "Karen Berman, M.D. elected to National Academy of Medicine", and "NIMH-Funded Study to Track the Effects of Trauma".

National Institutes of Health

Contact Us Get Email Updates

NIH National Institute of Mental Health

Transforming the understanding and treatment of mental illnesses.

Search the NIMH website Search

HEALTH & EDUCATION OUTREACH RESEARCH PRIORITIES FUNDING LABS AT NIMH NEWS ABOUT US

Seasonal Affective Disorder

Learn more about a type of depression that can come and go with the seasons.

+ MORE

Healthtopics*

Anxiety Disorders	Attention Deficit Hyperactivity Disorder
Autism Spectrum Disorder	Bipolar Disorder
Borderline Personality Disorder	Depression
Eating Disorders	Obsessive-Compulsive Disorder
Post-Traumatic Stress Disorder	Schizophrenia
Suicide Prevention	More Topics

NIH National Institute of Mental Health

NIMH's Francis McMahon, M.D., Awarded Colvin Prize

RDoC Unit to Co-host Webinar Series

NIH National Institute of Mental Health

NIMH-Funded Study to Track the Effects of Trauma

NIH National Institute of Mental Health

RDoC Research Domain Criteria Initiative

RDoC Unit to Co-host Webinar Series

Karen Berman, M.D. elected to National Academy of Medicine

National Institute of Mental Health (NIMH) Health and Education Page



The screenshot shows the NIMH website's Health and Education page. At the top, the NIH logo is on the left, followed by the text "National Institute of Mental Health" and the tagline "Transforming the understanding and treatment of mental illnesses." A search bar is on the right. Below this is a navigation bar with "HEALTH & EDUCATION" selected, and other options like "OUTREACH", "RESEARCH PRIORITIES", "FUNDING", "LABS AT NIMH", "NEWS", and "ABOUT US". A secondary navigation bar includes "Mental Health Information", "Publications", "Educational Resources", "Clinical Trials — Participants", "Statistics", and "Help for Mental Illnesses". The main content area features a large image of a diverse family smiling. Below the image is a "Home" button. The "Health & Education" section is highlighted. Under "Health Topics", there is a paragraph stating that NIMH offers authoritative information on mental health disorders and research. A list of topics is provided, including Anxiety Disorders, ADHD, ASD, Bipolar Disorder, Borderline Personality Disorder, OCD, PTSD, HIV & AIDS, Schizophrenia, Seasonal Affective Disorder, and Substance Abuse and Mental Health. On the right, a "Science News" sidebar lists "NIMH-Funded Study to Track the Effects of Trauma", "BRAIN Initiative 2016", and "NIMH Releases Strategic Research Priorities Update", with a "MORE" button at the bottom.

NIH National Institute of Mental Health Transforming the understanding and treatment of mental illnesses. Search the NIMH website Search

HEALTH & EDUCATION OUTREACH RESEARCH PRIORITIES FUNDING LABS AT NIMH NEWS ABOUT US

Mental Health Information Publications Educational Resources Clinical Trials — Participants Statistics Help for Mental Illnesses

Home

Health & Education

Health Topics

NIMH offers authoritative information about mental health disorders well as information on a range of mental health topics and the latest mental health research.

- ▶ Anxiety Disorders
- ▶ Attention Deficit Hyperactivity Disorder (ADHD, ADD)
- ▶ Autism Spectrum Disorder (ASD)
- ▶ Bipolar Disorder (Manic-Depressive Illness)
- ▶ Borderline Personality Disorder
- ▶ Obsessive-Compulsive Disorder (OCD)
- ▶ Post-Traumatic Stress Disorder (PTSD)
- ▶ Research on HIV & AIDS
- ▶ Schizophrenia
- ▶ Seasonal Affective Disorder
- ▶ Substance Abuse and Mental Health

Science News

- NIH National Institute of Mental Health NIMH-Funded Study to Track the Effects of Trauma
- BRAIN Initiative 2016
- NIH National Institute of Mental Health NIMH Releases Strategic Research Priorities Update

+ MORE

Substance Abuse and Mental Health Services Administration - samhsa.gov

Substance Abuse and Mental Health Services Administration

SAMHSA

Home Newsroom Site Map Contact Us

Search SAMHSA.gov Search

Connect with SAMHSA: [f](#) [t](#) [You Tube](#) [BLOG](#)

Find Help & Treatment Topics Programs & Campaigns Grants Data About Us Publications

SHARE+

Disaster Behavioral Health Resources

Find resources to aid communities and responders affected by Hurricane Matthew.

[Learn More >](#)

Find Help

BEHAVIORAL HEALTH TREATMENT LOCATOR

NATIONAL SUICIDE PREVENTION LIFELINE

NATIONAL HELPLINE

Disaster Distress Helpline

HUMAN CAUSED TRAUMA

SAMHSA in the News

09/29/16
[Preventing Suicide Takes a Public Health Approach](#)
The Huffington Post

09/26/16
[Opioid Epidemic Affects Millions Of People](#)
USA Today

Featured Resource

Helping kids recover and thrive.

