NAMI PROVIDER
COVID-19
MENTAL HEALTH TOOLKIT

YOUR RESOURCE GUIDE TO NAVIGATING WELLNESS, CARE AND SERVICES IN THESE UNCHARTED TIMES

www.facebook.com/NAMIiowa
www.namiioawa.org
- Stories and Spotlights of providers and agencies addressing the unique barriers and challenges to COVID-19 in thoughtful, innovative ways (pages 4 & 8)

- A list of local, state and national social services, including support groups, counseling, human services, crisis hotlines and other resources (pages 15-22)

- Information on NAMI Iowa programs and local affiliates (pages 9-11)

- Printable handouts from NAMI Iowa & NAMI National including:
  - Managing anxiety around COVID-19 (page 1)
  - Managing depression around COVID-19 (page 5)
  - Working from home: Tips and tactics for managing your employees, and your own, mental health (pages 25-26)
  - Support mental health in your organization: A guide for leaders (page 27)
  - COVID-19 prevention basics and talking with kids about COVID (Pages 28-31)
  - Handouts on mental health conditions, COVID-19 basics, and various resources located throughout this guide
INTRODUCTION

The COVID-19 outbreak has upended our lives and has drastically changed the way we live, work and play. Although the road ahead is uncertain, one thing is clear: NAMI Iowa is committed to advocating for individuals, families and providers whose lives are touched by mental illness.

Now more than ever, mental health providers are called to the frontlines of the invisible epidemic: the mental health crisis. Before the onset of COVID-19, we knew that one in five adults or roughly 600,000 Iowans live with some form of mental illness. About 37,000 grapple with serious mental illness daily. We expect those figures to increase as time goes on.

With COVID-19, we know that many children, adults and families may be addressing mental health struggles for the first time, and navigating multiple systems and changes can be challenging. This guide aims to share the stories mental health providers, spotlight innovative approaches to mental health care in COVID-19, and provide a list of resources that both providers and people living with mental illness can utilize while navigating these challenging times.

We've listened and gathered stories from medical providers, therapists, counselors, social workers, direct support staff and other essential frontline mental health workers to learn how we can best create a toolkit that meets the unique needs of Iowa Providers and people living with mental illness during COVID-19.

Though many of us are physically distancing and may be struggling with isolation and loneliness, we want you to know - you are NOT alone. We're here for you. We'll get through this together.

Wishing you good health and mental wellness!

Ashley Parker
Provider Program Coordinator
NAMI Iowa
Managing Anxiety
During COVID-19

Your feelings are valid. During such a time of change and uncertainty, many people are struggling with stress, uncertainty and fear over their health, their families safety, job security and concerns for their loved ones and community. You are not alone. If you’re struggling with irregular sleep, increased substance use, over eating or undereating, feelings of constant worry and unrest over what comes next, there’s help and hope. See our tips for managing anxiety during the pandemic.

**Unplug:** Reduce time spent watching, listening or reading information about current events. Take a break from social media.

**Seek help:** Talk with a therapist or mental health professional if you’re having struggles coping and need help.

**Reach out:** Connect with others to talk about how you’re feeling and get support.

**Exercise:** Regular, socially distant walks around your neighborhood or at home workouts can help alleviate stress and tension.

**Eat a healthy, well balanced diet**

**Rest:** Try to get at least 7-8 hours of sleep a night. If you’re struggling with falling asleep, contact your doctor

**Unwind:** Make time to participate in activities that provide relaxation and joy

**Check in:** Visit your doctor if you experience any symptoms or have further questions around COVID-19
Anxiety Disorders

Everyone experiences anxiety. However, when feelings of intense fear and distress are overwhelming and prevent us from doing everyday things, an anxiety disorder may be the cause. Anxiety disorders are the most common mental health concern in the United States. An estimated 40 million adults in the U.S., or 18%, have an anxiety disorder. Approximately 8% of children and teenagers experience the negative impact of an anxiety disorder at school and at home.

Symptoms
Just like with any mental illness, people with anxiety disorders experience symptoms differently. But for most people, anxiety changes how they function day-to-day. People can experience one or more of the following symptoms:

Emotional symptoms:
- Feelings of apprehension or dread
- Feeling tense and jumpy
- Restlessness or irritability
- Anticipating the worst and being watchful for signs of danger

Physical symptoms:
- Pounding or racing heart and shortness of breath
- Upset stomach
- Sweating, tremors and twitches
- Headaches, fatigue and insomnia
- Upset stomach, frequent urination or diarrhea

Types of Anxiety Disorders
Different anxiety disorders have various symptoms. This also means that each type of anxiety disorder has its own treatment plan. The most common anxiety disorders include:

- **Panic Disorder.** Characterized by panic attacks—sudden feelings of terror—sometimes striking repeatedly and without warning. Often mistaken for a heart attack, a panic attack causes powerful, physical symptoms including chest pain, heart palpitations, dizziness, shortness of breath and stomach upset.

- **Phobias.** Most people with specific phobias have several triggers. To avoid panicking, someone with specific phobias will work hard to avoid their triggers. Depending on the type and number of triggers, this fear and the attempt to control it can seem to take over a person's life.

- **Generalized Anxiety Disorder (GAD).** GAD produces chronic, exaggerated worrying about everyday life. This can consume hours each day, making it hard to concentrate or finish routine daily tasks. A person with GAD may become exhausted by worry and experience headaches, tension or nausea.

