

Sonoma County
QUICK MENTAL HEALTH RESOURCE GUIDE
 Provided by Sonoma County Older Adult Collaborative

ALCOHOL AND OTHER DRUG SERVICES

Drug Abuse Alternatives Center (DAAC) 544-3295
 Sonoma County Dep. Of Health Services: Orenda Center..... 565-7450

PEER SUPPORT

Council on Aging (*Senior Peer Counseling. Additional Services for Seniors - Social, Financial, Legal & Nutrition Services*) 525-0143 X 125
Family Service Agency (*Senior Peer Counseling*) 545-4551 x 308
Peer Warmline Connection of Sonoma County (*Weekend Evening, Peer-operated Helpline*) 565-4466
Spectrum LGBT Center 415-472-1945
Wellness and Advocacy Center (*Peer-operated & Managed Self-Help Center for Mental Health Consumers*) 565-7800
Interlink Self Help Center (*Peer-operated & Managed Self-Help Center for MH Consumers*)..... 546-4481

FAMILY AND OTHER SUPPORT

Bucklelew Programs: Support for Families 571-5581 or 576-8181
 For Erika Klohe 571-8452
NAMI Sonoma County 527-6655
 Offering education, support, and advocacy for those affected by mental health challenges
Petaluma People Services Center Senior Services..... 765-8488
 Offering counseling, senior nutrition, day program, case management, caregivers support
West County Community Services..... 869-0618
 Offering case management, senior nutrition, senior resources
La Luz Bilingual Center..... 938-5131
 Offering case management, senior nutrition, senior resources

SONOMA COUNTY INFORMATION AND REFERRAL

DIAL 2-1-1

Other Resources:

The Living Room.....579-0138	YMCA.....546-9922
Catholic Charities.....528-8712	Coffee House (teens).....546-3432
Redwood Gospel Mission.....542-4817	Social Advocates for Youth.....544-3299

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SUICIDE PREVENTION SERVICES

CALL 9-1-1 in the event of an emergency	9-1-1
MENTAL HEALTH CRISIS SERVICES, Psychiatric Emergency Services County of Sonoma <i>(24-hour crisis services & referrals)</i>	576-8181 or (800) 746-8181
NORTH BAY SUICIDE PREVENTION HOTLINE of SONOMA COUNTY	(855) 587-6373 (toll-free)
THE FRIENDSHIP LINE <i>(24-hour suicide prevention services)</i>	(800) 971-0016
SONOMA COUNTY MENTAL HEALTH ACCESS TEAM	565-6900 or (800) 870-8786
<i>Evaluation and Referrals for Non-Emergency Mental Health Services</i>	

SONOMA COUNTY COUNSELING SERVICES AT HEALTH CARE CLINICS

Brookwood Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	303-4060
Sonoma County Indian Health Project <i>(Medi-Cal)</i>	521-4500
Southwest Community Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	547-2222
Vista Family Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	303-3600
Alliance <i>(Medi-Cal, Medicare; Sliding scale for uninsured residents of Windsor, Healdsburg, Alexander Valley)</i> ..	433-5494
Alexander Valley Regional Medical Center <i>(Sliding scale for uninsured)</i>	894-4229
Petaluma Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	559-7500
West County Community Health Centers:	
• Occidental Area Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	874-2444 or 823-1616
• Russian River Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	869-2849
• Sebastopol Community Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	842-9999
Sonoma Valley Community Health Center <i>(Medi-Cal, Medicare; Sliding scale for uninsured)</i>	939-6070

LOW FEE COUNSELING AGENCIES

Chrysalis Counseling Services for Women <i>(Sliding scale available)</i>	545-1670
Family Service Agency <i>(Sliding scale available)</i>	545-4551
Jewish Family and Children's Services <i>(Accepts some private insurances; Sliding scale available)</i>	571-8131
Lomi Psychotherapy Clinic <i>(Sliding scale available)</i>	579-0465
Petaluma People Services Center <i>(Sliding scale available)</i>	765-8488
SOS Counseling Services <i>(Santa Rosa, Cotati, Petaluma, Sebastopol locations. Sliding scale available; please inquire about no fee counseling)</i>	284-3444
Verity Counseling for people who have experiences trauma, and their loved ones <i>(Sliding scale available)</i>	545-7273