NCTSI
National Child Traumatic Stress Initiative

SAMHSA Blog

[Is the Next Treatment Breakthrough under our Noses?](#)
10/06/16



Topics

Learn about the many topics that highlight SAMHSA's efforts to prevent and reduce the impact of mental illness and substance use in America's communities.

Featured Topics



[Prevention of Substance Abuse & Mental Illness](#)

Promoting mental health and preventing mental and substance use disorders are fundamental to SAMHSA's mission to reduce the impact of...



[Behavioral Health Treatments & Services](#)

Learn how health care professionals address common mental illnesses and substance use disorders and how SAMHSA helps people access...



[Recovery and Recovery Support](#)

Learn how recovery-oriented care and recovery support systems help people with mental and/or substance use disorders manage their...



A-Z List of All Topics

- » [Alcohol, Tobacco, and Other Drugs](#)
- » [Behavioral Health Treatments and Services](#)
- » [Criminal and Juvenile Justice](#)
- » [Data, Outcomes, and Quality](#)
- » [Disaster Preparedness, Response, and Recovery](#)
- » [Health Information Technology](#)
- » [HIV, AIDS, and Viral Hepatitis](#)
- » [Homelessness and Housing](#)
- » [Laws, Regulations, and Guidelines](#)
- » [Mental and Substance Use Disorders](#)
- » [Prescription Drug Misuse and Abuse](#)
- » [Specific Populations](#)
- » [State and Local Government Partnerships](#)
- » [Suicide Prevention](#)
- » [Trauma and Violence](#)
- » [Tribal Affairs](#)
- » [Underage Drinking](#)

Find Help & Treatment



Behavioral Health Treatment Services Locator

Find alcohol, drug, or mental health treatment facilities and programs around the country at findtreatment.samhsa.gov.

Buprenorphine Physician & Treatment Program Locator

Find information on locating physicians and treatment programs authorized to treat opioids, such as heroin or prescription pain relievers, at www.samhsa.gov/medication-assisted-treatment/physician-program-data/treatment-physician-locator.

Opioid Treatment Program Directory

Find treatment programs in your state that treat addiction and dependence on opioids, such as heroin or prescription pain relievers, at dpt2.samhsa.gov/treatment/.



Suicide Prevention Lifeline

1-800-273-TALK (8255)
TTY: 1-800-799-4889
Website: www.suicidepreventionlifeline.org

24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Your call is routed to the nearest crisis center in the national network of more than 150 crisis centers.

SAMHSA's National Helpline

1-800-662-HELP (4357)
TTY: 1-800-487-4889
Website: www.samhsa.gov/find-help/national-helpline

Also known as, the Treatment Referral Routing Service, this Helpline provides 24-hour free and confidential treatment referral and information about mental and/or substance use disorders, prevention, and recovery in English and Spanish.

Disaster Distress Helpline

1-800-985-5990
Website: www.samhsa.gov/find-help/disaster-distress-helpline

Stress, anxiety, and other depression-like symptoms are common reactions after any natural or human-caused disaster. Call this toll-free number to be connected to the nearest crisis center for information, support, and counseling.

National Alliance on Mental Illness nami.org

The screenshot shows the NAMI website homepage. At the top left is the NAMI logo with the text "National Alliance on Mental Illness". To the right of the logo is a navigation menu with links for "About NAMI", "Convention", "NAMI Leaders", "Join", "Renew", "Sign In", and "en Español". Below the navigation menu is a search bar with the word "Search" and a magnifying glass icon. Underneath the search bar are four main navigation buttons: "LEARN MORE", "FIND SUPPORT", "GET INVOLVED", and "DONATE NOW".

The main content area has a teal background with a large, faint circular graphic. The text "Mental Illness Awareness Week" is centered in white. Below it is the tagline "Shine a light on mental illness and replace stigma with hope." and a white button with the text "FIND WAYS TO HELP".

Below the teal section is a green section with two columns. The left column contains the text "Support NAMI to help millions of Americans who face mental illness every day." and a white button with the text "DONATE NOW". The right column contains the text "Join thousands of Americans dedicated to improving the lives of people with mental illness." and a white button with the text "BECOME A MEMBER".

At the bottom of the page, there are three white boxes. The first box is titled "FIND YOUR LOCAL NAMI" and contains a dropdown menu labeled "Your State" and a "GO" button. The second box is titled "CALL THE NAMI HELPLINE" and contains the phone number "800-950-6264". The third box is titled "GOT A QUESTION?" and contains a "CONTACT US" button.

