

**Interacting with Persons Who  
May Have Mental Health Issues**

**Interactive Video Simulation Training**

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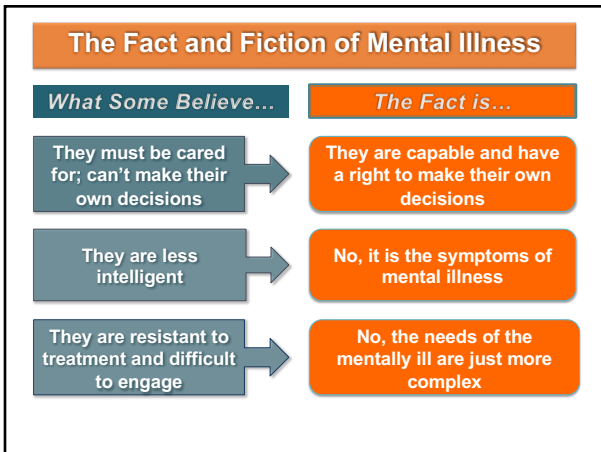
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### The Fact and Fiction of Mental Illness

What Some Believe...	The Fact is...
Mental illness is a life-long disease with no cure	Recovery possible; they can and do lead productive lives
People with mental illness are more prone to violent acts	Studies have shown only a weak association between mental illness and violence <i>However</i> there is an increased risk when alcohol or drug use is involved

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### Major Depression

- ✓ *Leading cause of disability in the United States*
- ✓ *No single cause – may be both biological and environmental*

Symptoms...

- + Difficulty thinking, concentrating and remembering
- + Persistently sad, irritable mood
- + Lack of pleasure from activities that were once enjoyed
- + Feelings of guilt, hopelessness and emptiness
- + Chronic pain, headaches, digestive disorders
- + Recurrent thoughts of death or suicide

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**Bipolar Disorder ("Manic Depression")**

**MANIA**

- Elated-happy/angry-irritable
- Decreased sleep w/o fatigue
- Racing thoughts and ideas
- Increased physical/mental activity
- Impulsive activity
- Risk taking

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**Bipolar Disorder ("Manic Depression")**

**DEPRESSION**

- ← Feelings of guilt/hopelessness
- ← Thoughts of suicide
- ← Prolonged sadness
- ← Increased worry/anxiety
- ← Change in sleep patterns
- ← Loss of energy/decreased activity

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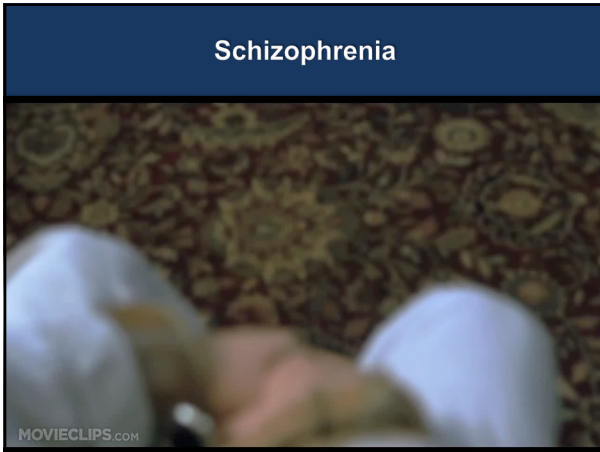
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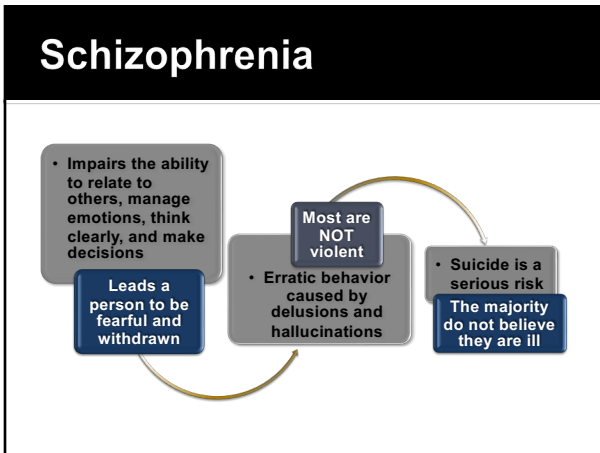
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**Who's In Charge?**

*Gaining Control vs. Taking Control*



- ◆ Your confidence
- ◆ Your ability to remain calm
- ◆ Speaking slowly, gently and clearly
- ◆ Lowering your voice
- ◆ Indicating a willingness to help and understand

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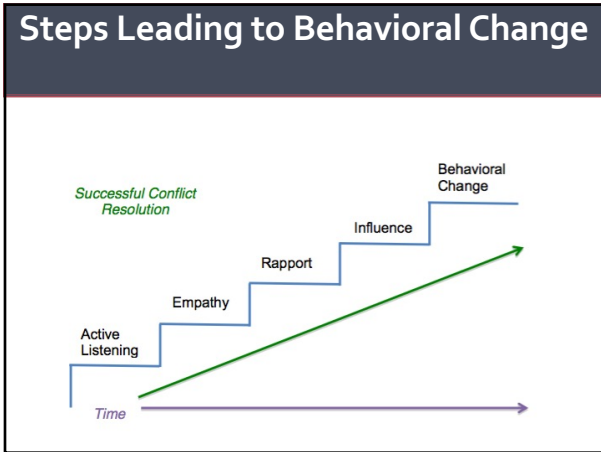
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### Regarding Your Interactions


**Attempt to get the individual talking so that you can fully understand why they are angry**

Think about using verbal pacing techniques...

Sensory: ***"I sense you are angry"***

Visual: ***"I see that you need help"***

Auditory: ***"I hear what you are saying"***



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### Rules for Personal Safety

- Protect yourself with distance, avoid being surrounded and maintain an open line of flight
- Never physically engage the person you are confronting
- Never argue with an intoxicated person - it may lead to a physical confrontation
- Never agree to meet the intoxicated person elsewhere or outside
- ***If your physical safety is threatened, call for assistance***

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## Specific Situations

- Phone contacts
- Client who is not rational and beyond your scope
- Client who should be referred to other resource
- Client frustrated with rules or timelines

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## Is It a Police Emergency?

- 911 is your best friend!
- Some of the information needed:
  - ◆ Who you are
  - ◆ Where you are
  - ◆ Nature of the call
  - ◆ Description of the party
  - ◆ What the party is doing/saying/telling you
  - ◆ Any weapons involved
  - ◆ Anyone injured
  - ◆ Call-back number

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