

Serving Mental Health Clients in your Library

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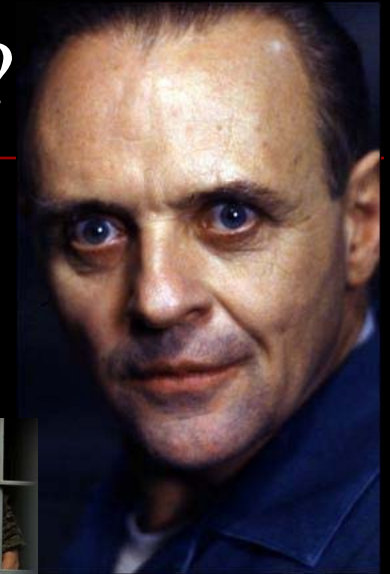
About me



What have we been told about mental illness?

Unpredictable
Violent
Deranged
Psycho
Insane
Delusional
Lunatic
Unstable
Uncontrollable
Crazy
Tortured
Hysterical
Paranoid

Where do these beliefs come from?



What about the staff who work in libraries?

Bun Lady

Severe

Shy

Shushing

Spinster

“A loveless frump hiding behind her spectacles and surrounded by her books”

-Katherine C. Adams

“Drab spinsters peering over the rim of their glasses and ready the 'shush' a library patron.”

-Thad A. Dickinson

Where do these beliefs come from?



The power of stereotypes

“...media representations of mental illness are so powerful that they can override people’s own personal experiences in relation to how they view mental illness.”

Mass Media and Mental Illness: A Literature Review. CAMH, 2004.

The power of stereotypes

562 newspaper items containing representations of mental health and illness in local and national media over one month period...

62% focused on violence toward others

Only 3–5% of violence in the United States is actually committed by someone with a mental illness

Mass Media and Mental Illness: A Literature Review. CAMH, 2004.

Fear, uncertainty and assumptions

- One common factor: the unknown
- Best solution: more information

“Library staff members who have at least basic factual understanding of mental illness will be less predisposed to misconceptions and will be better prepared to interact with people suffering from mental illness.”

Ford, 2002

Mental Illnesses and their associated behaviours

- Psychotic Disorders
 - Schizophrenia
 - Delusional disorder
 - Schizoaffective disorder
 - Schizotypy

Mental Illnesses and their associated behaviours

■ Schizophrenia

- Psychosis (aka Positive Symptoms)
 - Hearing internal voices
 - Hallucinations
 - Delusions
 - Disordered thoughts and speech

Mental Illnesses and their associated behaviours

■ Schizophrenia

■ Negative (Deficit) Symptoms

- Affective flattening
- Avolition
- Alogia
- Anhedonia
- Asociality

Mental Illnesses and their associated behaviours

■ Affective disorders

- Bipolar Disorder
- Major Depression / Clinical Depression
- Dysthymia

Mental Illnesses and their associated behaviours

■ Bipolar Disorder

■ Depressive episode

- Persistent feelings of sadness, anxiety, guilt, anger, isolation, or hopelessness
- Disturbances in sleep or appetite
- Fatigue or loss of interest in usually enjoyable activities
- Problems concentrating
- Shyness or social anxiety

Mental Illnesses and their associated behaviours

■ Bipolar Disorder

■ Manic episode (Mania)

- Elevated mood or euphoria
- Increase in energy and decreased need for sleep
- Pressured speech
- Racing thoughts
- Low attention span
- Easily distracted

Mental Illnesses and their associated behaviours

- Anxiety disorders
 - Obsessive-compulsive disorder
 - Phobias
 - Social anxiety
 - Panic
 - PTSD
 - Agoraphobia

Mental Illnesses and their associated behaviours

- Anxiety disorder symptoms:
 - Feelings of apprehension or dread
 - Trouble concentrating
 - Tense and jumpy
 - Irritable, restless
 - Repetitive or obsessive behaviour

Mental Illnesses and their associated behaviours

■ Personality Disorders

- Paranoid, Schizoid or Schizotypal PDs
- Antisocial (sociopath), Borderline, Histrionic or Narcissistic PDs
- Avoidant, Dependent, Obsessive-Compulsive PDs
- Adjustment Disorder