Many NAMI Local Chapters

NAMI Orange County, CA	Orange County, CA	Santa Ana	92705-8604
NAMI Patton		Carlsbad	92008-4290
NAMI Placer County	Placer County, CA, Roseville, Auburn, Tahoe City	Auburn	95604-7706
NAMI Pomona Valley	Pomona, Claremont, LaVerne and surrounding cities	Claremont	91711
NAMI Sacramento	Sacramento county	Sacramento	95827
NAMI San Bernardino Area		San Bernardino	92408-4101
NAMI San Diego	San Diego County	San Diego	92123
NAMI San Fernando Valley	San Fernando and Santa Clarita Valleys of Los Angeles	Van Nuys	91405-3087
NAMI San Francisco		San Francisco	94102
NAMI San Gabriel Valley	Los Angeles County	Pasadena	91107-3406
NAMI San Joaquin County	San Joaquin County	Stockton	95201-0448
NAMI San Luis Obispo County		San Luis Obispo	93403-3158
NAMI San Mateo County		San Mateo	94402-3507
NAMI Santa Clara County	Santa Clara County	San Jose	95128-3509
NAMI Santa Cruz County	Santa Cruz County	Santa Cruz	95061-0360
NAMI Schizophrenics In Transition		Vista	92083-4411
NAMI Shasta County	Northern California	Redding	96003
NAMI Solano County	Solano and Napa Counties	Fairfield	94533-0734

mentalhealthVA.gov

The screenshot displays the mentalhealthVA.gov website. At the top, there is a dark blue header with the U.S. Department of Veterans Affairs logo on the left, a search bar on the right, and social media icons. Below the header is a navigation menu with categories: Health, Benefits, Burials & Memorials, About VA, Resources, Media Room, Locations, and Contact Us. The main content area is titled "Mental Health" and includes a sidebar with a "Mental Health" dropdown menu containing links like "Mental Health Home", "Get Help", "Self-Help Resources", "Conditions", "I am a...", "About VA Mental Health", "Resources and Support", and "Site Map". The main content features a large banner with two men and the text "Be there for someone in your life." and "Connect fellow Veterans and Service members in crisis with support." Below this is a "Be There for Veterans and Service Members" section with a "Help prevent suicide." graphic and text explaining the importance of support. To the right, there are "PROGRAM LOCATORS" for PTSD, SUD, and VET CENTERS, and a "RESOURCES" section with a link to "Make The Connection". A "QUICK LINKS" sidebar on the left includes "Hospital Locator", "Health Programs", "Protect Your Health", and "A-Z Health Topics".

U.S. Department of Veterans Affairs

Search

SITE MAP [A-Z]

Health Benefits Burials & Memorials About VA Resources Media Room Locations Contact Us

VA > Health Care > Mental Health

Mental Health

▼ Mental Health

- Mental Health Home
- Get Help
- Self-Help Resources
- Conditions
- I am a...
- About VA Mental Health
- Resources and Support
- Site Map
- More Health Care

U.S. Department of Veterans Affairs

Be there for someone in your life.

Connect fellow Veterans and Service members in crisis with support.

VeteransCrisisLine.net

1-800-273-8255 PRESS 9

IPV Awareness Be There Suicide Data

Be There for Veterans and Service Members

We can all play a role in preventing suicide, and it doesn't require a grand gesture or complicated task. It starts with this simple act: **Be There.**

Visit [VeteransCrisisLine.net/BeThere](#) to learn more.

Help prevent suicide.

VeteransCrisisLine 1-800-273-8255

Get Help Most Downloaded Most Viewed

Get Help

Screening Tools
Take a brief, confidential and anonymous screen.

Where to get Help
Are you looking for someone to help you or a family member?

PROGRAM LOCATORS

PTSD
POSTTRAUMATIC STRESS DISORDER

SUD
SUBSTANCE USE DISORDER

VET CENTERS

RESOURCES

Make The Connection
National Center for PTSD

QUICK LINKS

- Hospital Locator
- Zip Code
- Health Programs
- Protect Your Health
- A-Z Health Topics

Veterans Crisis Line
1-800-273-8255 PRESS 9

My healthvet

National Center for PTSD

ptsd.va.gov

The screenshot shows the homepage of the PTSD: National Center for PTSD website. At the top, there is the U.S. Department of Veterans Affairs logo and a search bar. Below this is a navigation menu with links for Health, Benefits, Burials & Memorials, About VA, Resources, Media Room, Locations, and Contact Us. The main heading is "PTSD: National Center for PTSD". A left sidebar contains a "PTSD" dropdown menu with options like "PTSD Home", "For the Public", "For Professionals", "About Us", "PTSD Awareness", "PTSD Consultation", and "More Health Care". The main content area features a "AboutFace" video player with a grid of six portraits of veterans. Below the video is a "QUICK LINKS" section with buttons for "Hospital Locator", "Health Programs", "Protect Your Health", and "A-Z Health Topics". There are also logos for "Veterans Crisis Line" and "My healthvet". The right side of the page includes a "SEARCH PTSD SITE" section with a dropdown menu, a search input field, and a "SEARCH" button. Below that is a "WHERE TO GET HELP" section and a "SEARCH PILOTS" section. At the bottom right, there is a "SUBSCRIBE" button.

