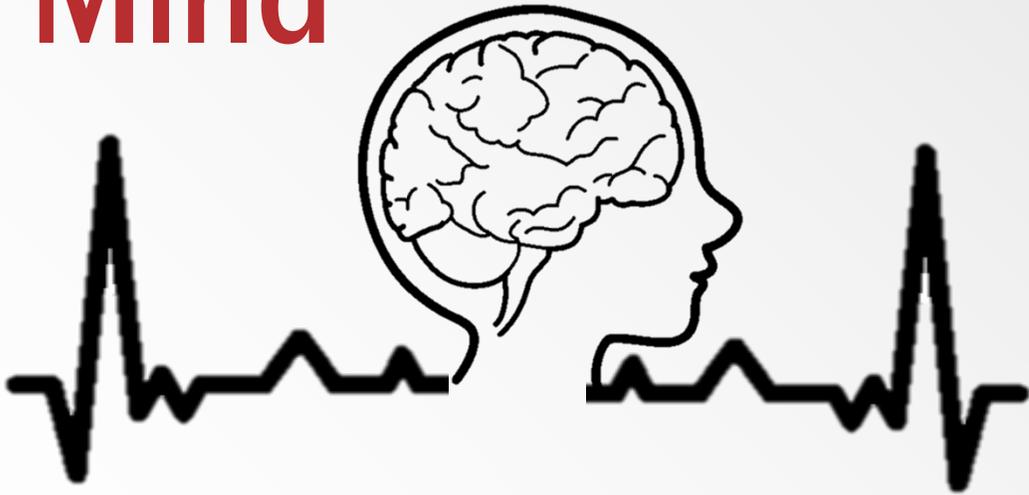


INCOL SPRING 2020 WORKSHOP

Caring for the Mind



PROVIDING MENTAL HEALTH
INFORMATION AT YOUR LIBRARY

EMILY HAMSTRA, NATIONAL NETWORK
OF LIBRARIES OF MEDICINE PACIFIC
NORTHWEST REGION (NNLM PNR)



Hello! I'm Emily Hamstra.

Outreach Coordinator

National Network of Libraries of
Medicine, Pacific Northwest
Region (NNLM PNR)

ehamstra@uw.edu



National Institutes of Health

Nation's research agency
27 institutes and offices

NIH

National Library of Medicine

World's largest biomedical library

NLM

National Network of Libraries of Medicine

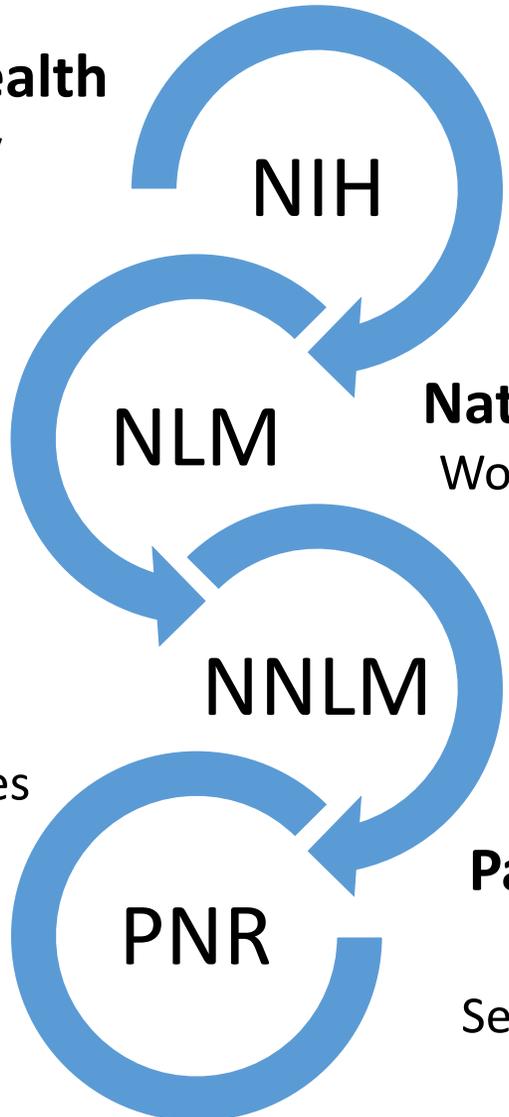
Program of the NLM comprised of 8
Regional Libraries (RMLs) and 5 offices

NNLM

Pacific Northwest Region (NNLM PNR)

Serves Alaska, Idaho, Montana,
Oregon, Washington

PNR



National Network of Libraries of Medicine (NNLM)



The mission of NNLM is to advance the progress of medicine and improve the public health by:

- Providing all U.S. health professionals with equal access to biomedical information
- Improving the public's access to information to enable them to make informed decisions about their health

Objectives

Caring for the Mind: Providing Mental Health Information at your Library

1

Gain awareness of mental health issues

2

Learn practices for responding to challenging questions for mental health information

3

Be informed of tools and resources for mental health information

Outline



Mental Health Facts

Definitions, statistics

Causes

Reflective activity



Best Practices for Reference Interviews

Responding to challenging questions and behavior

Library policies and guidelines

Caring for your own mental wellbeing



Health Information Resources

Freely available resources



Programming

Monthly health observances

NLM Exhibition Program



Reflection, Wrap Up

Review

Reflective activity

Upcoming classes from NNLM

Mental Health Facts



Mental Health Facts

- Definitions, statistics
- Causes
- Reflective activity

Best Practices for Reference Interviews

Health Information Resources

Programming

Reflection, Wrap Up

Mental Health Literacy

Includes:

- Understanding how to obtain and maintain positive mental health
- Understanding mental disorders and their treatments
- Decreasing stigma related to mental disorders
- Enhancing help-seeking efficacy (knowing when and where to seek help and developing abilities to improve one's mental health care and self-management)

[Kutcher S, Wei Y, Coniglio C. Mental Health Literacy: Past, Present, and Future. Can J Psychiatry. 2016;61\(3\):154–158.](#)

Mental Health Definitions

- **Any mental illness (AMI)** is defined as a mental, behavioral, or emotional disorder. AMI can vary in impact, ranging from no impairment to mild, moderate, and even severe impairment (e.g., individuals with serious mental illness as defined below).
- **Serious mental illness (SMI)** is defined as a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. The burden of mental illnesses is particularly concentrated among those who experience disability due to SMI.

[Definitions from the National Institute of Mental Health](#)

Mental Health Stats

You are **NOT**
ALONE

Millions of people are affected by mental illness each year. Across the country, many people just like you work, perform, create, compete, laugh, love and inspire every day.



1 in 5 U.S. adults
experience
mental illness

1 in 25

1 in 25 U.S. adults
experience serious
mental illness

17%

of youth (6-17 years)
experience a mental
health disorder

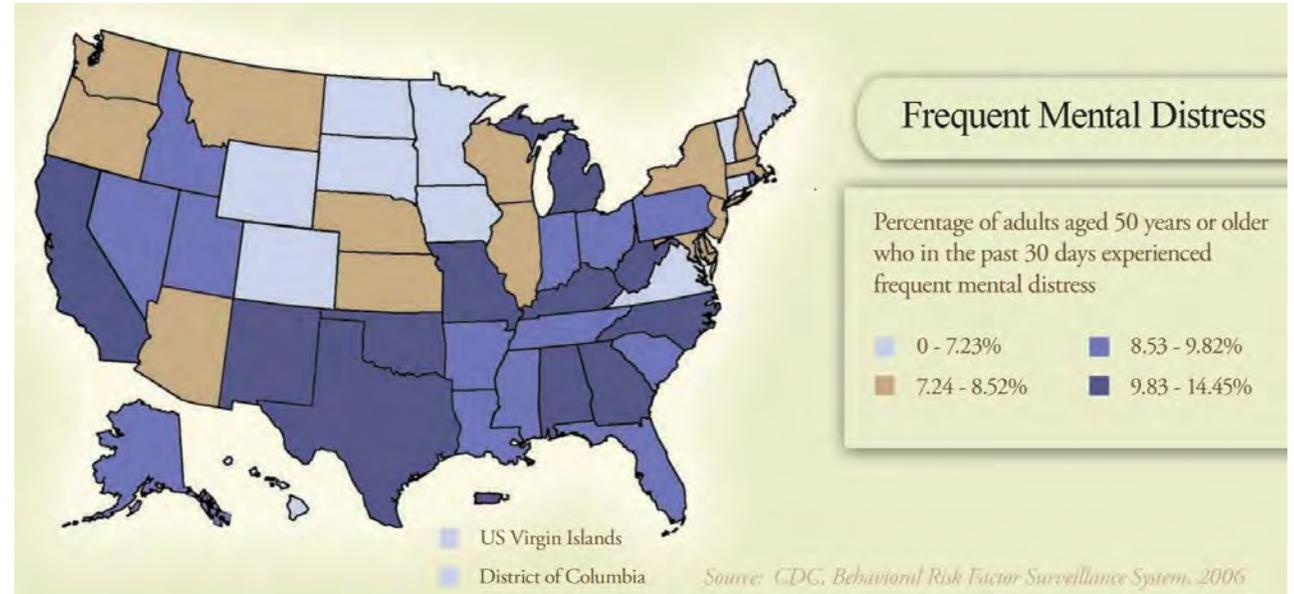
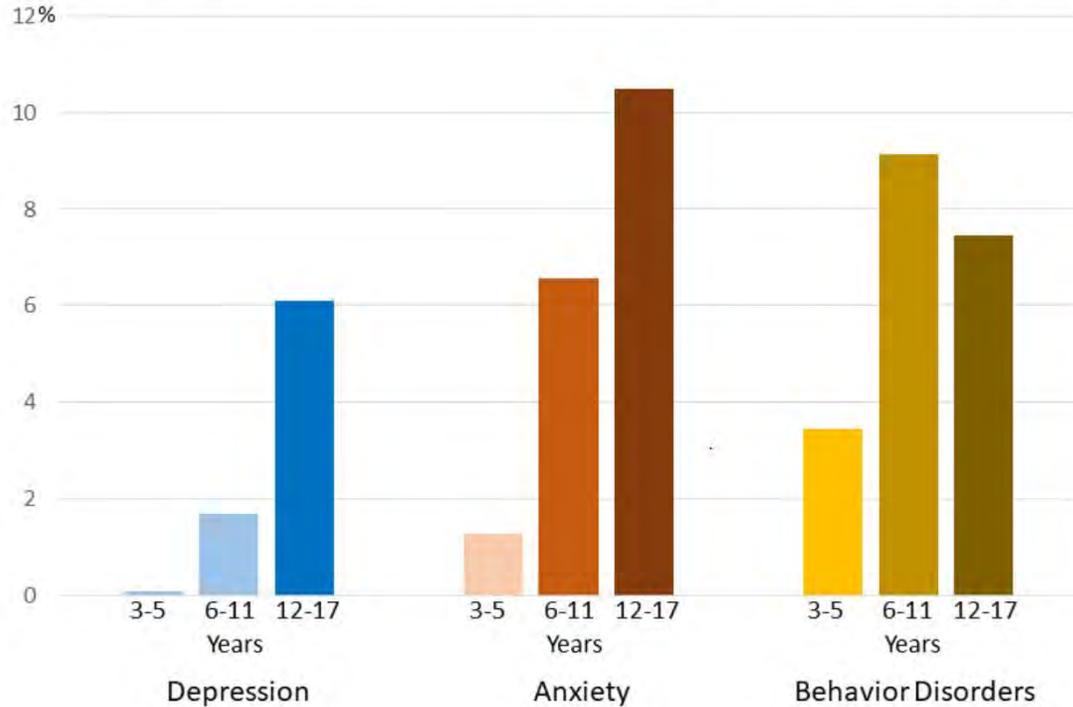
[NAMI Infographics and Factsheets](https://www.nami.org/Learn-More/Fact-Sheet-Library)