Mental Illnesses and their associated behaviours

- Personality disorder symptoms:
 - Mistrust of others and their motives
 - Inability to relate to others
 - Distorted thoughts or perceptions
 - Ignoring or violating the rights of others
 - Erratic moods

Mental Illnesses and their associated behaviours

- Impulsive control disorders
 - Tourette's Syndrome
 - Kleptomania
 - Pyromania
 - Obsessive-Compulsive Disorder

Mental Illnesses and their associated behaviours

- Memory/Dissociative Disorders
 - Dissociative Identity Disorder (“split personality”)
 - Depersonalization disorder
 - Amnesia
 - Dementia

Mental Illnesses and their associated behaviours

- Eating Disorders
 - Anorexia Nervosa
 - Bulimia Nervosa
 - Exercise Bulimia
 - Binge Eating Disorder

How should we respond?

“The mentally ill regularly visiting the library mean no harm. They like the library, and will not risk being banned. [The] Library’s most frequent mentally ill visitor recently verified this when he told a staff member, ‘I need this library right now.’”

Ford, 2002

How should we respond?

“Their requests for assistance are frequently repetitive and their questions are sometimes personal and inappropriate.”

Ford, 2002

How should we respond?

- Firm, straightforward, consistent
- Manage expectations
- Clear boundaries
- It is ok to say:
 - “That is not an appropriate question.”
 - “That is inappropriate behaviour, and if you don’t stop I will have to ask you to leave.”
 - “That is all the help I can give you right now.”

How should we respond?

“In general, under-react. Individuals who are agitated often escalate their agitated behavior quickly if confronted by an agitated staff member. Stay cool, speak slowly and distinctly, and convey an impression that you have everything under control. Make simple requests to the agitated individual, asking them to do just one thing at a time.”

Torrey, 2009

How should we respond?

- Recognizing hallucinations and delusions:
 - Preoccupied, unaware of surroundings
 - Talking to self
 - Difficulty following or understanding conversations
 - Misinterprets words or actions of others
 - Isolation or use of headphones to tune out
 - Interacting with something that is not there

How should we respond?

- Responding to hallucinations and delusions:
 - Do not touch them/invade personal space without permission
 - Speak slowly, calmly, and quietly
 - Use simple, concrete language
 - Be patient – it may take longer to process information
 - Calm things down – reduce noise and people around them if possible

How should we respond?

- Responding to hallucinations and delusions (cont):
 - Avoid arguing about delusions – they can be extremely fixed and difficult to change
 - Do not pretend that you also experience the hallucination
 - Do not try convincing them that the hallucination doesn't exist (it does for them)
 - Instruct them to listen to your voice and not the other voices or look at you
 - Explain who you are, what you're doing, and why

How should we respond?

- As a work team:
 - Talk to each other (Maybe it's just me?)
 - Create or revisit well-defined guidelines (create a handout of the library's rules if necessary)
 - Move from a problem patron model to a disability model (Hecker, 1996)
 - Suggest or look into staff training

How should we respond?

- Staff training resources:
 - Canadian Mental Health Association – BC Division
 - Mental Health First Aid (2 days)
 - Responding with Respect (1 hour)

Health literacy and mental health

Health literacy:

The ability to access and use health information.

Mental health literacy:

Knowledge and beliefs about mental disorders which aid their recognition, management or prevention.

Levels of information inquiry/need

- Based on several factors:
 - Who is sick
 - How long the illness has been diagnosed for
 - Level of acceptance or comfort with the diagnosis
 - Health literacy level

Levels of information inquiry/need

- Basic:

- Pamphlet, pill container, fact sheet, phone number

- Advanced:

- Clinical trial enrollment, support group, research reports

Mental Health Resources

- Here to Help (www.heretohelp.bc.ca)
 - Stories (Visions Journal)
 - Fact Sheets and Brochures
 - Toolkits (skill development, how to support, how to cope)
 - Screening self-tests
 - Other languages

Mental Health Resources

Toolkits

The BC Partners "toolkits" are currently around 6 larger or smaller manuals to help you build knowledge and practice skills to manage a mental health or substance use problem, or support a loved one to do so. All of them are profiled in our [Learn Skills](#) section by topic area, or by publication name below if you know the one you want to find:

[Anxiety Disorders Toolkit](#)

A manual specially tailored for those with anxiety problems or a diagnosed anxiety disorder. A comprehensive and helpful resource that also features quizzes.