National Child Traumatic Stress Network nctsn.org

The screenshot shows the homepage of the National Child Traumatic Stress Network (NCTSN). At the top left is the NCTSN logo with the tagline "The National Child Traumatic Stress Network". To the right are social media icons for Twitter and Facebook, with a "Like 14K" button. A navigation menu includes "Home", "Trauma Types", "Resources", "About Us", "Treatments That Work", and "Products". A search bar is located on the far right.

The main content area features a large yellow banner for the "Download the new Help Kids Cope App for Parents". The banner includes illustrations of four diverse children, a bandage icon, and a smartphone displaying the app's interface. Below the banner are three colored boxes: a red box for "Terrorism & Disasters" (Readiness, Response, Recovery), a blue box for "LEARNING CENTER" (FOR CHILD AND ADOLESCENT TRAUMA), and a purple box for "Understanding Child Traumatic Stress".

To the right of these boxes is a section titled "Information Resource Tools" which lists "Knowledge Bank", "Measures Review Database", and "Military Families Knowledge Bank".

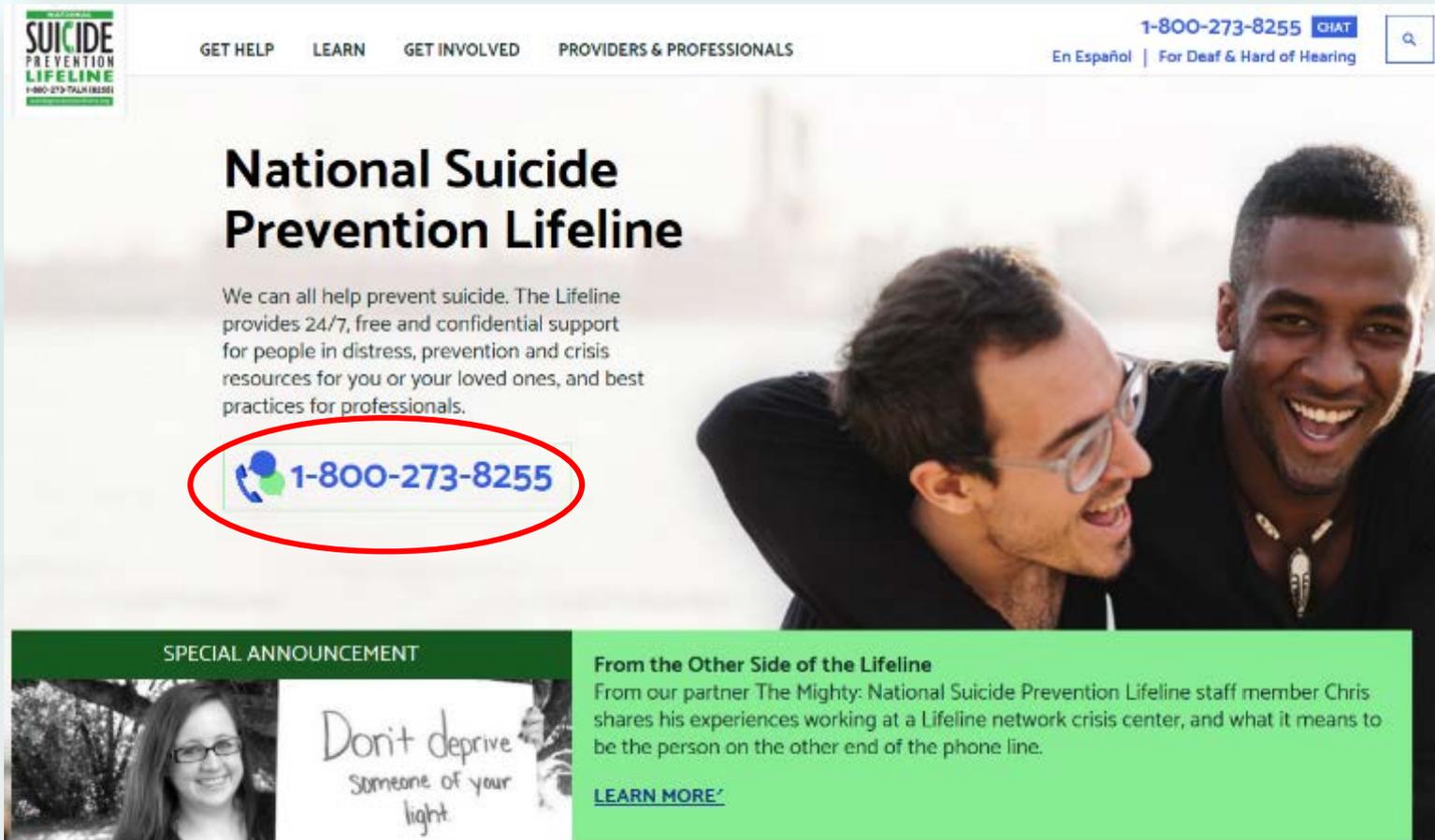
On the right side of the page, there is a "What's New?" section with a scroll arrow, containing links for "Racial Injustice and Trauma: African Americans in the U.S.", "NCTSN November e-Bulletin", and "Is it ADHD or Child Traumatic Stress? A Guide for Clinicians". Below this is a "Public Awareness" section listing "National Homeless Youth Awareness Month (November 2016)" and "Month of the Military Family (November 2016)".