- **Social Anxiety Disorder.** Unlike shyness, this disorder causes intense fear, often driven by irrational worries about social humiliation—"saying something stupid," or "not knowing what to say." Someone with social anxiety disorder may not
participate in conversations, contribute to class discussions, or offer their ideas, and may become isolated. Panic attack symptoms are a common reaction.

Causes
Scientists believe that many factors combine to cause anxiety disorders:
- **Genetics.** Some families will have a higher than average numbers of members experiencing anxiety issues, and studies support the evidence that anxiety disorders run in families. This can be a factor in someone developing an anxiety disorder.
- **Stress.** A stressful or traumatic situation such as abuse, death of a loved one, violence or prolonged illness is often linked to the development of an anxiety disorder.

Diagnosis
The physical symptoms of an anxiety disorder can be easily confused with other medical conditions like heart disease or hyperthyroidism. Therefore, a doctor will likely perform a carefully evaluate involving a physical examination, an interview and ordering lab tests. After ruling out a medical illness, the doctor may recommend a person see a mental health professional to make a diagnosis.

Treatment
As each anxiety disorder has a different set of symptoms, the types of treatment that a mental health professional may suggest also can vary. But there are common types of treatment that are used:
- Psychotherapy, including cognitive behavioral therapy (CBT)
- Medications, including anti-anxiety medications and antidepressants
- Complementary health approaches, including stress and relaxation techniques.

See more at: [http://www.nami.org/Learn-More/Mental-Health-Conditions/Anxiety-Disorders](http://www.nami.org/Learn-More/Mental-Health-Conditions/Anxiety-Disorders)

*Updated March 2015*
Stephanie, social worker, aging adults

Challenge: Helping clients, aging adults, manage anxiety due to isolation

**Story:** Social worker Stephanie works in a senior community center, managing a caseload of up to 50+ elder adults who still live at home, but require supportive services. Many clients would visit the senior community center at least once a week to socialize with staff and their peers, as well as receive a hot meal.

When the COVID-19 outbreak happened in early March, Stephanie's agency transitioned from providing in-person case management and services to working remotely - a struggle for many aging adults whose time at the senior community center was the only socialization they received. Upon checking in with her caseload, many clients reported feeling an increase in anxiety about meeting their basic needs, and many were deeply concerned about their finances. Clients reported anxiety over having to choose between social distancing and risking a new infection and having their regular medical staff come into their homes to provide them with the in-residence care they required. Clients worried about how they would eat without regular trips to the senior community center to have a hot meal and pick up groceries. Stephanie found many of her clients had skipped meals.

**Solution Spotlight:** Stephanie's agency decided to create a warm hotline and telephone program, where at least 2-3 staff members roles would transition to doing twice a week check ins with clients all day. Additionally, Stephanie's agency created interactive workshops and social events on Zoom, such as yoga, coffee and crafting. While many senior clients were originally unfamiliar and uncomfortable navigating online tools, many have expressed relief and gratitude that they are still able to connect with family and friends.
Depression and COVID-19: Tips for Coping

Get into a regular routine
Begin each week by writing out a daily schedule including when you plan to wake up, eat meals, shower, exercise, socialize and complete other activities of daily living. Creating structure may help with reducing depression symptoms.

Continue taking medications daily and regularly checking in with your prescriber
If you are not taking medications currently and are struggling, consider making an appointment with a psychiatrist or other mental health provider.

Practice mindfulness
Download mindfulness and guided meditation apps like HeadSpace or Calm and work through exercises to relieve stress and clear your head.

Limit or avoid alcohol & drugs
Alcohol, which can be considered a depressant, may worsen the effects of depression and contribute to a low mood.

Focus on what you can control
Life is uncertain now and out of our control, including when the COVID-19 outbreak ends, when we return to work and school, and when we can resume our normal lives. Focus on what you can control such as diet and exercise, your daily routine, and social relationships.

Connect
Call or video chat with loved ones frequently. Consider physically distant activities such as virtual coffee dates, playing games together online, or watching movies and shows together through apps like Netflix Party while using video chat.
Depression is more than just feeling sad or going through a rough patch. It’s a serious mental health condition that requires understanding and medical care. Left untreated, depression can be devastating for the people who have it and for their families. Fortunately, with early detection, diagnosis and a treatment plan consisting of medication, psychotherapy and lifestyle choices, many people do get better.

Some people have only one episode in a lifetime, but for most people depression recurs. Without treatment, episodes may last a few months to several years.

An estimated 16 million American adults—almost 7% of the population—had at least one major depressive episode in the past year. People of all ages and all racial, ethnic and socioeconomic backgrounds experience depression, but it does affect some groups of people more than others. Women are 70% more likely than men to experience depression, and young adults aged 18–25 are 60% more likely to have depression than people aged 50 or older.