<https://www.nami.org/Learn-More/Fact-Sheet-Library>



Children and Seniors

Depression, Anxiety, Behavior Disorders, by Age



[CDC Children's Mental Health](https://www.cdc.gov/childrensmentalhealth/data.html): <https://www.cdc.gov/childrensmentalhealth/data.html>

[CDC State of Mental Health and Aging in America](https://www.cdc.gov/aging/pdf/mental_health.pdf): https://www.cdc.gov/aging/pdf/mental_health.pdf

What Causes Mental Illness?

- Your genes and family history
- Your life experiences, such as stress or a history of abuse, especially if they happen in childhood
- Biological factors such as chemical imbalances in the brain
- A traumatic brain injury
- A mother's exposure to viruses or toxic chemicals while pregnant
- Use of alcohol or recreational drugs
- Having a serious medical condition like cancer
- Having few friends, and feeling lonely or isolated

Barriers to Mental Health Care

- Stigma
- Cost
- Belief that treatment won't help
- Time
- Unfamiliarity with services/resources
- Navigating insurance
- Confidentiality
- Medication
- Transportation



Stigma



- Prompts subtle and overt prejudice, discrimination, fear, and stereotyping
- Results in avoidance to work, socialize, and live with persons with mental illness
- Impedes persons with mental illness to seek help
- Fewer opportunities for work, school or social activities or trouble finding housing
- Bullying, physical violence or harassment

[NAMI, stigmafree](#)
[Mayo Clinic](#)



Reflective Activity (5 Minutes)

Write (or think) for 5 minutes, responding to one of these questions.

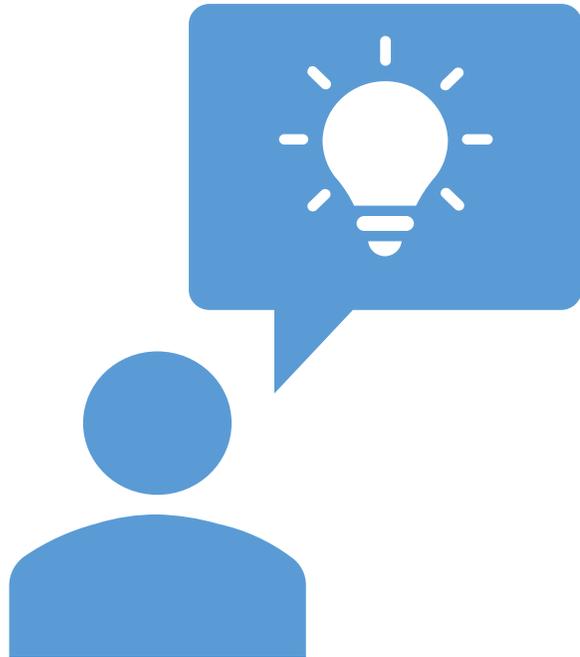
*We will return to this reflection at the end of the class. **Sharing your reflection is optional.***

1. Reflect on a time that you spoke with or observed someone experiencing a mental health crisis. What happened?

2. Working in public service is emotionally demanding. What actions do you take to care of your mental wellbeing? Or, what actions would you like to take?

3. What are possible implications of COVID-19 on mental health? Make a list.

Best Practices for Reference Interviews



Mental Health Facts

Best Practices for Reference Interviews

- Responding to challenging questions and behavior
- Library policies and guidelines
- Caring for your own mental wellbeing

Health Information Resources

Programming

Reflection, Wrap Up

Common Mental Health Questions or Topics



Common Mental Health Topics

- Anger Management
- Anxiety
- Asperger's syndrome
- Autism
- Bipolar Disorder
- Borderline Personality Disorder
- Building self-esteem
- Community re-entry
- Depression
- Eating disorders
- Family support
- Health care coverage for the uninsured
- Medication and side effects
- PTSD
- Refusal to take medication
- Schizophrenia
- Self-Abuse
- Social services
- Teen Suicide



Discussion

What are your best practices for assisting someone who is searching for sensitive health information, including mental health information?



Practices for responding to challenging questions for mental health information

- Respect Confidentiality
- Actively Listen
- Be empathetic and patient
- Know the difference between providing health information and giving health advice (stay within scope)

Use the same approach as with any other reference interview

Open Ended Questions

- “What kind of information on ...are you looking for?”
- “Would you tell me more about ...?”
- “When you say..., what do you mean?”
- “What do you already know about ...?”

Source: Reference Interview Skills 2004: Looking for Questions in all the Right Places InfoPeople by Carol Leita and Sallie Pine

Expressions: person-first language

Avoid expressions like:

“a schizophrenic or an alcoholic”

In favor of:

“a person with schizophrenia” or

“an individual with alcohol dependence”

Patrons with Mental Illness

Behaviors may or may not be associated with mental illness but maybe due to:

- Brain injury
- Substance misuse
- Intellectual or developmental disabilities
- Physical illness
- Side effect of medication (personality changes, confusion, memory loss)

Library Policies

Library policies should follow the American with Disabilities Act (ADA) and other legal requirements

ADA requires that libraries provide services to people with disabilities that are provided for those without disabilities

- ALA Policies: [Library Services for People with Disabilities](#)
- ALA [Code of Ethics](#)
- ADA [Regulations title II, subtitle A](#)

Flexible enough to accommodate all patrons

Guidelines for Library Services for People with Mental Illnesses

- Treat people with mental health issues with the same respect and consideration as other patrons
- Avoid making assumptions based on behavior (remember that a patron is just as likely to be on the phone as talking to him-or herself)
- Remember that mental illness is not the same as unusual, deviant, or criminal behavior, or a cognitive disability
- Respect the privacy of a patron—have a discreet, but safe, place to talk if necessary

[ALA ASGCLA Guidelines for Library Services for People with Mental Illnesses](#)

ALA Guidelines, continued:

- Allow enough time to meet the needs of patrons with orientation issues
- Be aware of the wide range of behaviors associated with mental health issues
- Help increase community awareness of mental illness with displays, programs, books, and other materials
- Have enough signage to allow patrons to be independent
- Select and recommend titles on health issues based on community needs and requests (do not assume)

ALA Guidelines, more:

- Do not share your anecdotal stories to demonstrate that you understand; this may convey the wrong message (each situation is different, respect that difference)
- From partnerships with agencies, professionals, and self-advocates to assess and meet the needs of people with mental illness
- Take care to correct negative stereotypes
- Set and enforce standards of tolerance that reflect well on the library and serve as a model for the children and teens in your community
- Reach out to group homes, state institutions, mental health clinics, and facilities

Key Elements in Empathic Listening

- Be non-judgmental
- Give undivided attention
- Listen carefully to what the person is really saying
- Allow silence for reflection
- Use restatement to clarify messages
- Refer individuals to their health care providers



Adapted from Mental Health First Aid

If it gets emotional...