CRISIS INTERVENTION: WHAT IS NOT HELPFUL

1. **INUNDATING THEM WITH INFORMATION:** People in crisis have a limited capacity to assimilate information. After they have reached their limit, giving them too much information only serves to be confusing and overwhelming.
2. **GIVING THEM TASKS THEY ARE NOT READY FOR:** People in crisis can usually only do one thing at a time. They need to be validated and praised authentically for accomplishing even the smallest of productive tasks.
3. **SAYING, "I KNOW HOW YOU FEEL" or "I UNDERSTAND" WHEN YOU MAY NOT KNOW AT ALL HOW THEY FEEL.** Reactions and feelings are unique to each individual and personal to them. Even if you have experienced a trauma, you never really fully understand another person's feelings. Victims may find these statements insensitive, even though they are meant with good intentions.
4. **INTERRUPTING:** Often times victims need to vent or ramble to clear their Thoughts and begin to re-establish some sense of control before they can move on to more structured conversations.
5. **SPECULATING ABOUT THINGS YOU ARE NOT SURE ABOUT:** People In crisis hear what you say as "fact". Erroneous information may lead to secondary traumatization. This is especially true if there is a criminal investigation or the medical condition of a loved one has not been completely determined yet. Be very careful about what information you impart. Do not give false hope.
6. **PROLONGING DEPENDENCE ON YOU:** As soon as possible, help Victims and survivors transfer their interactions to those people who are near them in the future. Remember that any assistance you offer should be to facilitate their independence. This can be very difficult, especially if you as a responder feel attached to the victim. Emotions – yours and theirs – run high during a crisis. It can be very difficult to separate your needs from those of the victim. However, it is vital that your focus stays on their needs solely. Your emotional needs have to be met as well, but this needs to be done by you obtaining support from others.
7. **DISCOURAGING ANY EMOTIONS, ESPECIALLY IF THEY ARE UNUSUAL OR FRIGHTENING TO YOU:** People in crisis demonstrate a broad array of emotions and behaviors that may be unfamiliar to you. As long as they are not engaging in dangerous behaviors towards themselves and/or others, allow their emotions to take their natural course.
8. **INSISTING THAT THEY TALK TO YOU:** Sometimes people just do not want to talk with a counselor, or they are not ready to do so. You must respect this. They may be ready later. If they need to be alone, allow them the space to do so safely. Make sure they have referrals in case they change their mind.

Psychological First Aid – What to Do

1. Make a Connection

- a. Introduce yourself.
- b. Be fully present.

2. Be Kind, Calm, and Compassionate

- a. Express patience and compassion, even if people are being difficult.
- b. Speak in a calm voice.
- c. Remain courteous and respectful of people.
- d. Pay attention to cultural appropriateness of physical proximity, eye contact, and gestures

3. Meet People's Basic Needs

- a. Offer or direct them to food and water.
- b. Provide or direct them to a safe place.
- c. Check to see if family, friends, or peers are available.
- d. Encourage them to promote their self-care such as getting sleep, rest, and nutrition.
(e.g. take a break, moderate exercise)
- e. Guide them to the next level of care as needed.

4. Listening

- a. Be attentive.
- b. Tune in to where the person is.
- c. Observe body language for cues.
- d. Listen carefully.
- e. Reflect back what the person is saying so that they know you are truly hearing them.
- f. Be available.

5. Give Realistic Reassurance

- a. Help the person to feel less anxious or worried by letting them know that what they are feelings is understandable.
- b. Do NOT promise what you cannot deliver.

6. Encourage Good Coping Skills

7. Help People Connect

- a. Get them access to a phone so that they can contact their loved ones.
- b. Suggest additional methods of communication such as texting and/or email.
- c. Guide the person to the appropriate sources or resources for information in your setting including where and how to make a referral.

8. Ending the Conversation

- a. Ask if there is anything else you can to assist her or him.
- b. Provide the person with phone numbers, handouts, and or relevant contact information of additional resources for follow-up and possible referral to next level of care.