**Symptoms**

Just like with any mental illness, people with depression experience symptoms differently. But for most people, depression changes how they function day-to-day. Common symptoms of depression include:

- Changes in sleep
- Changes in appetite
- Lack of concentration
- Loss of energy
- Lack of interest
- Low self esteem
- Hopelessness
- Changes in movement
- Physical aches and pains

**Causes**

Depression does not have a single cause. It can be triggered, or it may occur spontaneously without being associated with a life crisis, physical illness or other risk. Scientists believe several factors contribute to cause depression:

- **Trauma.** When people experience trauma at an early age, it can cause long-term changes in how their brains respond to fear and stress. These brain changes may explain why people who have a history of childhood trauma are more likely to experience depression.
- **Genetics.** Mood disorders and risk of suicide tend to run in families, but genetic inheritance is only one factor.
- **Life circumstances.** Marital status, financial standing and where a person lives have an effect on whether a person develops depression, but it can be a case of “the chicken or the egg.”
• Brain structure. Imaging studies have shown that the frontal lobe of the brain becomes less active when a person is depressed. Depression is also associated with changes in how the pituitary gland and hypothalamus respond to hormone stimulation.
• Other medical conditions. People who have a history of sleep disturbances, medical illness, chronic pain, anxiety, and attention-deficit hyperactivity disorder (ADHD) are more likely to develop depression.
• Drug and alcohol abuse. Approximately 30% of people with substance abuse problems also have depression.

Diagnosis

To be diagnosed with depression, a person must have experienced a major depressive episode that has lasted longer than two weeks. The symptoms of a major depressive episode include:

• Loss of interest or loss of pleasure in all activities
• Change in appetite or weight
• Sleep disturbances
• Feeling agitated or feeling slowed down
• Fatigue
• Feelings of low self-worth, guilt or shortcomings
• Difficulty concentrating or making decisions
• Suicidal thoughts or intentions

Treatments

Although depression can be a devastating illness, it often responds to treatment. The key is to get a specific evaluation and a treatment plan. Treatment can include any one or combination of:

• Medications including antidepressants, mood stabilizers and antipsychotic medications
• Psychotherapy including cognitive behavioral therapy, family-focused therapy and interpersonal therapy
• Brain stimulation therapies including electroconvulsive therapy (ECT) or repetitive transcranial magnetic stimulation (rTMS)
• Light therapy, which uses a light box to expose a person to full spectrum light and regulate the hormone melatonin
• Exercise
• Alternative therapies including acupuncture, meditation, and nutrition
• Self-management strategies and education
• Mind/body/spirit approaches such as meditation, faith, and prayer

See more at: http://www.nami.org/Learn-More/Mental-Health-Conditions/Depression

Updated March 2015
Provider Spotlight

Jennifer Pullen, Clinical Director, Unity Point - Berryhill
Challenge: Mental health patients in crisis, long wait times in the ER

Story: Like many rural areas across Iowa, access to mental health services can be limited, especially with mental health provider shortages and the closure of mental health hospitals. This is what makes clinics like Berryhill, Unity Point special. Berryhill operates entirely as an outreach Behavioral Health Clinic, with some primary care services available. As the COVID-19 crisis extends into the summer and fall, clinics like Berryhill are seeing more and more clients in crisis and needing immediate emotional and social supports.

Solution Spotlight: At the beginning of the COVID-19 outbreak, Berryhill created mental health urgent care, which allows walk-in appointments for people experiencing a mental health crisis to be triaged by a member of their multi-disciplinary team. A member of the urgent care triage team will conduct an evaluation and make the decision if the person truly needs to be admitted into the hospital or if they just need urgent counseling services and can be sent home. Patients can also have the option of being accompanied to the ER by a peer support specialist to provide emotional support during an inpatient intake session.

Jennifer states that since implementing the the mental health urgent care walk-in clinic that it has assisted the emergency department with excess overflow and helped to mitigate COVID-19 exposures to both staff and patients.
Programs in Iowa

NAMI offers an array of programs for individuals living with mental illness and their family members, the general public, and school and health professionals.

EDUCATION CLASSES

NAMI Basics is a class for parents and other family caregivers of children and adolescents who have either been diagnosed with a mental health condition or who are experiencing symptoms but have not yet been diagnosed. NAMI Basics is available both in person and online through NAMI Basics OnDemand.

NAMI Family-to-Family is a class for families, partners and friends of individuals with mental illness. The course is designed to facilitate a better understanding of mental illness, increase coping skills and empower participants to become advocates for their family members. This program was designated as an evidence-based program by SAMHSA.

NAMI Homefront is a class for families, partners and friends of military service members and veterans experiencing a mental health challenge. The course is designed specifically to help these families understand those challenges and improve the ability of participants to support their service member or veteran. NAMI Homefront is available both in person and online through NAMI Homefront Online.

NAMI Peer-to-Peer is a recovery education course open to anyone experiencing a mental health challenge. The course is designed to encourage growth, healing and recovery among participants.

NAMI Provider Education is a professional development class for health care and social service professionals. The course is designed to share the perspectives of those with lived experience with an emphasis on collaborative care model to enhance compassion and understanding of the process of seeking care and services.

PRESENTATIONS

NAMI Ending the Silence is a presentation designed to help young people and educators learn about the signs and symptoms of mental illness, how to recognize the early warning signs and the importance of acknowledging those warning signs.

NAMI Family & Friends is a presentation that informs and supports people who have loved ones with a mental health condition. Participants will learn about diagnoses, treatment, recovery, communication strategies, crisis preparation and NAMI resources.

NAMI In Our Own Voice is a presentation for the general public to promote awareness of mental illness and the possibility of recovery.

SUPPORT GROUPS

NAMI Connection is a weekly or monthly support group for people living with a mental health condition.