Four step approach:

- STOP
- BREATHE
- REFLECT
- CHOOSE



Source: Spatz, M.
Answering Consumer Health Questions. 2008

Communicating with those with challenging behavior

- Be respectful
- Don't assume lack of intelligence
- Be honest
- Don't ignore
- Don't mirror patron's behavior
- Under-react
- Follow library's policies
- Keep an arm's length away
- Set limits/boundaries

Psychology Today: Strategies for communicating effectively with people with mental illness. [Threat Management](#)

Important Tip: Be Prepared

Work with your administrators to have an institutional plan and make sure that **EVERYONE**, including volunteers, knows what to do if you need to address a situation with someone exhibiting signs of mental illness.

Mental Health First Aid

USA
MENTAL HEALTH FIRST AID

TAKE A COURSE BE AN INSTRUCTOR BE THE DIFFERENCE ABOUT NEWS

Home ▶ Take A Course

Take A Course

Mental Health First Aid is an 8-hour course that teaches you how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helps you identify, understand, and respond to signs of addictions and mental illnesses. [Find a course](#) near you.

En Español

4 Reasons to Become a Mental Health First Aider

- Be prepared**
When a mental health crisis happens, know what to do
- You can help**
People with mental illnesses often suffer alone
- Mental illnesses are common**
1 in 5 adults in any given year
- You care**
Be there for a friend, family member, or colleague

What You Learn

- ▶ Risk factors and warning signs of mental health problems.
- ▶ Information on depression, anxiety, trauma, psychosis, and addiction disorders.
- ▶ A 5-step action plan to help someone developing a mental health problem or in crisis.
- ▶ Where to turn for help — professional, peer, and self-help resources.

“When a loved one has cancer, families rally around — they cook, clean, drive their loved ones to doctor’s appointments, and much more. But when someone is struggling with depression, anxiety, trauma, or other mental conditions, family members are not sure what to do.”

—Lisa,
Washington, D.C.

[READ SUCCESS STORIES](#)

- 8 hour training
- National Council for Behavioral Health
- Not affiliated with NLM or NNLM
- Cost: varies

[Mental Health First Aid: mentalhealthfirstaid.org](https://www.mentalhealthfirstaid.org)

Discussion: Service Referral

- What mental health resources or services are available in your community? (Not sure? This question is your homework).
 - Do you refer patrons to these services?
 - How do you refer patrons to local services?

Your Mental Wellness

- Use your vacation time, lunch breaks, etc.
- Know your limitations. Let go of perfection.
- Go home on time. Don't stay late.
- Don't take work home with you.
- Identify activities that help you relax and make time for them.
- Beware of “preparing to live syndrome”
- Develop a network of supportive family and friends.

Source: ALA-APA Wellness



8 Dimensions of Wellness



- Physical
- Social
- Financial
- Environmental
- Spiritual
- Emotional
- Intellectual
- Occupational

Image Source: [SAMHSA Learn the Eight Dimensions of Wellness](#)

Recommended Resources for Library Staff



- Wellness in the Library Workplace (August 3-16, 4 CHIS credits)
 - <https://nnlm.gov/class/wellness-library-workplace/23471>
- ALA-APA Wellness:
 - <https://ala-apa.org/wellness>
- Greater Good Magazine: Science-Based Insights for a Meaningful Life:
 - <https://greatergood.berkeley.edu/>

Coronavirus – Coping

Toll-Free: 1-877-SAMHSA-7 (1-877-726-4727) | info@samhsa.hhs.gov | https://store.samhsa.gov



Coping With Stress During Infectious Disease Outbreaks

What You Should Know

When you hear, read, or watch news about an outbreak of an infectious disease such as Ebola, you may feel anxious and show signs of stress—even when the outbreak affects people far from where you live and you are at low or no risk of getting sick. These signs of stress are normal, and may be more likely or pronounced in people with loved ones in parts of the world affected by the outbreak. In the wake of an infectious disease outbreak, monitor your own physical and mental health. Know the signs of stress in yourself and your loved ones. Know how to relieve stress, and know when to get help.

Know the Signs of Stress

What follows are behavioral, physical, emotional, and cognitive responses that are all common signs of anxiety and stress. You may notice some of them after you learn about an infectious disease outbreak.

YOUR BEHAVIOR:

- An increase or decrease in your energy and activity levels
- An increase in your alcohol, tobacco use, or use of illegal drugs
- An increase in irritability, with outbursts of anger and frequent arguing
- Having trouble relaxing or sleeping
- Crying frequently
- Worrying excessively
- Wanting to be alone most of the time
- Blaming other people for everything
- Having difficulty communicating or listening
- Having difficulty giving or accepting help
- Inability to feel pleasure or have fun

Know When To Get Help

You may experience serious distress when you hear about an infectious disease outbreak, even if you are at little or no risk of getting sick. If you or someone you know shows signs of stress (see list at left) for several days or weeks, get help by accessing one of the resources at the end of this tip sheet. Contact the National Suicide Prevention Lifeline right away if you or someone you know threatens to hurt or kill him- or herself or someone else, or talks or writes about death, dying, or suicide.

SAMHSA



Coping with stress during the 2019-nCoV outbreak



It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

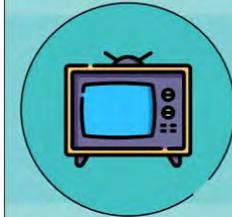
If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.



Don't use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.



Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.



World Health Organization



U.S. National Library of Medicine

National Network of Libraries of Medicine
Pacific Northwest Region

Break

10 minutes

Health Information Resources



Mental Health Facts

Best Practices for Reference Interviews

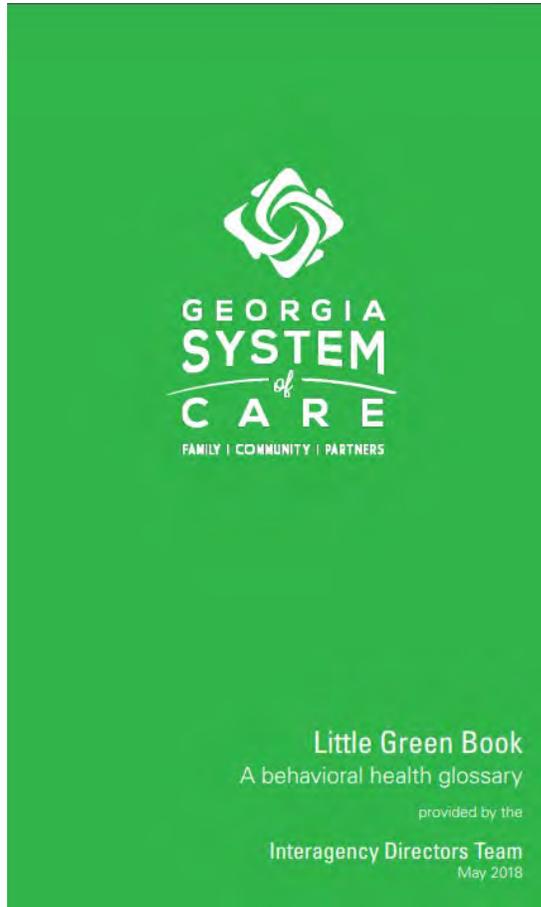
Health Information Resources

- Freely available resources

Programming

Reflection, Wrap Up

Behavioral Health Glossary



- Comprehensive definitions
 - Types of services
 - Types of disorders
- Appendix of common acronyms

[Little Green Book: A Behavioral Health Glossary](#)



U.S. National Library of Medicine

National Network of Libraries of Medicine
Pacific Northwest Region

NIH U.S. National Library of Medicine

MedlinePlus
Trusted Health Information for You

Search MedlinePlus

About MedlinePlus What's New Site Map Customer Support

Health Topics Drugs & Supplements Videos & Tools Español

Health Topics
Find information on health, wellness, disorders and conditions

Drugs & Supplements
Learn about prescription drugs, over-the-counter medicines, herbs, and supplements

Videos & Tools
Discover tutorials, health and surgery videos, games, and quizzes

Medical Tests
Learn why your doctor orders medical tests and what the results may mean

Medical Encyclopedia
Articles and images for diseases, symptoms, tests, treatments

Healthy Recipes

Share MedlinePlus

Want to protect yourself from the flu?
The flu shot is the best way! Now's still a good time to get your flu vaccine.

1 2 3 4 ▶

Tweets by @MedlinePlus

MedlinePlus.gov @medlineplus
RT @Readygov: In 2020, make it a priority to practice your emergency plan with your family. Discuss:

- Emergency contacts
- Evacuation Route
- Family meet-up location in case you get separated

