

Creating Safe & Welcoming Communities Dealing with Mental Health Situations

Source: <https://seizetheawkward.org>

Look for Signs of Stress:

- Not acting like they normally do
- Loss of interest in things they used to enjoy
- Talking about feelings of hopelessness
- Being more reckless
- Isolating from family & friends
- Harming themselves
- Taking more risks than usual

Start the Conversation:

- Hey, we haven't talked in a while; how are you?
- Seems like you haven't been yourself lately. What's up? Are you okay?
- I know you're going through some stuff; I'm here for you.
- This is awkward, but I'd like to know if you're really all right

Keep It Simple

TRUST YOUR GUT-THIS IS INTUITIVE

DON'T HESITATE TO ASK QUESTIONS

USE SPECIFIC EXAMPLES

KNOW YOUR RESOURCES AND PROTOCOLS

NO NEED TO BE AN EXPERT. JUST BE A FRIEND.

- Listen, let them take the lead
- Ask if they have seen a doctor; encourage them to speak with an expert
- Keep it casual; this is a chat, not a therapy session
- Use open-ended questions
- Avoid offering advice
- Let them know it's okay to feel the way they do
- Make yourself available

Tips for the Conversation:

Moishe House Protocol:

- 1. If the situation is an emergency, call 9-1-1, Suicide Hotline, or other local emergency services (UK 9-9-9)**
2. Resident contacts Community Manager for conversation about the situation
3. Community Manager coaches the Resident through the conversation:
 - a. What did you notice (e.g. behaviors, what they said – not a diagnosis)
 - b. What action has already been taken?
 - c. What are next steps?
 - i. Is the situation urgent? If so, call 9-1-1 or Emergency Services or Hotline
 - ii. If not urgent, consult with Human Resources to triage and make a referral to a JFS Consultant
 - iii. Plan/implement conversation with individual
 - iv. Follow-up with JFS/HR on what the resolution was
4. Community Manager informs supervisor, and continues follow-up with Resident, Roommates, & Community Members
5. Resident completes Incident Report form