NAMI Family Support Group is a weekly or monthly support group for family members, partners and friends of individuals living with a mental illness.

ADVOCACY

NAMI Smarts for Advocacy is a hands-on advocacy training program that helps people living with mental illness, friends and family transform their passion and lived experience into skillful grassroots advocacy.

***Available virtually, call 515-254-0417 or email ashley@namiowa.org for more information***
Are you a professional working for a health care or human services related agency? NAMI Provider has a professional development opportunity for agencies like yours! Professionals will gain enhanced empathy for the daily challenges of people living with mental health conditions and their families and the importance of including them in all aspects of the treatment process. NAMI Provider offers both a 4-hour seminar and a 15-hour in-service training taught on site at your organization by a team consisting of an adult with a mental health condition, a family member and a mental health professional. CEU credits are available.

What professionals will gain

• Understanding of the realities of having a mental health condition
• Increased compassion for the vulnerabilities people face when seeking care or services
• Recognition of your critical role in the individual and family’s journey towards recovery
• Empowered view of the lasting impact your care makes

"This was an awesome class to attend as a mental health therapist because it helped me to be mindful of how I treat my own patients and the importance of decreasing the stigma of mental illness. Thank you for being the voice for those who struggle with their mental health."
- Mental Health Therapist, Des Moines

CEU CREDITS AVAILABLE

NOW AVAILABLE VIRTUALLY!

For pricing and more information on NAMI PROVIDER
Please contact: Ashley Parker
NAMI Provider Program Coordinator
ashley@namiioiowa.org
515-254-0417 x 209
# Local Affiliate Office Contacts

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<tr>
<th>NAMI Black Hawk County</th>
<th>NAMI North Iowa</th>
<th>NAMI Marion County</th>
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<tr>
<td>1825 Logan Ave</td>
<td>PO Box 85</td>
<td>Contact April at</td>
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<tr>
<td>Waterloo, Iowa 50703</td>
<td>Mason City, Iowa 50401</td>
<td><a href="mailto:april.cornelison14@gmail.com">april.cornelison14@gmail.com</a></td>
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<tr>
<td><a href="mailto:namibh@qwestoffice.net">namibh@qwestoffice.net</a></td>
<td>(o) 641-201-8450</td>
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<td><a href="mailto:naminorthiowa@gmail.com">naminorthiowa@gmail.com</a></td>
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<td>424 5th St</td>
<td>PO Box 214</td>
<td>300 Sioux Valley Dr</td>
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<td>Ames, Iowa 50010</td>
<td>Decorah, IA 52101</td>
<td>Cherokee, IA 51012</td>
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<td>(o) 563-293-6264</td>
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<th>NAMI South Central</th>
<th>NAMI Dubuque</th>
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<td>511 E 6th St, Ste B</td>
<td>209 E Maple St, Ste 7</td>
<td>900 Jackson St Ste LL5-2b</td>
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<tr>
<td>Des Moines, Iowa 50309</td>
<td>Centerville, Iowa 52544</td>
<td>Dubuque, Iowa 52001</td>
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<td>(o) 515-277-0672</td>
<td>(o) 641-216-3114</td>
<td>(o) 563-557-6264</td>
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<tr>
<td><a href="mailto:director@namigdm.org">director@namigdm.org</a></td>
<td><a href="mailto:namisci8@gmail.com">namisci8@gmail.com</a></td>
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<td>1035 W Kimberly Rd, Ste 4</td>
<td>Contact Teri at</td>
<td>Contact Terry at</td>
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<tr>
<td>Davenport, Iowa 52806</td>
<td><a href="mailto:terricanoe7@aol.com">terricanoe7@aol.com</a></td>
<td><a href="mailto:pastor.carrollumc@gmail.com">pastor.carrollumc@gmail.com</a></td>
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<tr>
<td>(o) 563-386-7477 ext 266</td>
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<td>1105 Gilbert Ct, Ste 200</td>
<td>PO Box 945</td>
<td>Clarinda, Iowa</td>
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<tr>
<td>Iowa City, Iowa 52240</td>
<td>Cedar Rapids, Iowa 52406</td>
<td><a href="mailto:namiswiowa@gmail.com">namiswiowa@gmail.com</a></td>
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<td>(o) 319-337-5400</td>
<td><a href="mailto:nami-lc@hotmail.com">nami-lc@hotmail.com</a></td>
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Office of Consumer Affairs (OCA), NAMI Iowa Resource and Referral Line:
NAMI Iowa is the OCA provider in Iowa and managed through the Division of Mental Health and Disability Services within DHS. The OCA is a contact for people primarily by phone, email and social media regarding issues and challenges around serious mental illness and serious emotional disorder.

Services provided by the OCA:

- Provide input on the development and implementation of policies and programs impacting behavioral health services and systems in Iowa.
- Provide an advocacy voice to stakeholder groups throughout the state with the goal of promoting awareness of the concerns, perspectives and vision of persons and families with behavioral health recovery and disabilities challenges.
- Assist DHS staff and contractors with disseminating information and gathering feedback from end users of behavioral health services and systems in Iowa.
- Serve as a statewide resource for information, referrals, community education, individual education, problem solving and system navigation.