More info: ready.gov/plan#BeReady

WHO IS YOUR FAMILY'S EMERGENCY

Stay Connected
Sign up for the My MedlinePlus newsletter

Enter email or phone number

NIH MedlinePlus Magazine
Read the latest issue

All of Us
Health Information for All of Us Research Program Participants

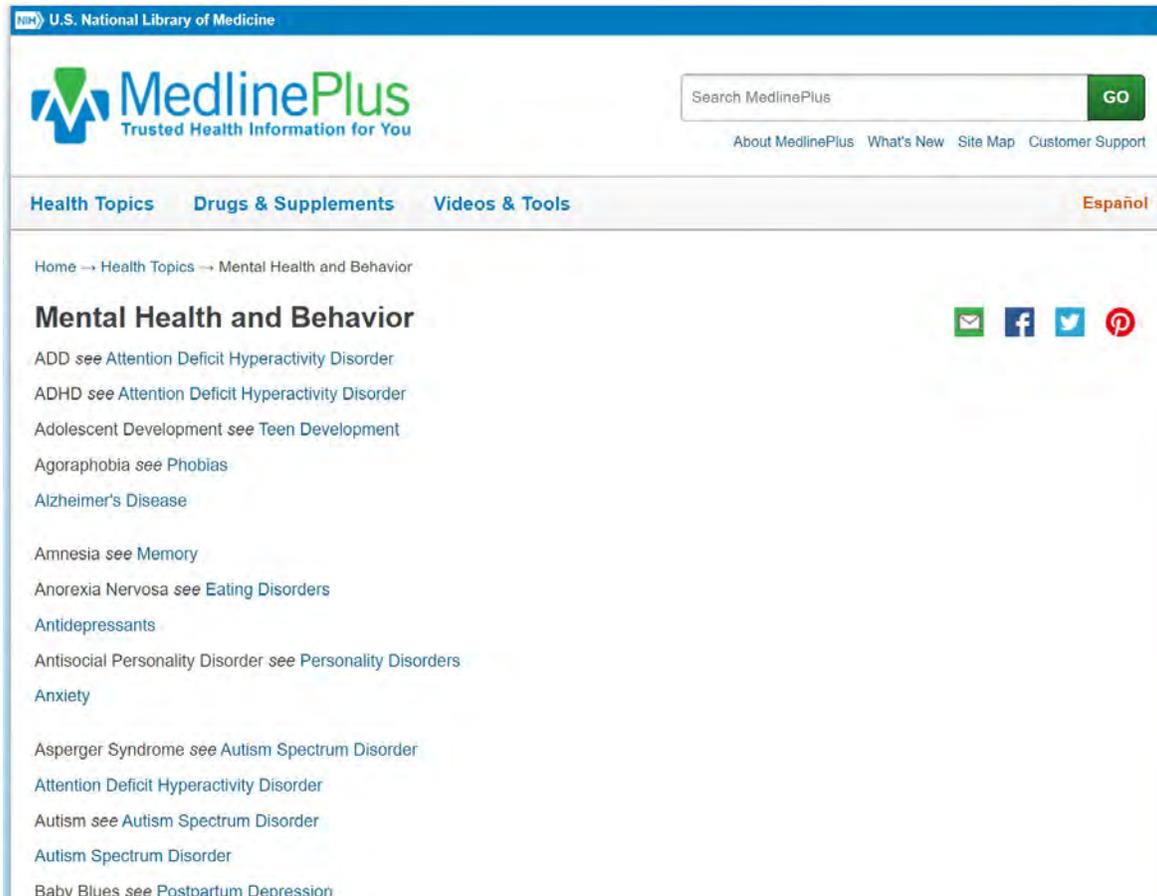
Clinical Trials
Search ClinicalTrials.gov for drug and treatment studies.

Easy-to-Read Materials Organizations and Directories Health Information in Multiple Languages MedlinePlus Connect for EHRs

Get updates Subscribe to RSS Follow us

- Links to reliable, authoritative health websites
- Easy-to-read articles
- Lab test information
- Medical encyclopedia
- Social media presence
- Clinical Trials information
- Links to local services
- English, Spanish and other languages
- MedlinePlus Magazine
- No Advertisements!

MedlinePlus- Mental Health



The screenshot shows the MedlinePlus website interface. At the top, there is a blue header with the U.S. National Library of Medicine logo and the MedlinePlus logo. Below the header is a search bar with the text "Search MedlinePlus" and a "GO" button. To the right of the search bar are links for "About MedlinePlus", "What's New", "Site Map", and "Customer Support". Below the search bar is a navigation menu with "Health Topics", "Drugs & Supplements", "Videos & Tools", and "Español". The main content area is titled "Mental Health and Behavior" and lists various mental health conditions and disorders, including ADD, ADHD, Adolescent Development, Agoraphobia, Alzheimer's Disease, Amnesia, Anorexia Nervosa, Antidepressants, Antisocial Personality Disorder, Anxiety, Asperger Syndrome, Attention Deficit Hyperactivity Disorder, Autism, Autism Spectrum Disorder, and Baby Blues. Each item is followed by a "see" reference to a more detailed page.

- Start with the health topics
- For basic information, you can use the medical encyclopedia
- Find providers and hospitals/facilities in the directories
- Find support groups in organizations section
- Learn more about drug information
- Learn about supplements and interactions

MedlinePlus Health Topics

NIH U.S. National Library of Medicine

 MedlinePlus
Trusted Health Information for You

Search MedlinePlus

About MedlinePlus What's New Site Map Customer Support

Health Topics Drugs & Supplements Videos & Tools

Home → Health Topics → Eating Disorders

Eating Disorders

Also called: Anorexia nervosa, Binge eating, Bulimia

On this page

Basics <ul style="list-style-type: none">SummaryStart HereDiagnosis and TestsTreatments and Therapies	Learn More <ul style="list-style-type: none">Living WithRelated IssuesSpecifics	See, Play and Learn <ul style="list-style-type: none">No links available
Research <ul style="list-style-type: none">Clinical TrialsJournal Articles	Resources <ul style="list-style-type: none">Reference DeskFind an Expert	For You <ul style="list-style-type: none">ChildrenTeenagersWomenPatient Handouts

Summary

What are eating disorders?

Eating disorders are serious mental health disorders. They involve severe problems with your thoughts about food and your eating behaviors. You may eat much less or much more than you need.

Stay Connected

Sign up for the My MedlinePlus newsletter 

Start Here

- Eating Disorders (NAMI)
- Eating Disorders  (National Institute of Mental Health)
- Eating Disorders: About More Than Food  (National Institute of Mental Health)
Also in Spanish
- Let's Talk about Eating Disorders  (National Institute of Mental Health) - PDF
Also in Spanish
- When Food Consumes You: Taking Eating to Extremes  (National Institutes of Health)
Also in Spanish

Diagnosis and Tests

- Mental Health Screening  (National Library of Medicine)
Also in Spanish

Treatments and Therapies

- Eating Disorder Treatment: Know Your Options (Mayo Foundation for Medical Education and Research)
Also in Spanish

Living With

- Intervention: Help a Loved One Overcome Addiction (Mayo Foundation for Medical Education and Research)
Also in Spanish

Related Issues

- Compulsive Exercise (Nemours Foundation)
- What People with Anorexia Nervosa Need to Know about Osteoporosis  (National Institute of Arthritis and Musculoskeletal and Skin Diseases)

Specifics

- Anorexia Nervosa (Department of Health and Human Services, Office on Women's Health)
- Avoidant/Restrictive Food Intake Disorder (Merck & Co., Inc.)

Search for Patient Education Materials

Find multilingual, multicultural health information and patient education materials about health conditions and wellness topics. Learn about diseases, causes, symptoms, treatment, and prevention. Materials may be available as printable documents, audio, and video.

Featured Resources

Opioid Misuse and Addiction Resources NEW

In response to the current opioid crisis, the National Library of Medicine partnered with [Healthy Roads Media](#) to produce a collection of materials that teach people about opioids and opioid misuse. The collection has 22 easy-to-read handouts, videos, and audio recordings in English and Spanish.

Opioids

1. [Basics](#)
2. [Pain](#)
3. [Prescription opioid medicines](#)
4. [Opioid pain medication management](#)
5. [What you should know if your child is prescribed opioids for pain](#)
6. [Getting rid of unused opioids](#)

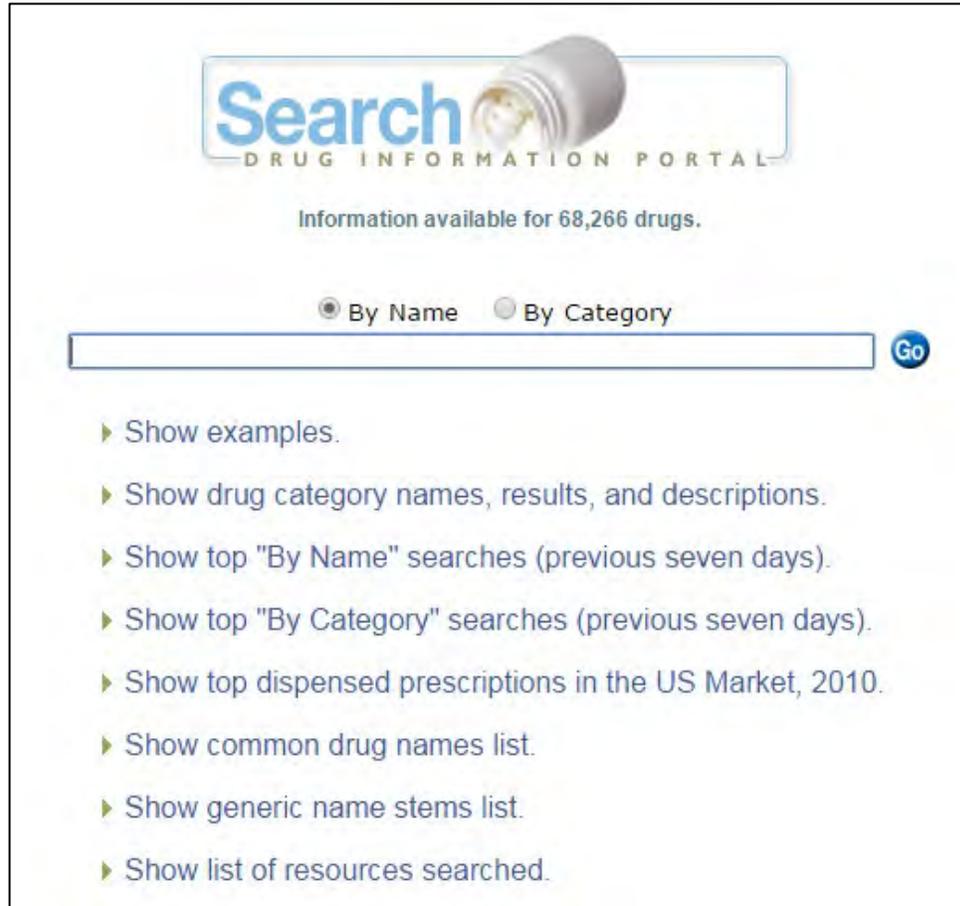
Opioid addiction

1. [What is drug addiction?](#)
2. [Why do people take drugs?](#)
3. [Opioids and the brain](#)
4. [Why do some people become addicted to drugs, while others do not?](#)
5. [The effects of opioid misuse on the body](#)
6. [Fentanyl](#)
7. [Heroin](#)

