

Mental Health Resources
In a life threatening emergency - 911
In a mental health emergency - 988

Youth & Young Adult Services

**Providence Child and Adolescent
Psychiatry Inpatient Unit**
(800) 716-5325

Lifeworks
Mental Health and Addiction Services
(503) 496-3201

Youth Era Clackamas Drop-In Center
11097 SE 21st Ave.
Milwaukie, OR 97222
(541) 214-6643

Youth Crisis Line
Text teen2teen to 839863

**National
Crisis Text Line**
Text HOME to 741741

Online Peer-based Family Support
www.forlikeminds.com

SAMHSA Treatment Referral
1-877-726-4727

Crisis Communications

Help!

When trying to communicate with an individual who may have mental health concerns:

Speak calmly and quietly

Keep a reasonable and safe distance—for you and for them

Don't take anything said or done personally

Respond to rage with calm

Be concise and keep it simple

Use "I" Statements, reflective listening and don't interrupt

Be respectful, remember the Golden Rule

Be comfortable with silence

Brought to you courtesy of



503-344-5050 or info@namicc.org

Crisis Communications

Move to eye level but don't force eye contact

Reflect their body language

Announce all of your actions in advance, make no sudden moves

Allow them to pace/move freely

Offer options (for example "do you want the lights off?")

Be willing to repeat yourself

Don't disagree with their experience or delusions

Validate feelings, not behaviors or beliefs

Do not hurry

Be patient, take your time

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Local

NAMI Clackamas

10202 SE 32nd Ave., Suite 501

Milwaukie, OR 97222

(503) 344-5050 | www.namicc.org

Clackamas Health Urgent Walk-In Ctr.

11211 SE 82nd Ave., Suite O

Happy Valley, OR 97086 | (503) 722-6200

Clackamas Crisis Line

Suicide Prevention & Mental Health

24 Hour Crisis Lines

(503) 655-8585

Senior Loneliness Line

(503) 200-1633

David Romprey Oregon Warmline

(800) 698-2392

Clackamas County Behavioral Health

(503) 742-5335

Clackamas Health & Wellness Centers

(503) 655-8471

Mental Health Trainings

Gettrainedtohelp.com