Office of Consumer Affairs - NAMI Iowa
3939 Merle Hay Road, Suite 229
Des Moines, Iowa 50310

Contact Information:
Emily Berry, OCA Director
515-254-0417 ext. 207
Emily@namilowa.org

https://www.facebook.com/ocalowa/
- **NAMI Iowa and local affiliates:** Virtual Support Groups for individuals in recovery and families. Email ashley@namiow.org for more information.

- **COVID Recovery Iowa:** Free counseling via virtual sessions, chat or phone call. People of all ages may join groups online to find support and learn new strategies to cope with the effects of the pandemic in a variety of creative ways. [https://covidrecoveryiowa.org/](https://covidrecoveryiowa.org/)

- **Iowa Crisis Chat:** Iowa Crisis Chat is a service of CommUnity Crisis Services and Food Bank, formerly The Crisis Center, a volunteer-driven organization that provides non-judgmental support for individuals facing emotional crisis. [https://www.iowacrisischat.org/](https://www.iowacrisischat.org/).
Available 9 AM - 2 PM Central time, 7 days a week

- **Broadlawns Psychiatric Urgent Care (Des Moines):**
The Broadlawns Psychiatric Urgent Care accepts walk-in appointments for individuals 18 years of age or older who are experiencing an intensified mental health conditions including mental health assessments, medication management, therapeutic counseling, and coordination of services for healthcare and basic needs.

  **Psychiatric Urgent Care, Main Campus**
  Center Building, First Floor
  1801 Hickman Road
  Des Moines, IA 50314
  (515) 282-5742
  Hours: Monday - Friday: 9 a.m. - 7 p.m
  [www.broadlawns.org](http://www.broadlawns.org)

- **Unity Point, Behavioral Health Urgent Care (Des Moines & Fort Dodge)**
The new behavioral health urgent care clinic in central Iowa provides services to individuals who are needing mental health services, psychiatric evaluation and assessment, addiction medicine, crisis services and community resources. Both pediatric and adult patients can be seen at Urgent Care. Patients under 18 years of age must have a parent or guardian with them.

  **Des Moines:**
  1250 East 9th Street
  Des Moines, IA 50316
  (515) 263-2632
  Hours: M-F 9 a.m. - 8 p.m.

  **Fort Dodge (Berryhill):**
  720 Kenyon Road
  Fort Dodge, IA 50501
  (515) 955-7171
  Hours: M-F 10 a.m. - 8 p.m

Human Services

Iowa Department of Human Rights - Community Action Organizations

Community Action Agencies are local private and public non-profit organizations that carry out the Community Action Program, which was founded by the 1964 Economic Opportunity Act to fight poverty by empowering the poor as part of the War on Poverty.

Community Action Agencies (CAA) were created to help those in need. They can assist people with paying bills and expenses, provide grants and other emergency short term financial aid, assist individuals with finding jobs, and most importantly promote self-sufficiency.

For a list of community action agencies across Iowa, please visit:
https://humanrights.iowa.gov/dcaa/iowas-community-action-agencies

Iowa Department of Human Resources - Mental Health and Disability Resources

“Iowa’s community-based, person-centered mental health and disability services system will provide locally delivered services, regionally managed with statewide standards. Local access to mental health and disability services for adults shall be provided either by counties organized into a regional service system or by an individual county that is exempted from joining a region as provided in Iowa Code 331.389. Adult residents of Iowa will have access to mental health and disability services regardless of the location of their residence.

Regional leaders, guided by the regional management plan, coordinate quality community services that support individuals with disabilities in obtaining their maximum independence.”

For more information, please visit:
https://dhs.iowa.gov/mhds-providers/providers-regions/regions

Iowa Compass

Iowa Compass connects people with disabilities and complex health-related needs to services and supports in their communities throughout Iowa.

The University of Iowa
100 Hawkins Dr #295
Iowa City, IA 52242
Phone: (800) 779-2001
Website: www.iowacompass.org
Victim Services Resources:

**Iowa Coalition Against Domestic Violence**
ICADV is an Iowa statewide non-profit organization addressing the needs of survivors of domestic violence and professionals.

4725 Merle Hay Rd STE 107,
Des Moines, Iowa 50322
Phone: (515) 244-8028
[website: https://www.icadv.org/](https://www.icadv.org/)

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**Iowa CASA**
The Iowa Coalition Against Sexual Assault (IowaCAS) is a statewide organization. Our mission is to end sexual violence and improve support available to survivors of sexual assault. We advocate on behalf of survivors and victim advocates.

IowaCAS provides a bridge between advocates at sexual assault service programs, statewide policy makers, and federal responses to sexual violence and violence against women. Advocates are trained professionals whose jobs are to support sexual assault survivors.

3030 Merle Hay Rd
Des Moines, IA 50310
Phone: (515) 244-7424
[Website: www.iowacasa.org](http://www.iowacasa.org)

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**Iowa Victim Services Call Center**
The Iowa Victim Service Call Center is a resource to victims and survivors of crime in Iowa. With staff available 24 hours a day and 365 days a year, callers are given the full attention they deserve. Since we started, we have received calls from victims and survivors of many crimes, including:

- homicide
- robbery
- kidnapping
- identity theft
- hate crime
- elder abuse
- drunk driving
- burglary
- bullying
- assault
- arson
- human trafficking
- incest
- sexual abuse as a child
- sexual assault
- child physical abuse
- stalking
- teen dating violence
- domestic violence, and more.