- Multilingual and multicultural
- Health education materials in various languages and formats
- Provider information
- National collaboration
- Submit your resources

[HealthReach](https://healthreach.nlm.nih.gov/): <https://healthreach.nlm.nih.gov/>

Drug Information Portal



The screenshot shows the search interface of the Drug Information Portal. At the top, there is a search bar with the word "Search" in blue and "DRUG INFORMATION PORTAL" in grey below it. To the right of the search bar is an image of a white pill bottle. Below the search bar, it says "Information available for 68,266 drugs." There are two radio buttons: "By Name" (selected) and "By Category". Below these is a search input field and a blue "Go" button. A list of links is provided below the search field:

- ▶ Show examples.
- ▶ Show drug category names, results, and descriptions.
- ▶ Show top "By Name" searches (previous seven days).
- ▶ Show top "By Category" searches (previous seven days).
- ▶ Show top dispensed prescriptions in the US Market, 2010.
- ▶ Show common drug names list.
- ▶ Show generic name stems list.
- ▶ Show list of resources searched.

[Drug information Portal](http://druginfo.nlm.nih.gov/drugportal): druginfo.nlm.nih.gov/drugportal

National Institute of Mental Health

The screenshot shows the NIMH website homepage. At the top left is the NIMH logo with the tagline "Transforming the understanding and treatment of mental illnesses." and a search bar. Below the logo is a navigation menu with categories: HOME, MENTAL HEALTH INFORMATION, OUTREACH, RESEARCH, FUNDING, NEWS & EVENTS, and ABOUT US. The main content area is a grid of six boxes: "Health Topics", "Statistics", "Brochures and Fact Sheets", "Help for Mental Illnesses", "Clinical Trials", and "Education and Awareness". Below this grid are buttons for "Suicide Prevention" and "More Topics". At the bottom is a "Featured Topics" section with three featured items: "Director's Message: Addressing Mental Health Disparities" (with a photo of a man), "Eating Disorders Awareness" (with a photo of a person's feet on a scale), and "The Teen Brain" (with a brain scan image).

- Health information
- Resources to find help
- Free education and outreach materials (including social media)
- Free webinars, Reddit events

NIMH: <https://www.nimh.nih.gov>

MentalHealth.gov

MentalHealth.gov *Let's talk about it.* Home | Newsroom | Español

Search MentalHealth.gov

Basics | What To Look For | Talk About Mental Health | How To Get Help

Help For Veterans

Service members, veterans and their families are at risk for mental health problems, too.

[Find Out About Resources Available to Service Members](#)

[Consumer Guide](#)

[Suicide Prevention](#)

[Veterans](#)

Featured Topics

 **Eating Disorders**
Extreme emotions, attitudes, and behaviors involving weight and food is a kind of mental health problem. Read more about the causes, symptoms and how to get help.

 **Mental Health Experts, Resources**
Find a local organization that can help you coordinate a community event, organize support groups, or provide general info.

 **Help for Young People**
OKTALK is a community for teens and young adults struggling with mental health issues.

 **Get Immediate Help**

 **NATIONAL SUICIDE PREVENTION LIFELINE**
1-800-273-8255 (TALK)

 **Veterans Crisis Line**



1-800-273-8255 (TALK)
TTY: 1-800-799-4889

 **Chat with a professional**

Need to talk to someone?
Learn more about the Suicide
Prevention Lifeline.



1-800-662-HELP (4357)
TTY: 1-800-487-4889

Seeking treatment options?
Help is available in both English
and Spanish. Learn more about the
SAMHSA National Helpline.



1-800-985-5990
TTY: 1-800-846-8517

Experienced a natural or human-
caused disaster?
Learn more about the Disaster
Distress Helpline.

Treatment Locators

Find treatment facilities and
programs in the United States or
U.S. Territories for mental and
substance use disorders.

-  [Behavioral Health Treatment Services Locators](#)
-  [Buprenorphine Physician & Treatment Program Locator](#)
-  [Early Serious Mental Illness Treatment Locator](#)
-  [Opioid Treatment Program Directory](#)

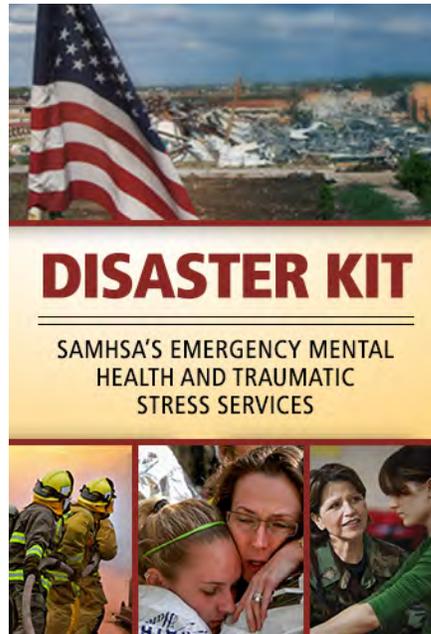
[View All Helplines and Treatment Locators](#)

Find information on locating practitioners and treatment programs

nearest crisis center in the national network of more than 150 crisis

SAMHSA: <https://www.samhsa.gov/>

Publications for Professionals and Patients



DISASTER KIT

SAMHSA'S EMERGENCY MENTAL HEALTH AND TRAUMATIC STRESS SERVICES

The cover features a photograph of an American flag in the foreground and a background of a destroyed town with rubble and smoke.



SAMHSA
BEHAVIORAL
HEALTH
DISASTER
RESPONSE
APP

SAMHSA Disaster App

The image shows a smartphone displaying the SAMHSA Disaster App interface, which includes a map and text.



**Disaster
Distress
Helpline**

PHONE: 1-800-985-5990
TEXT: "TalkWithUs" to 66746

The graphic has a dark, textured background with white text.

If you or someone you know is struggling after a disaster, you are not alone.

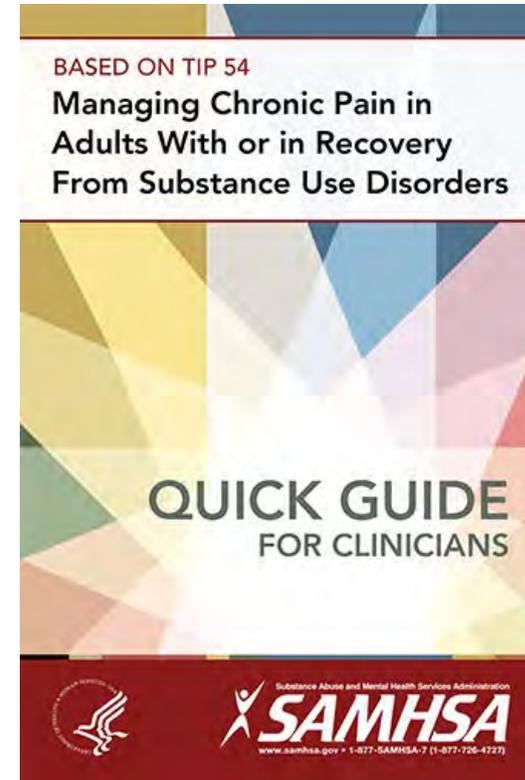


"Ever since the tornado, I haven't been able to get a full night's sleep ..."

"I can't get the sounds of the gunshots out of my mind..."

"Things haven't been the same since my shop was flooded ..."

Talk With Us!



BASED ON TIP 54
Managing Chronic Pain in Adults With or in Recovery From Substance Use Disorders

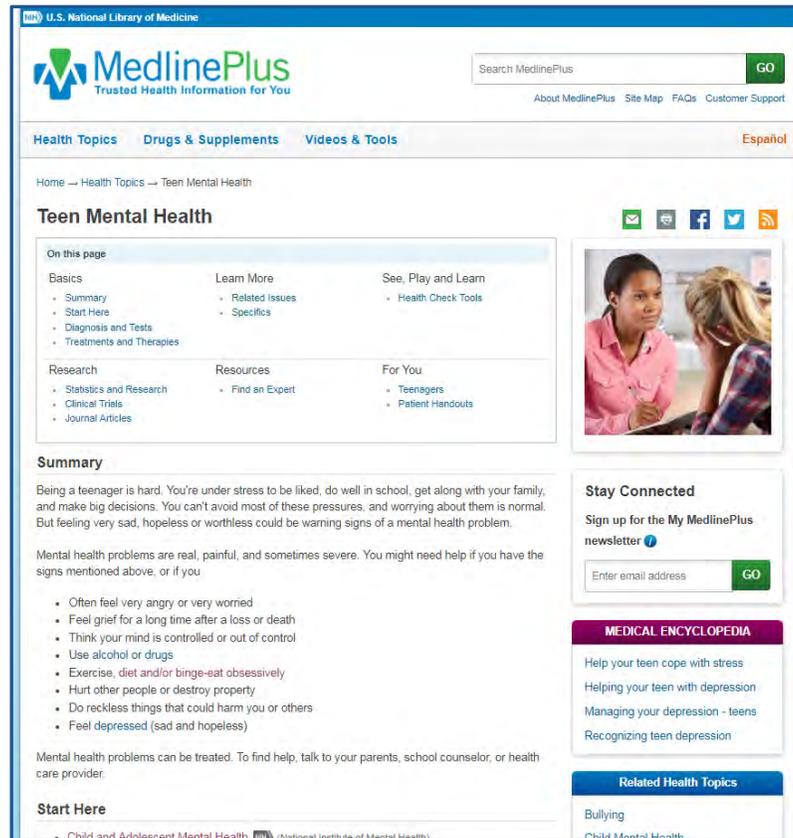
**QUICK GUIDE
FOR CLINICIANS**

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

The cover features a colorful geometric pattern of triangles in shades of yellow, blue, and red.