[Depression Toolkit](#)

A manual specially tailored for those with a diagnosis of depression or other mood disorders.

[Family Self-Care and Recovery From Mental Illness Manual](#)

This manual is designed for families of people dealing with a mental illness. It will help family members be informed caregivers, including taking care of themselves and other family members and maintaining their own health.

[How You Can Help: A Toolkit for Families](#) *(aka the Family Toolkit)*

If you're a family member, friend or other carer, this workbook aims to help walk you through what you need to know about helping someone you love struggling with a mental or substance use disorder.

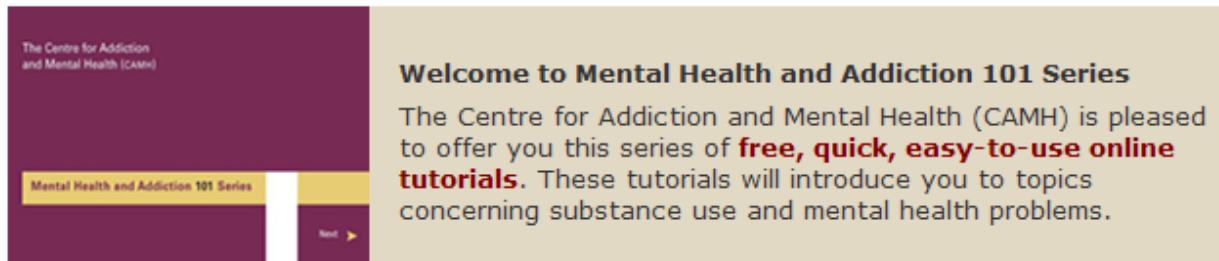
[Mental Disorders Toolkit](#)

Mental Health Resources

- Centre for Addiction and Mental Health (www.camh.net)
 - Treatment and support services
 - Information guides (sheet, pamphlet, booklet)
 - Online tutorials

Mental Health Resources

Mental Health and Addiction 101



These tutorials are a starting point for learning about substance use and mental health problems, as well as about factors that are critical to understanding those problems.

Please Note: Your pop-up blocker must be turned off to view the tutorials.

Click on any of the following tutorials to get started.

- [Anxiety Disorder](#)
- [Bipolar Disorder](#)
- [Concurrent Disorders](#)
- [Depression](#)
- [Diversity and Health Equity](#)
- [Harm Reduction](#)
- [Introduction to Addiction](#)
- [Introduction to Mental Health](#)
- [Older Adults](#)
- [Personality Disorders](#)
- [Problem Gambling](#)
- [Posttraumatic Stress Disorder](#)
- [Psychosis](#)
- [Schizophrenia](#)
- [Stages of Change](#)
- [Stigma](#)

Mental Health Resources

- Canadian Mental Health Association (www.cmha.ca)
 - Quizzes, quick facts, coping tips
 - Educational materials (great basic overviews of all conditions)
 - Support Centre (programs and services, discussion groups, getting help)

Mental Health Resources

Mood Disorders

Anxiety Disorders

Eating Disorders

Attention Deficit Disorders

➤ Schizophrenia

Suicide

Psychosis

Youth and Self Injury

Violence and Mental Illness

Employment and Mental Illness

Education and Mental Illness

Men and Mental Illness

Quick Links

Schizophrenia



At first glance, schizophrenia may seem like a great puzzle. Its causes are still uncertain; its symptoms, variable.

Striking most often in the 16 to 30 year age group, affecting an estimated one person in a hundred, it is youth's greatest disabler.

But if it is a puzzle, it's one that is slowly being solved. New pieces are continually falling into place. Consider what we have learned about its symptoms.

Symptoms of schizophrenia

Schizophrenia often starts slowly. When the symptoms first appear, usually in adolescence or early adulthood, they may seem more bewildering than serious.