**CONTACT:** 1-800-770-1650 or text 'IOWAHELP' to 20121
**Website:** [http://www.survivorshelpline.org](http://www.survivorshelpline.org)
• **Anxiety and Depression Association of America (ADAA)** provides information on prevention, treatment and symptoms of anxiety, depression and related conditions (240-485-1001) [www.adaa.org](http://www.adaa.org)

• **Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD)** provides information and referrals on ADHD, including local support groups (800-233-4050) [www.chadd.org](http://www.chadd.org)

• **Depression and Bipolar Support Alliance (DBSA)** provides information on bipolar disorder and depression, offers in-person and online support groups and forums (800-826-3632) [https://www.dbsalliance.org/](https://www.dbsalliance.org/)

• **International OCD Foundation** provides information on OCD and treatment referrals (617-973-5801) [www.iocdf.org](http://www.iocdf.org)

• **National Center of Excellence for Eating Disorders (NCEED)** provides up-to-date, reliable and evidence-based information about eating disorders (800-931-2237) [www.nceedus.org](http://www.nceedus.org)

• **Schizophrenia and Related Disorders Alliance of America (SARDA)** offers Schizophrenia Anonymous self-help groups and toll-free teleconferences (240-423-9432) [www.sardaa.org](http://www.sardaa.org)

• **Sidran Institute** helps people understand, manage and treat trauma and dissociation; maintains a helpline for information and referrals (410-825-8888) [www.sidran.org](http://www.sidran.org)

• **Treatment and Research Advancements for Borderline Personality Disorder (TARA)** offers a referral center for information, support, education and treatment options for BPD (888-482-7227) [taraforbpd.org](http://taraforbpd.org)
Finding Treatment

- **HelpWhenYouNeedIt.Org** over 350,000 listing for social services, mental health, substance use, legal and financial assistance. [www.helpwhenyouneedit.org](http://www.helpwhenyouneedit.org)

- **Psychology Today** offers a national directory of therapists, psychiatrists, therapy groups and treatment facility options [www.psychologytoday.com](http://www.psychologytoday.com)

- **SAMHSA Treatment Locator** provides referrals to low-cost/sliding scale mental health care, substance abuse and dual diagnosis treatment (800-662-4357) [www.samhsa.org](http://www.samhsa.org)

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Suicide And Crisis

- **The American Foundation for Suicide Prevention** provides referrals to support groups and mental health professionals, resources on loss, and suicide prevention information (888-333-2377) [www.afsp.org](http://www.afsp.org)

- **The National Domestic Violence Hotline** provides 24/7 crisis intervention, safety planning and information on domestic violence (800-799-7233) [www.thelotline.org](http://www.thelotline.org)

- **The Suicide Prevention Lifeline** connects callers to trained crisis counselors (800-273-8255) [www.suicidepreventionline.org](http://www.suicidepreventionline.org)
Financial Assistance

- **Allsup** provides non-attorney representation when applying for SSDI (800-279-4357)  
  www.allsup.com

- **HealthCare.gov** provides specific information about coverage options in your state, including private options, high-risk pools and other public programs (800-318-2596)  
  www.healthcare.gov

  - **Needhelppayingbills.com** provides information on state and local assistance programs, charity organizations and resources that provide help paying bills, mortgage assistance, debt relief and more  
    www.needhelppayingbills.com

  - **NeedyMeds** provides information on available patient assistance programs (800-503-6897)  
    www.needymeds.org

  - **Partnership for Prescription Assistance** helps qualifying individuals without prescription drug coverage get the medications they need  
    www.pparx.org

Advocacy And Legal

- **Legal Services Corporation** provides civil legal aid to low-income Americans. Use their website to find programs in individual states. Scroll to the bottom of their website to find locate legal aid near you  
  www.lsc.gov

- **National Bar Association** provides a directory of state and local bar associations to help find legal representation  
  www.nationalbar.org

- **National Disability Rights Network** protects the civil rights of individuals with disabilities, particularly in hospitals and state prison systems. Click on the map on the right-hand side of their website to locate the agency near you  
  www.ndm.org
Community Support Services

- **Clubhouse International** provides a directory of clubhouses. Clubhouses provide opportunities for education, employment and social activities. Click the 'International Directory' tab on their website to find contact information for local clubhouses [www.iccd.org](http://www.iccd.org)

- **[www.homelessshelterdirectory.org](http://www.homelessshelterdirectory.org)** provides a national directory of homeless shelters, assistance programs, soup kitchens and more [www.homelessshelterdirectory.org](http://www.homelessshelterdirectory.org)

- **Job Accommodation Network** provides resources and guidance on workplace accommodations and disability employment issues. Their website includes a directory of state vocational rehabilitation offices (800-526-7234) [www.askjan.org](http://www.askjan.org)

Research & Statistics

- **National Institute of Mental Health (NIMH)** provides information on statistics, clinical trials and research. NAMI references NIMH statistics for our website and publications (866-615-6464) [www.nih.nimh.org](http://www.nih.nimh.org)

Web-based trainings:


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 U.S. adults experience serious mental illness
17% of youth (6-17 years) experience a mental health disorder