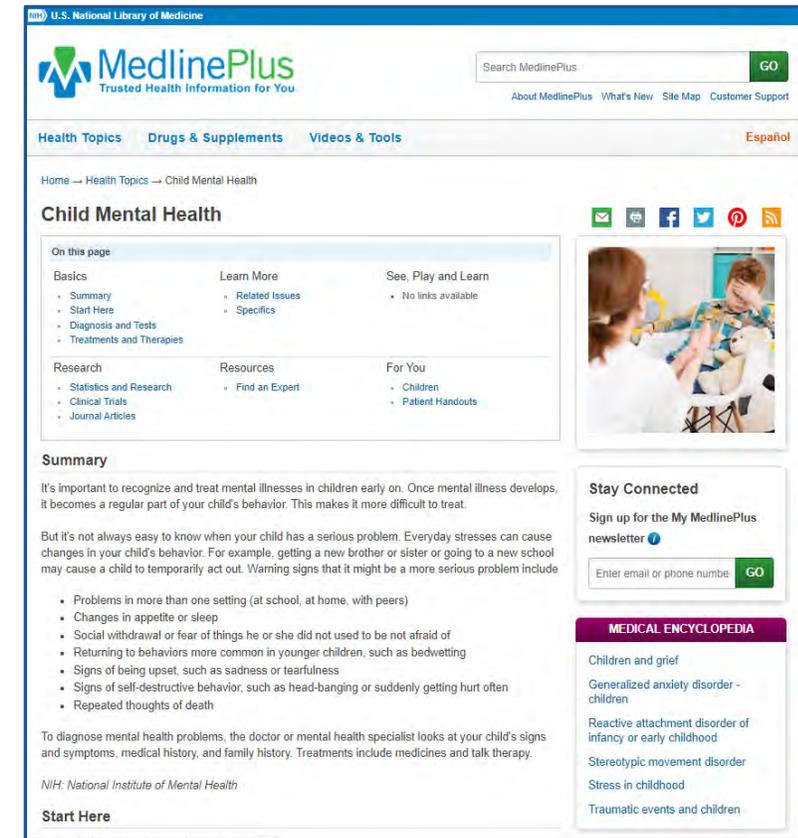
MedlinePlus – Youth Mental Health

MedlinePlus – Teen Mental Health



The screenshot shows the MedlinePlus website for Teen Mental Health. At the top, there is a search bar and navigation links. The main content area is titled "Teen Mental Health" and includes a "Summary" section with a paragraph about the challenges of being a teenager. Below this, there are three columns of links for "On this page", "Research", and "Resources". A "Stay Connected" section offers a newsletter sign-up. A "MEDICAL ENCYCLOPEDIA" section provides links to articles like "Help your teen cope with stress" and "Managing your depression - teens". A "Related Health Topics" section lists "Bullying" and "Child Mental Health".

MedlinePlus – Child Mental Health



The screenshot shows the MedlinePlus website for Child Mental Health. It features a search bar and navigation links. The main content area is titled "Child Mental Health" and includes a "Summary" section with a paragraph about recognizing and treating mental illnesses in children. Below this, there are three columns of links for "On this page", "Research", and "Resources". A "Stay Connected" section offers a newsletter sign-up. A "MEDICAL ENCYCLOPEDIA" section provides links to articles like "Children and grief" and "Generalized anxiety disorder - children". A "Start Here" section lists "Reactive attachment disorder of infancy or early childhood" and "Stress in childhood".



Kids site >

Sitio para niños >

All about how the body works, homework help, and more – just for kids.



Teens site >

Sitio para adolescentes >

Support and advice on health, emotions, and life – designed for teens and approved by doctors.



Parents site >

Sitio para padres >

Advice on children's health, behavior, and growth – from before birth through the teen years.

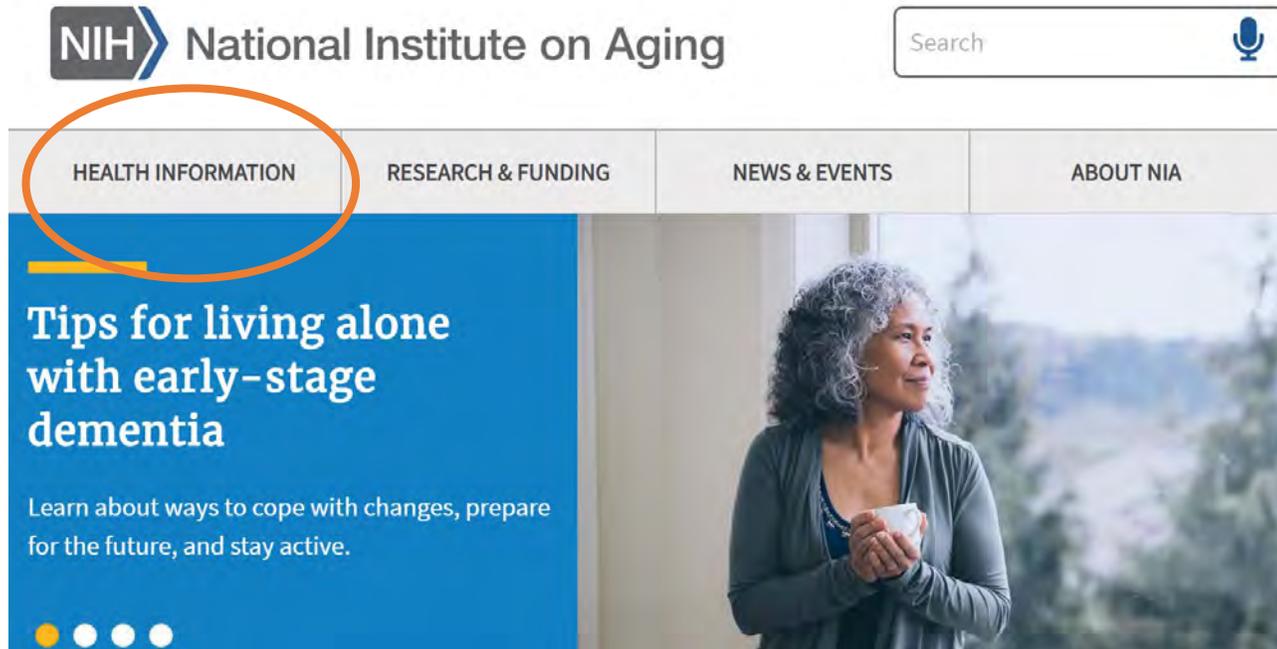


Educators site >

Expert-approved health education resources for PreK through 12th grade.



National Institute on Aging



- Health information
 - Dementias
 - Cognitive health
 - Depression
- Caregiver information
- Free print resources
- Some information in Spanish

[NIA](https://www.nia.nih.gov/): <https://www.nia.nih.gov/>

Suicide Prevention

NATIONAL SUICIDE PREVENTION LIFELINE
1-800-273-TALK (8255)
suicidepreventionlifeline.org

GET HELP LEARN GET INVOLVED PROVIDERS & PROFESSIONALS

1-800-273-8255 CHAT
En Español | For Deaf & Hard of Hearing

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

- Call and Text
- [National Suicide Prevention Lifeline](https://www.suicidepreventionlifeline.org/) at [1-800-273-TALK \(8255\)](tel:1-800-273-8255)
- [Crisis Text Line](https://www.crisistextline.org/) by texting TALK to [741741](tel:741741)

[National Suicide Prevention Lifeline:](https://www.suicidepreventionlifeline.org/)
suicidepreventionlifeline.org/
[Crisis Text Line:](https://www.crisistextline.org/)
crisistextline.org/

Suicide Warning Signs

Something to look out for when concerned that a person may be suicidal is a change in behavior or the presence of entirely new behaviors. This is of sharpest concern if the new or changed behavior is related to a painful event, loss, or change. Most people who take their lives exhibit one or more warning signs, either through what they say or what they do.