The "Upcoming Events" section features a box for "The National Federation of Families for Children's Mental Health 27th Annual Conference (November 10-13, 2016)". A yellow circular button with the text "Looking for help? click here" is positioned below the events.

At the bottom of the page, there are six small icons representing different user groups: "For Parents & Caregivers", "For Professionals", "Military Children & Families", "For Educators", "For the Media", and "Información en Español".

The footer contains the text "For more information:" followed by four categories: "TRAUMA TOPICS", "TREATMENT & SERVICES", "SUSTAINABILITY & POLICY", and "THE NETWORK".

National Suicide Prevention Lifeline suicidepreventionlifeline.org



The screenshot shows the homepage of the National Suicide Prevention Lifeline. At the top left is the logo with the text "SUICIDE PREVENTION LIFELINE" and "1-800-273-8255". The navigation menu includes "GET HELP", "LEARN", "GET INVOLVED", and "PROVIDERS & PROFESSIONALS". On the right, there is a phone number "1-800-273-8255", a "CHAT" button, and links for "En Español" and "For Deaf & Hard of Hearing". A search icon is also present.

National Suicide Prevention Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

 **1-800-273-8255**

SPECIAL ANNOUNCEMENT

From the Other Side of the Lifeline
From our partner The Mighty: National Suicide Prevention Lifeline staff member Chris shares his experiences working at a Lifeline network crisis center, and what it means to be the person on the other end of the phone line.

[LEARN MORE](#)



The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. We're committed to improving crisis services and



We Can All Prevent Suicide

SHARE



Understanding the issues concerning suicide and mental health is an important way to take part in suicide prevention, help others in crisis, and change the conversation around suicide.

We Believe

Hope Can Happen

Suicide is not inevitable for anyone. By starting the conversation, providing support, and directing help to those who need it, we can prevent suicides and save lives.

We Can All Take Action

Evidence shows that providing support services, talking about suicide, reducing access to means of self-harm, and following up with loved ones are just some of the actions we can all take to help others.

Crisis Centers are Critical

By offering immediate counseling to everyone that may need it, local crisis centers provide invaluable support at critical times and connect individuals to local services.