12 MONTH PREVALENCE OF COMMON MENTAL ILLNESSES (ALL U.S. ADULTS)

- 1% Schizophrenia
- 1% Borderline Personality Disorder
- 4% Dual Diagnosis
- 3% Bipolar Disorder
- 19% Anxiety Disorders
- 7% Depression
- 1% Obsessive Compulsive Disorder
- 4% Post-traumatic Stress Disorder

12 MONTH PREVALENCE OF ANY MENTAL ILLNESS (ALL U.S. ADULTS)

- 19% of all adults
- 15% of Asian adults
- 16% of black adults
- 17% of Hispanic or Latinx adults
- 20% of white adults
- 22% of American Indian or Alaska Native adults
- 27% of adults who report mixed/multiracial
- 37% of lesbian, gay and bisexual adults

WAYS TO REACH OUT AND GET HELP

- Talk with a health care professional
- Call the NAMI HelpLine at 800-950-NAMI (6264)
- Connect with friends and family
- Join a support group

Data from CDC, NIMH and other select sources. Find citations for this resource at nami.org/mhstats

NAMI
National Alliance on Mental Illness
WHAT TO DO in a mental health crisis

IF YOU ARE WORRIED that you or your loved one is in crisis or nearing a crisis, seek help. Make sure to assess the immediacy of the situation to help determine where to start or who to call.

- Is the person in danger of hurting themselves, others or property?
- Do you have time to start with a phone call for guidance and support from a mental health professional?
- Do you need emergency assistance?

If the situation is life-threatening or if serious property damage is occurring, don’t hesitate to call 911 and ask for immediate assistance.

When Calling 911 for a Mental Health Emergency

Remember to:
- Remain calm
- Explain that your loved one is having a mental health crisis and is not a criminal
- Ask for a Crisis Intervention Team (CIT) officer, if available

They will ask:
- Your name
- The person’s name, age, description
- The person’s current location
- Whether the person has access to a weapon

Information you may need to communicate:
- Mental health history, diagnosis(es)
- Medications, current/discontinued
- Suicide attempts, current threats
- Prior violence, current threats
- Drug use
- Contributing factors (i.e. current stressors)
- What has helped in the past
- Any delusions, hallucinations, loss of touch with reality

TECHNIQUES that May Help De-escalate a Crisis:
- Keep your voice calm
- Avoid overreacting
- Listen to the person
- Express support and concern
- Avoid continuous eye contact
- Ask how you can help
- Keep stimulation level low
- Move slowly
- Offer options instead of trying to take control
- Avoid touching the person unless you ask permission
- Be patient
- Gently announce actions before initiating them
- Give them space, don’t make them feel trapped
- Don’t make judgmental comments
- Don’t argue or try to reason with the person

If you don’t feel safe at any time, leave the location immediately.
Working from Home:
Tips and tactics for managing your employees, and your own, mental health

NAMI understands the importance of addressing mental health concerns for employees and ourselves, including during work-from-home situations. These are some suggestions for integrating mental health considerations that may be helpful in these circumstances.

Mirror the Office
To help overcome uncertainty, normality and routine that mirrors the office life’s daily patterns and practices can be helpful.

Create a dedicated work environment.
Suggest that remote employees and partners create a structured, dedicated work environment to separate home from work.

Keep routines.
Encourage employees and partners to maintain work protocols, including regular hours and appropriate clothing. It is easy to skip lunch and work late into the night without structure.

Take breaks.
Remind employees and partners to take regular breaks, like they would in the office, at home.

Stay connected.
Promote easy access to one another. Share your cell phone numbers, transfer your work phone to your cell and keep the status bar of your availability updated on Skype, Teams or other internal communications program.

Communicate face-to-face.
Research tells us that 7% of communication is accomplished through our words, including email, 38% is voice and a staggering 55% is body language and visual.

Collaborate.
Ask for advice from full-time remote colleagues. Many of them have worked remotely, successfully, and they may be happy to help encourage others with their tips and strategies that may help.
Promote Wellness

**Provide easy access to healthcare and services.**

- Many people with mental health conditions, and other health conditions, rely on medications as a key component to treatment and health management. Concerns about adequate supply or ability to obtain refills should be addressed. Anticipate, and strive to address, the need if an employee or partner encounters barriers with healthcare supplies, healthcare access or prescriptions.

- If a company has telehealth benefits, these can be invaluable resources. Remind employees and partners of the medical and mental health care options that are available, especially those remotely accessed, as well as EAP, nurse care telephone access and other benefits.

**Check in on your teams.**

- Taking steps to mitigate the potentially negative impacts of social isolation can be a proactive approach to promoting self-care. This may be especially important for those who live alone.

- Encourage employees and partners to schedule short “water cooler” video calls with their work colleagues, including checking in on one another as they would in the office.

- Use technology for informal texting when appropriate as an additional strategy.

- If you are a manager, keep, or if you don’t have, set, regular check-in times with your team, collectively, to reinforce the benefits of team - in this case the new virtual team.

**Encourage movement.**

- Research highlights the benefits of exercise to improving mental, physical and cognitive health. Scheduling some activity into your day will benefit your work-from-home experience. This can include something as simple as a 10-minute walk. Walking outside, and walking with another person if appropriate, enhances these cognitive benefits.

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**Remember NAMI**

- Many NAMI Affiliates are continuing to provide no-cost NAMI support group and education programs either in person where safe or via video or teleconference where in-person events have become a challenge.