In the early stages, people with schizophrenia may find

[Schizophrenia Society of Canada](#)


[Schizophrenia Digest](#)

[Early intervention resource kit](#)

Mental Health Resources

- Mind: For Better Mental Health (www.mind.org.uk)
 - Diagnoses and conditions
 - Treatments
 - Other languages

Mental Health Resources



How we can help you

Mind home › How we can help you › Information and advice › Diagnoses and conditions › **Paranoia**

[Provide feedback on this page ›](#)

How we can help you

- ▶ **Information and advice**
- ▶ Diagnoses and conditions
- ▶ Treatments
- ▶ Rights and legislation
- ▶ Mental health statistics
- ▶ Support and social care
- ▶ Communities and social groups
- ▶ Society and environment
- ▶ Resources in other languages

Understanding paranoia

This booklet is aimed at anyone who wants to know more about paranoia, its causes, and what can be done to help those who experience the problem, their family and friends.

This booklet can be purchased from the [online shop](#).

What is paranoia?
Are there different kinds?
Who is most vulnerable to these feelings?
What are the causes?

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Mental Health Resources

- HLABC Consumer Health Portal (<http://hlabccconsumerhealthportal.pbworks.com>)
 - Links to useful sites for consumer health information
 - Focus on information related to BC

Mental Health Resources

Mental Health and Addiction:

[Alzheimer Society of BC](#)

[Anxiety BC](#)

[BC Partners: Here To Help](#)

[BC Schizophrenia Society](#)

[The FORCE \(Families Organized for Recognition of Care Equality\) Society for Kids' Mental Health \(BC\)](#)

[Mood Disorders Association of BC](#)

[Youth Suicide Prevention Website \(BC\)](#)

[Canadian Mental Health Association](#)

[Centre for Addiction and Mental Health \(Cdn\)](#)

[Mood Disorders Society of Canada](#)

[Advance Self Advocacy \(Advance Directives\) \(US\)](#)

[Alzheimer's Association \(US\)](#)

[American Academy of Child and Adolescent Psychiatry: Facts for Families](#)

[Mind: For Better Mental Health \(UK\)](#)

[National Institute of Mental Health: Mental Health Topics \(US\)](#)

[SAMHSA \(The Substance Abuse and Mental Health Services Administration\) \(US\)](#)

Mental Health Resources

■ Book lists

Recommended Books

Reference Books:

Families as Partners in Mental Health Care - A Guidebook for Implementing Family Work. Diane Froggatt, Gráinne Fadden, Dale L. Johnson, Margaret Leggatt & Radha Shankar. World Fellowship for Schizophrenia and Allied Disorders 2007. Available online at this site.

The Complete Family Guide to Schizophrenia - Helping Your Loved One Get the Most Out of Life. Kim T. Mueser, PhD. and Susan Gingerich, MSW. The Guilford Press. 2006. <http://www.Guilford.com>

Schizophrenia: Medicine's Mystery, Society's Shame by Marvin Ross, a medical writer and family member of a person with this disorder. A good book - worth a read. <http://www.lulu.com/content/2283763>

Learning About Schizophrenia: Rays of Hope: A Reference Manual for Families and Caregivers. Schizophrenia Society of Canada. 2000.

Surviving Schizophrenia: A Manual for Families, Consumers and Providers. Third Edition. E. Fuller Torrey, MD. Harper and Row, 1995.

Families as Allies in Treatment of the Mentally Ill: New Directions for Mental Health Professionals. Edited by Harriet P. Lefley, Ph.D., Dale L. Johnson, Ph.D. American Psychiatric Press, 1990.

Mental illnesses: New Way of Thinking about Families. Dale Johnson. Geneva Initiative, Amsterdam, 1997.

Mental Health Resources

- Crisis and support:
 - 1-800-SUICIDE (24/7, connect to crisis line in BC with no wait and no busy signal)
 - Support groups:
 - CMHA Branches
 - Mood Disorders Association of BC
 - BC Schizophrenia Society
 - PeerNetBC
 - Kelty Mental Health Resource Centre (Children and Youth)

Thank you!

Questions?
Comments?