We Can All Prevent Suicide

We Believe

Know the Risk Factors

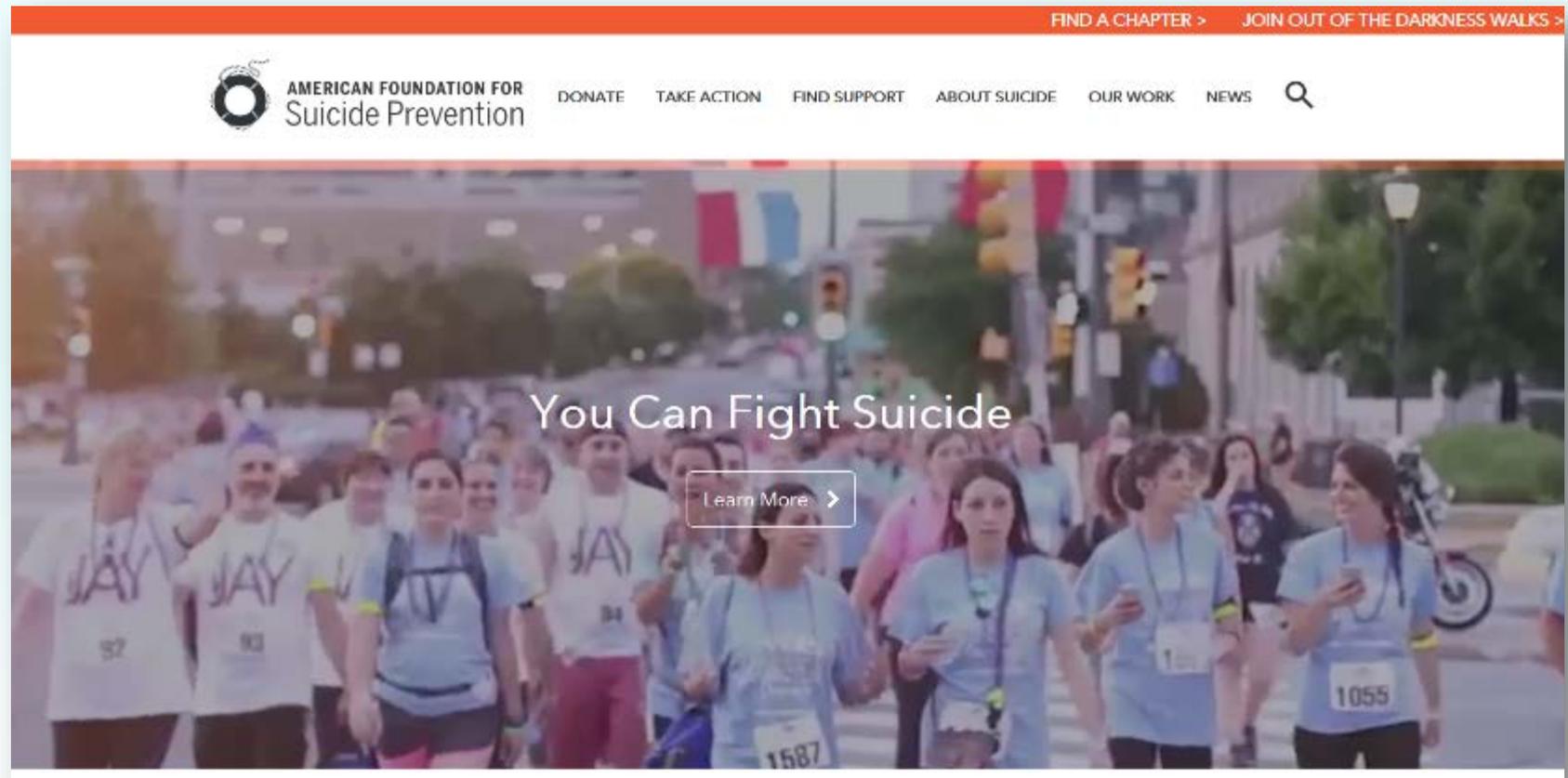
Know the Warning Signs

[Read Stories Of Hope & Recovery](#)

Know the Risk Factors

Risk factors are characteristics that make it more likely that someone will consider, attempt, or die by suicide. They can't cause or predict a suicide attempt, but they're important to be aware of.

American Foundation for Suicide Prevention - afsp.org





About Suicide

There is no single cause to suicide. It most often occurs when stressors exceed current coping abilities of someone suffering from a mental health condition.



Warning Signs & Risk
Factors



Statistics



Treatment



For Journalists





[Home](#) > [Find Support](#)



Find Support

Bringing hope to those affected by suicide



American Psychiatric Association - psychiatry.org/patients-families

About APA ▾ Newsroom ▾ Advocacy & APAPAC ▾ APA Sites ▾ Sign In Join

AMERICAN PSYCHIATRIC ASSOCIATION 

PSYCHIATRISTS | RESIDENTS & MEDICAL STUDENTS | PATIENTS & FAMILIES

Patients & Families

Learn about common mental disorders, including symptoms, risk factors and treatment options. Find answers to your questions written by leading psychiatrists, stories from people living with mental illness and links to additional resources.

- A**
 - Addiction and Substance Use Disorders
 - Alzheimer's
 - Anxiety Disorders
 - Attention-Deficit/Hyperactivity Disorder (ADHD)
 - Autism Spectrum Disorder
- B**
 - Bipolar Disorders
- D**
 - Depression
 - Dissociative Disorders
- E**
 - Eating Disorders
- H**
 - Hoarding Disorder
- I**
 - Intellectual Disability
- O**
 - Obsessive-Compulsive Disorder
- P**
 - Personality Disorders
 - Posttraumatic Stress Disorder (PTSD)
- S**
 - Schizophrenia
 - Sleep Disorders

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APA Resources

Find a Psychiatrist

Find a psychiatrist in your area today.