- NAMI offers NAMI Basics, our no-cost education program for parents and caregivers of youth and young adults with mental health conditions, at no cost, online and on demand.

- The NAMI HelpLine adapted to ensure that our vital services are available to those in need. Call 800-950-NAMI (6264) or email info@nami.org Mon-Fri 10 am – 6 pm ET for information, support and referrals.

- Follow us on social media: ![Facebook](nami), ![Twitter](nami), ![Twitter](nami) – or via one of our story sharing platforms, YouAreNotAlone or OK2Talk.

- Visit www.nami.org for more information and resources
Supervisors play a critical role in helping support employee mental health. They can directly support their employees by noticing when someone’s behavior has changed, reaching out to them in a caring and supportive way and connecting them with resources.

**Benefits of Prioritizing Mental Health on Your Team**

- **Increased productivity**
- **Decreased disability cost**
- **Increased retention and engagement of valued employees**

**Prioritize Mental Health**

**PREVENTIVE MEASURES THAT LOWER STRESS**

- Emphasize social connectedness
- Provide mentors for new hires or new roles
- Enhance team communication through ongoing supervisory training and continued performance support for employees
- Offer flexible work practices (flex hours, work-from-home days, etc.)

**INFORMATION AND SUPPORT FOR EMPLOYEES**

- Foster a culture where getting help for a mental health challenge is as routine as getting help for any other challenge
- Help employees understand what resources the organization offers for mental health

**NON-STIGMATIZING CONVERSATION AND BEHAVIORS**

- Create a culture of trust and communication to support an emotionally healthy environment
- Communicate organizational values that include respect, civility and a general culture of wellbeing to encourage empathetic behaviors by employees
- Promote the use of non-stigmatizing language when talking about mental health

These practices support a workplace where employees feel committed, supported and valued. This increases employee connection to the organization and to each other. Learn more about being StigmaFree at home and in the workplace at www.NAMI.org/StigmaFree.
Procedures for Self-Quarantine under Covid-19

Stay at home.
Limit all your non-essential travels.
Unless you’re going out for food, medicines or other essentials.

Wash your hands.
Practice good hand hygiene by washing your hands with soap and water or using alcohol or hand sanitizer.

Check your temperature.
Check your temperature at least two times a day.

Stay in a specific room.
If you’re sick or suspect yourself to be sick, it’s best to stay in a designated room or area away from others.
If possible, have a designated toilet and bathroom as well.

Watch for other symptoms.
Aside from fever, Covid-19 symptoms include cough, difficulty breathing, and fatigue.

Call your doctor or hospital before visiting.
If you need to seek medical attention whether for viral symptoms or other medical care reasons, contact your doctor or hospital ahead of time so they can prepare and take precautions for your arrival.

Practice social distancing.
If you need to go out, maintain at least 2 meters (6 feet) distance from others.

Source - Centers for Disease Control and Prevention (cdc.gov)
Prevent the spread of COVID-19 in 7 STEPS

01 Wash your hands frequently
02 Avoid touching your eyes, nose and mouth
03 Cover your cough using the bend of your elbow or a tissue
04 Avoid crowded places and close contact with anyone that has fever or cough
05 Stay at home if you feel unwell
06 If you have a fever, cough and difficulty breathing, seek medical care early — but call first
07 Get information from trusted sources

SOURCE: WORLD HEALTH ORGANIZATION
Checklist to Prepare and Protect your Family and Household in case of an Outbreak

Plan and prepare

- Get up-to-date information about local Covid-19 activity from public officials and departments.
- Create a list of important organizations and providers your household can call in case of emergencies.
- Choose a designated room that can be used to separate family members who are sick or under monitoring.

Take everyday preventive action

- Wash your hands frequently.
- Avoid touching your eyes, nose, and mouth.
- Let family members who are sick or have underlying issues stay at home and away from the office, school, or crowded places.
- Cover your cough or sneeze with a tissue then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid sharing personal items.

Stay in touch

- Stay informed about the local outbreak situation. Notify your work or school if your schedule or arrangements need to change. If you live alone, ask family, friends, and health care providers to check on you during the outbreak.
- Stay in touch with family and friends with chronic medical conditions.

Take care of your household’s emotional health

- Outbreaks are stressful for both adults and children. Children may respond differently to stressful situations.
- Talk with your children and answer their questions. Let them voice out their fears or worries.
- Practice meditation.
- Stick to a schedule.

For emergencies and more information call 123-456-7890 or visit www.greatsite.com
#StopTheSpread
#StopTheSpread

Talking to your kids about the

Coronavirus

Don't be afraid to talk about the coronavirus.

Most children would have heard about the virus or seen people wearing masks. This is your opportunity to keep them informed and set the tone.

Focus on what they can do to keep safe.

Help your kids feel empowered by teaching them what they can do to keep safe. Show them how to wash their hands or how to sneeze properly.

Manage your own anxiety.

When you notice yourself feeling anxious, take time to calm down before trying to have a conversation or answering your child's questions.

Be developmentally appropriate.

Try answering their questions instead of volunteering too much information as this might be overwhelming.

Stick to Routine.

School might have been shut down so it's up to you to keep your kid's day structured. Create and stick to schedules for mealtime, study and play.

Let them talk about their worries.

Be open and invite them to discuss what they may have heard and how they feel.

Sources:
www.who.int
www.cdc.gov
THANK YOU!

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