Talk

If a person talks about:

- Killing themselves
- Feeling hopeless
- Having no reason to live
- Being a burden to others
- Feeling trapped
- Unbearable pain



Behavior

Behaviors that may signal risk, especially if related to a painful event, loss or change:

- Increased use of alcohol or drugs
- Looking for a way to end their lives, such as searching online for methods
- Withdrawing from activities



Mood

People who are considering suicide often display one or more of the following moods:

- Depression
- Anxiety
- Loss of interest
- Irritability
- Humiliation/Shame
- Agitation/Anger
- Relief/Sudden Improvement



**American
Foundation
for Suicide
Prevention**

- Risk Factors
- Warning Signs
- Additional Resource List: See Resource guide

[American Foundation for Suicide Prevention:](https://afsp.org/about-suicide/risk-factors-and-warning-signs/)

afsp.org/about-suicide/risk-factors-and-warning-signs/

Search tips

- Start out with a general site like MedlinePlus to get an overview of your topic
- Keep in mind there may be more than one term for the same condition
- Conditions may manifest in completely different ways
- Though inaccurate, many resources use terms like disease, disorder, spectrum and syndrome interchangeably

Source: Anderson PF, Allee N. The Medical Encyclopedic Guide to Searching and Finding Health Info on the Web, 2004

Programming



Mental Health Facts

Best Practices for Reference Interviews

Health Information Resources

Programming

- Monthly health observances
- NLM Exhibition Program

Reflection, Wrap Up

May

May is Mental Health Month

Access health care services. Get information and support. Make an inventory of your health. See what's new.

NIH U.S. National Library of Medicine



May is Mental Health Month

Access health care services. Get information and support. Make an inventory of your health. See what's new.

NIH U.S. National Library of Medicine



May 29th is National Senior Health & Fitness Day!

Learn about national events for older adults on MedlinePlus health resources.

NIH U.S. National Library of Medicine



May 29th is National Senior Health & Fitness Day!

Learn about national events for older adults on MedlinePlus health resources.

NIH U.S. National Library of Medicine



Mental Health Month

- Webinar: [Caring for the Mind](#) : May 21, 2019 (3:00PM - 4:00PM ET)
- Printer-friendly handout (8.5"X11") [Mental Health Support for Public Library Staff](#)
- Printer-friendly handout (8.5"X11") [Caring for the Mind: Mental Health Resources for Library Patrons](#)
- Electronic bulletin slides:
 - [Mental Health Month: MedlinePlus](#)
 - [Mental Health Month: NIMH Resources](#)
- Social Media Promotional Materials:
 - [Mental Health Month: MedlinePlus Facebook Image](#)
 - [Mental Health Month: MedlinePlus Twitter Image](#)
 - [Mental Health Month: NIMH Resources Facebook Image](#)
 - [Mental Health Month: NIMH Resources Twitter Image](#)

[NNLM National Health Observances](#)



U.S. National Library of Medicine

National Network of Libraries of Medicine
Pacific Northwest Region

Mental Health Resources

- National Health Observances
- Educational flyers for public library patrons
- Printer-friendly
- Webinars & Social Media

Caring for the Mind: Mental Health Resources

MedlinePlus: Mental Health <https://medlineplus.gov/mentalhealth.html>
MedlinePlus is the National Institutes of Health's website for patients and their families and friends. MedlinePlus offers reliable, up-to-date health information, anytime, anywhere, for free. Check out the Mental Health topics page or read about thousands of other health topics.

National Alliance on Mental Illness www.nami.org
NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI supports a mental health emergency helpline.
In a Crisis?
Call 800-950-6264
Text NAMI to 741741

National Center for PTSD <http://www.ptsd.va.gov>
The National Center for Posttraumatic Stress Disorder, from the US Department of Veteran Affairs, provides information for Veterans and the general public as well as researchers and providers. Resources include printable materials, videos, and a PTSD Mobile App to help manage symptoms and cope.

National Mental Health Information Center <https://findtreatment.samhsa.gov>
The Substance Abuse and Mental Health Services Administration (SAMHSA) offers a helpful site for information on substance abuse, mental illness and coping with disaster. Resources include help lines and a Behavioral Health Treatment Services Locator.

National Suicide Prevention Lifeline <https://suicidepreventionlifeline.org>
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. Chat, En Español, for deaf & hard of hearing, and learning resources available.
1-800-273-8255 (TALK)

Pillbox <http://pillbox.nlm.nih.gov>
The Pillbox website was developed to aid in the identification of unknown pills. It combines images of pills with the appearance and other information to enable users to visually search for and identify oral solid dosage form medications.

Psychologist Locator <https://locator.apa.org>
American Psychological Association's tool for finding the right psychologist for you.

NIH U.S. National Library of Medicine
National Network of Libraries of Medicine

All of Us The Future of Health Begins With You
RESEARCH PROGRAM

NNLM Reading Club

Book Selections and Health Resources: Mental Health

Mental Health Awareness Month

Mental Health Resources

Everything Here Is Beautiful

Gorilla and The Bird

Rx: A Graphic Memoir

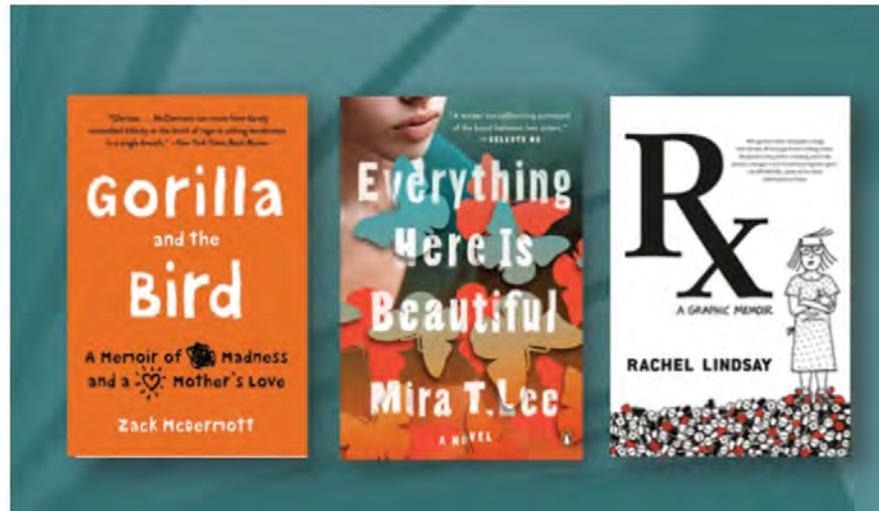
Mental Health Awareness Month



Mental health conditions, such as depression or anxiety, are real, common and treatable. Help reduce the stigma often associated

Start the conversation!

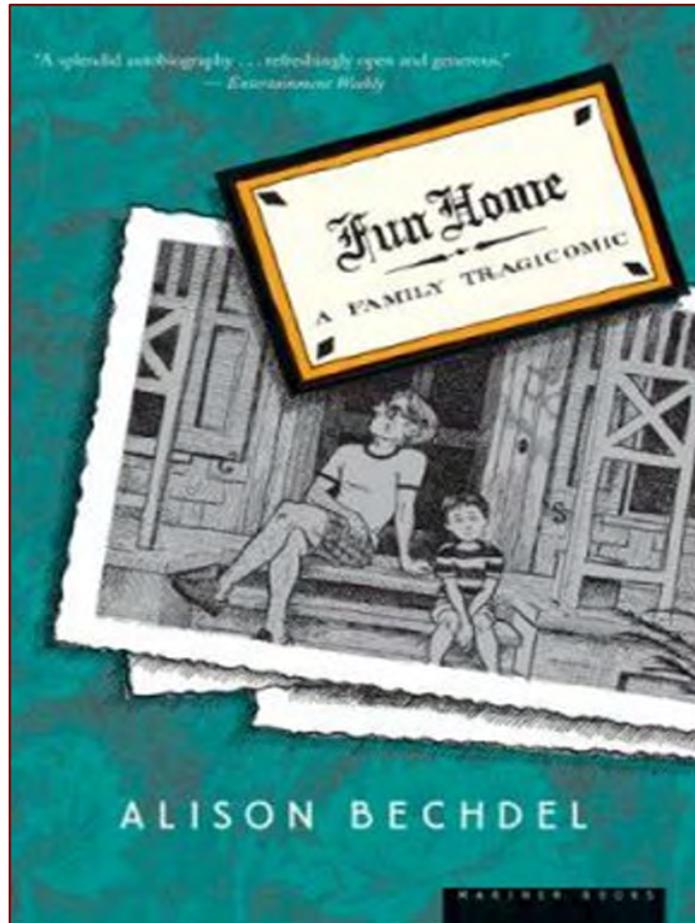
Choose one of the three NNLM Reading club books. Then download the discussion guide, promotional materials, and corresponding health information. Short on time? No worries! [Apply](#) for a free NNLM Reading Club Book Kit while supplies last!