Search Now >

American Psychological Association apa.org

The screenshot shows the homepage of the American Psychological Association (APA). At the top, there is a navigation bar with the APA logo and the text "AMERICAN PSYCHOLOGICAL ASSOCIATION". To the right of the logo is a search bar labeled "SEARCH". Below the navigation bar is a main content area with several featured articles and a "Join APA" section. The featured articles include "Rising stars" (Meet early career psychologists finding unique solutions to confounding problems.), "Hurricane aftermath", "An easy way of giving", and "APA presidential election". The "Join APA" section encourages users to join the community of researchers, teachers, practitioners, and students, with an "APPLY" button. Below this is the "MyAPA" section, which allows users to access their accounts, subscriptions, and products, with a "LOG IN" button. A banner for "APA Actions in Response to Independent Review" is also visible. On the left side, there are sections for "Practice Central" (Resources for practitioners from the APA Practice Organization) and "Quick Links" (Accreditation, Advocacy, APA Style, Center for Psychology and Health, Continuing Education, and Conventions). The "Psychology Topics" section lists various conditions and issues such as ADHD, Depression, Schizophrenia, Anger, Human rights, Sex, Anxiety, Lesbian, gay, bisexual, transgender, Autism, and Stress. On the right side, there are sections for "Publications" (APA Books®, Magination Press® Children's Books, APA and Affiliated Journals, Magazine and Newsletters, Reports & Brochures, and APA Videos®) and "Databases" (PsycINFO® and PsycARTICLES®). A "Go to publications" link is also present.

AMERICAN PSYCHOLOGICAL ASSOCIATION

SEARCH

About APA Topics Publications & Databases Psychology Help Center News & Events Science Education Careers Membership

Rising stars
Meet early career psychologists finding unique solutions to confounding problems.

Rising stars
Hurricane aftermath
An easy way of giving
APA presidential election

Join APA
Join our community of researchers, teachers, practitioners and students.
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Access your MyAPA account, subscriptions, products and more.
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APA Actions in Response to Independent Review.

Practice Central
Resources for practitioners from the APA Practice Organization
[Go to Practice Central >](#)

Quick Links

- Accreditation
- Advocacy
- APA Style
- Center for Psychology and Health
- Continuing Education
- Conventions

APA is the leading scientific and professional organization representing psychology in the United States. Our mission is to advance the creation, communication and application of psychological knowledge to benefit society and improve people's lives.
[Who we are >](#)

Psychology Topics

- ADHD
- Depression
- Schizophrenia
- Anger
- Human rights
- Sex
- Anxiety
- Lesbian, gay, bisexual, transgender
- Sleep
- Autism
- Stress

Publications

- APA Books®
- Magination Press® Children's Books
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- Magazine and Newsletters
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- PsycINFO®
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» PSYCHOLOGY HELP CENTER

Interest Areas

- [Work & School](#)
- [Family & Relationships](#)
- [Health & Emotional Wellness](#)
- [Disasters & Terrorism](#)
- [Managed Care & Health Insurance](#)

Resources

- [Find a Psychologist](#)
- [Order Free Brochures](#)
- [Request a Speaker](#)

[Contact the Psychology Help Center](#)

Psychology Help Center



	Are you depressed?
	Struggling with thoughts of suicide?
	Overcoming Depression
	Beyond Worry

APA's Psychology Help Center is an online consumer resource featuring articles and information related to psychological issues affecting your daily physical and emotional well-being.

Understanding Depression

Depression is one of the most common mental health disorders, but is highly treatable. People with depression may experience a number of different symptoms such as lack of energy, extreme sadness or feelings of worthlessness and guilt. Understanding the signs and symptoms of depression is key to helping not only yourself, but others. Licensed psychologists are trained mental health professionals who can provide support and effective treatment for individuals battling depression. On Oct. 6, the American Psychological Association is joining the nonprofit organization Screening for Mental Health to raise awareness for National Depression Screening Day. If you are having feelings of depression or concerns about someone else, [take an anonymous screening](#) to assess your emotional and mental health.

Additional Information

Signs and Symptoms: Assessing your emotional health

- [Learn about the signs and symptoms of depression](#)

Getting the help you need

- [Understanding psychotherapy and how it works](#)
- [Friends Helping Friends](#)
- [Psychotherapy: Understanding group therapy](#)

Help Center Resources

What do practicing psychologists **DO?**

Stress in America →

Support Groups and Social Media

patientslikeme*

Join now! (It's free)

Already a member? Sign in

Patients Conditions Treatments Symptoms Research

Live better, together!

You have questions. Join a network of 400,000+ patients who can help you find answers.



"You have to have that place you can go where you can share with people, where they can allay some of those fears. PatientsLikeMe has been that for me."



"My zeal for knowledge in my condition and understanding of the way things seem to work in the clinical world can benefit others who are going through their own challenges."

John, ALS community member



"I found a treatment that worked well for others, and decided to go for it. I haven't had a seizure since! Now my experience is helping new patients discover better options."

Letitia, epilepsy community member

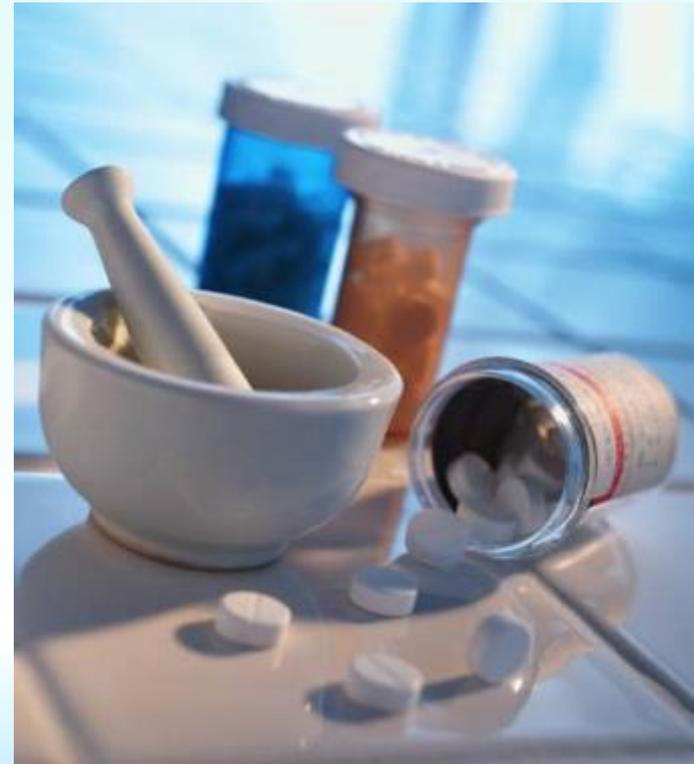
patientslikeme.com

NLM Drug Information Portal

druginfo.nlm.nih.gov

The Drug Information Portal is a one-stop shop that searches all of these sources:

- MedlinePlus
- DailyMed
- Pillbox
- Dietary Supplements Labels
- LactMed
- LiverTox
- PubMed
- And more!



Drug Information Portal



- Gateway to over 20,000 medications
- Over 200,000 drug names & synonyms
- Information from all NLM resources
- Includes materials for consumers, health professionals & researchers

<http://druginfo.nlm.nih.gov>

Local Collaboration Opportunities



Seeking Local Partners

Look for:

- Complementary services or resources
- Aligned vision
- Cost or resource sharing
- Often necessary for successful grants
- Often, programs come out of partnerships

Health Programs that Work

- Use data from community health needs assessments and mental health services reports
 - Programs that address real needs will be popular
 - Pay attention to language needs and culture
- Noticeable demand for certain topics
 - Take advantage of current interests, trends, or events
- What already works well?
 - Build on success, but don't be afraid to try something new!
- Ask community members for input!

Mental Health Status in Your Community

- Know the health issues
- Use info for strategic planning
- Look at mutually beneficial partnerships
- Develop programs to improve mental health status of community members

Mental Health in Your Community: Observe, then Supplement with Data

- Understanding your community helps you provide relevant services
 - Who are your users?
 - What about the community as a whole?
- Community Health Needs Assessments (CHNA)
 - Wealth of data
 - Relatively current; required every three years
 - Look for identified health issues and proposed actions
 - Scan for potential community partners and consider complementary programs

Mental Health Services Act - Annual Reports and Three-year Plans

Proposition 63, known as the Mental Health Services Act (MHSA), was approved by the California voters in November 2004 and became law in January 2005.

- The law requires annual reports and three-year plans for all county behavioral or mental health departments in California.
- To find reports Search for MHSA and the county name
- Shasta County example - shastamhsa.com

Partnerships

- Schools
- Hospital library
- County mental health
- Crisis center
- Local SAMHSA or NAMI chapter
- NN/LM Pacific SW Region – we help facilitate partnerships through our network

Finding Local Agencies

- 2-1-1 California
 - Currently 37 counties have 211 services
 - <http://www.211california.org/about-2-1-1/directory>
- State, county, and local government
 - Public health department
 - Mental or behavioral health department
 - Crisis teams
- Non-profits and local chapters of foundations or national organizations

Programs & Services - Ideas

- Look back at CHNA to determine priorities in community and target audience(s)
- Look for ready-made programs from organizations like SAMHSA or NAMI (search for ‘toolkit’ or ‘program’)
- Use the Health Observances calendar at healthfinder.gov to plan ahead
- Find free materials from government agencies by searching Google and limiting like this:
poster .gov “mental health”

InfoRx → Information Prescription

- Good for people who are in a hurry, or who want to search at home later
- Helps them remember which site to use
- Good reminder for library staff

Order free materials at
<http://informationrx.org>



Upcoming Events & Training

- Infopeople course by Josh Berk
- Mental Health First Aid sessions
- This class in other locations around the state, plus a webinar
- CLA program this Saturday

Wrap Up

- Questions?
- Evaluations

Questions?

Thank You!

Kelli Ham

National Network of Libraries of Medicine
Pacific Southwest Region

UCLA Louise M. Darling Biomedical Library

kkham@library.ucla.edu

<http://nlm.gov/psr>



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