- Join NNLM (institutional)
- Free kit
 - Books
 - Discussion questions
 - Bookmarks
 - MedlinePlus Magazine
- Online resources

[NNLM Reading Club](#)

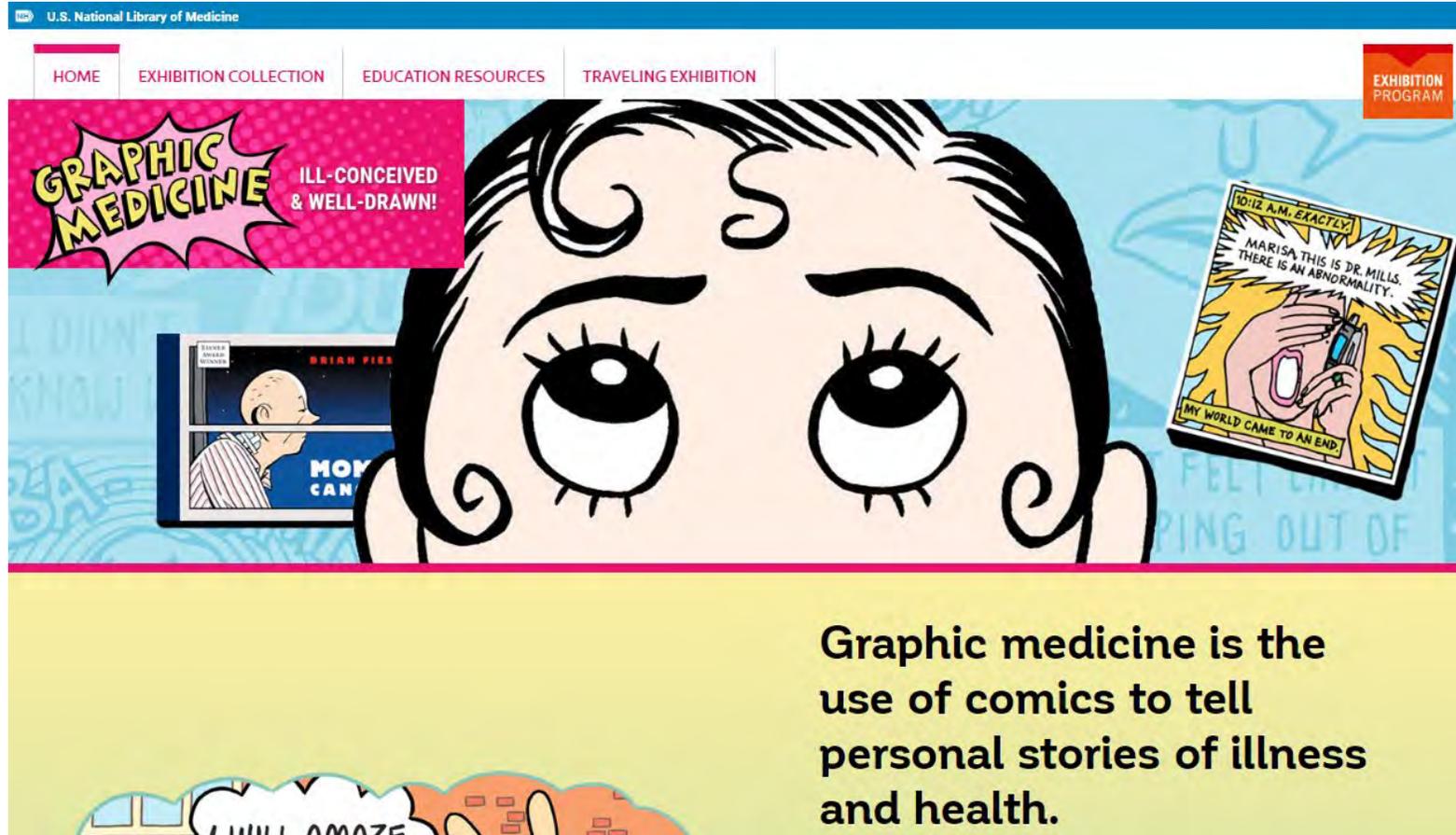
Graphic Medicine



- Graphic medicine combines visual storytelling and medicine
- NNLM NER Graphic Medicine Initiative
- Topics such as addiction, epilepsy, grief, mental health, cancer, and more
- Full booklists, discussion guides
- Pictured: Fun Home by Alison Bechdel

[Graphic Medicine Initiative](#)

NLM Graphic Medicine



The screenshot shows the NLM Graphic Medicine website. At the top, there is a blue navigation bar with the text "U.S. National Library of Medicine" and a menu with "HOME", "EXHIBITION COLLECTION", "EDUCATION RESOURCES", and "TRAVELING EXHIBITION". A red "EXHIBITION PROGRAM" button is on the right. The main content area features a large, stylized comic illustration of a woman's face with large, expressive eyes. To the left, a pink speech bubble contains the text "GRAPHIC MEDICINE" and "ILL-CONCEIVED & WELL-DRAWN!". Below this, a small comic panel shows a man's profile with the text "BRIAN PIES" and "HOW CAN". To the right, another comic panel shows a hand holding a syringe with the text "10:12 A.M. EXACTLY!", "MARISA, THIS IS DR. MILLS. THERE IS AN ABNORMALITY.", and "MY WORLD CAME TO AN END.". The background of the illustration includes faint text like "I DIDN'T KNOW" and "I FELT LIKE I WAS BEING PULLED OUT OF".

Graphic medicine is the use of comics to tell personal stories of illness and health.

[NLM Graphic Medicine exhibit](#)



U.S. National Library of Medicine

National Network of Libraries of Medicine
Pacific Northwest Region

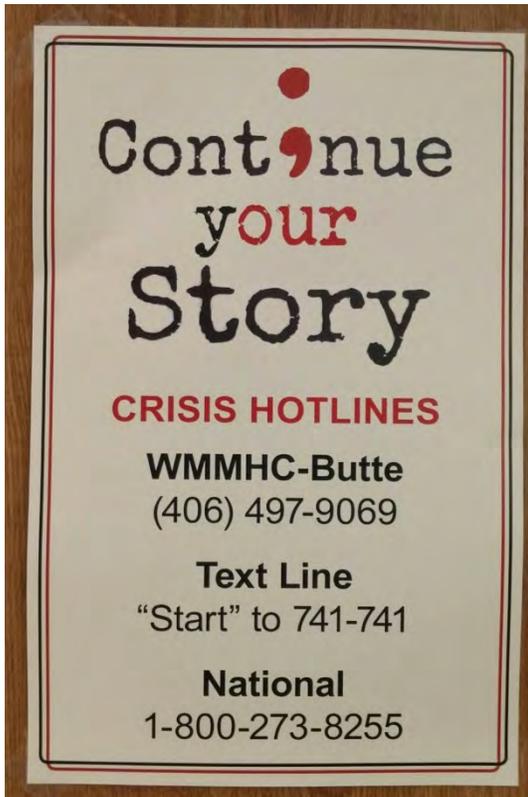
Teen Hygiene Health Center at the Rockwood Makerspace

(Multnomah County, OR)

[WebJunction story on Teen Hygiene Health Center](#)



Expanding Children's Mental Healthcare in Butte/SilverBow (Butte, MT)



**Health Disparities
Information Outreach Award**

Early Childhood Coalition (the
Butte Community Council)
and Children's Mental Health
Committee

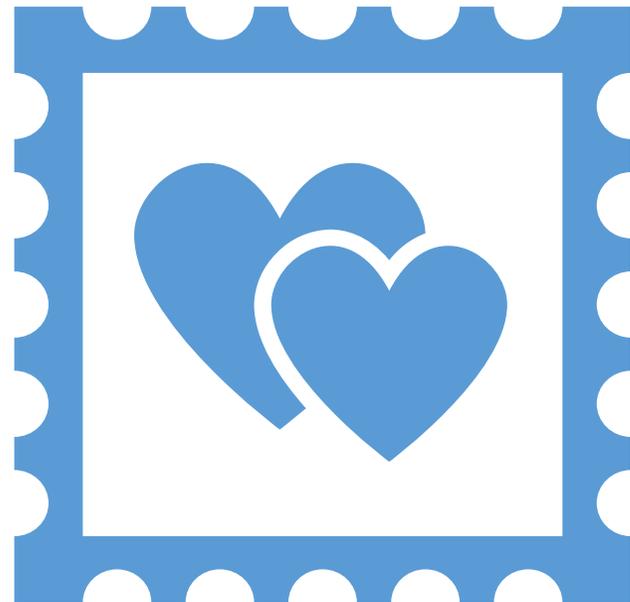
[PNR Partners webinar session recording](#)



Potential Partners / Community Resources

- Developing social supports/Support groups
- Alternative therapy
- Counseling and Psychiatry
- Career counselors
- Faith based organizations
- Local public health department mental health division
- Hospital (day treatments, in-patient)
- Organizations that provide health information
- Others? Instagram #hereforyou

Reflection, Wrap Up



Mental Health Facts

Best Practices for Reference Interviews

Health Information Resources

Programming

Reflection, Wrap Up

Take Home Points

- Fight stigma
- Cultivate your knowledge of mental health resources
- Do your very best when assisting those with mental health issues
- Keep the dialogue going at your library/organization – be a leader in the community
- Make a plan with your team
- Be proactive about your mental health



Reflective Activity (5 Minutes)

Return the question you reflected on at the beginning of the class. What do you want to add to your original reflection?

Sharing your reflection is optional.

1. Reflect on a time that you spoke with or observed someone experiencing a mental health crisis. What happened?

2. Working in public service is emotionally demanding. What actions do you take to care of your mental wellbeing? Or, what actions would you like to take?

3. What are possible implications of COVID-19 on mental health? Make a list.

Upcoming Classes from NNLM

- I am... Safe Zones: Sticks and Stones LGBTQA 101, May 13, 9-10 am PT
 - <https://nnlm.gov/class/i-am-safe-zones-sticks-and-stones-lgbtqa-101/13192>
- MedlinePlus for Public Librarians (on demand, 1 CHIS credit)
 - <https://nnlm.gov/class/medlineplus-public-librarians/16469>
- Introduction to Health Reference: Ethics and Best Practices (on demand, 4 CHIS credits)
 - <https://nnlm.gov/class/introduction-health-reference-ethics-and-best-practices-demand/20801>

Questions?

Emily Hamstra, MSI | Outreach Coordinator

National Network of Libraries of Medicine, Pacific Northwest Region (NNLM PNR)

ehamstra@uw.edu