CRITICAL INCIDENT STRESS INFORMATION SHEET

THINGS TO TRY:

- WITHIN THE FIRST HOURS and DAYS periods of strenuous exercise, alternated with relaxation will alleviate some of the physical reactions.
- Structure some of your time - keep fairly busy but not too busy.
- You are a normal person who has experienced an abnormal event so don't label yourself as crazy.
- Be aware of the tendency to numb the pain with the overuse of drugs or alcohol, you don't need to complicate this with a substance abuse problem.
- Reach out - most people really do care.
- Maintain as normal a schedule as possible.
- Spend time with others.
- Help your co-workers as much as possible by sharing your own feelings and checking out how they're doing as well.
- Give yourself permission to feel rotten.
- Keep a journal, write your way through those sleepless hours.
- Do things that feel good to you - spend more time in recreation than performing large-scale chores.
- Realize that those around you are probably under stress as well.
- Don't make any big life changes.
- Do make as many daily decisions as possible which will give you a feeling of control over your life, i.e., if someone asks you what you want to eat answer them even if you're not sure.
- Get plenty of rest.
- Recurring thoughts, dreams or flashbacks are normal - don't try to fight them - they'll decrease over time and become less painful.
- Eat well-balanced and regular meals (even if you don't feel like it).

FOR FAMILY MEMBERS AND FRIENDS:

- Listen carefully.
- Spend time with the traumatized person.
- Offer your assistance and a listening ear even if they have not asked for help.
- Reassure them that they are safe.
- Help them with everyday tasks like cleaning, cooking, caring for the family, minding the children.
- Give them some private time.
- Don't take their anger or other feelings personally.
- Don't tell them that they are "lucky it wasn't worse" - traumatized people are not consoled by these statements. Instead, tell them that you are sorry such an event has occurred and that you want to understand and assist them.

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CALIFORNIA ASSOCIATION OF MARRIAGE AND FAMILY THERAPISTS

Crisis Response Education and Resource Committee

CAMFT.org > Resources Tab > Crisis Response Education and Resources

COMMON REACTIONS to A CRITICAL INCIDENT

You have been exposed to a traumatic event known as a critical incident. Here are some common signs and signals that others have reported when they have been exposed to such an incident. These are typical reactions to a traumatic event that can be experienced immediately, during, and/or following the event. These signs and symptoms usually appear in combination and may also be related to other stressors as well. This list is certainly not inclusive of all types of stress reactions but it is generally representative of the signs and symptoms typically associated with traumatic events. This list of common reactions is simply being offered here as a starting point for you to become more familiar with some of your own reactions to this particular incident. It should also be emphasized that no two people are likely to experience the exact same combination of reactions to any given stressor(s). Again, these are typical reactions and should be considered as normal responses by normal people when exposed to abnormal events. Additional support is available to help speed up your recovery.

Here are some common signs and signals of a stress reaction:

<u>Physical</u>	<u>Cognitive</u>	<u>Emotional</u>	<u>Behavioral</u>
chills	confusion	fear	withdrawal
thirst	nightmares	guilt	antisocial acts
fatigue	uncertainty	grief	inability to rest
nausea	hyper-vigilance	panic	intensified pacing
fainting	suspiciousness	denial	erratic movements
diarrhea	persistent intrusive images	crying	changes in social activity
vomiting	blaming someone	sadness	change in speech patterns
dizziness	poor problem solving	irritability	loss or increase of appetite
weakness	poor abstract thinking	depression	hyper-alert to environment
chest pain	poor attention/decisions	intense anger	increased alcohol consumption
headaches	poor concentration/memory	apprehension	change in usual communications
elevated BP	disorientation of time, place	emotional shock	change in usual habits
rapid heart rate	person	extreme agitation	etc...
muscle tremors	difficulty identifying	feeling overwhelmed	
shock symptoms	objects or people	loss of emotional control	
grinding teeth	heightened or lowered alertness	inappropriate emotional responses	
visual difficulties	increased or decreased awareness of surroundings	extreme helplessness	
profuse sweating	etc...	etc...	
difficulty breathing			
etc...			

- Any of these symptoms may indicate the need for medical evaluation.
When in doubt, contact a physician.

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Note: If you find that these symptoms persist in such a way as to interfere with your ability to function at work, at school, and/or at home, you are strongly encouraged to contact a qualified healthcare professional for assistance.

Escuchar música. La música es una forma de ayudar a su cuerpo a relajarse de forma natural. Reproduzca música sincronizada con la respiración o con los latidos de su corazón. Cree una lista de reproducción relajante para usted y escúchela a menudo.

Preste atención a su estado físico. Asegúrese de dormir lo suficiente y descansar cada día. No posponga el descanso hasta el fin de semana. Coma comidas y meriendas saludables y asegúrese de beber mucha agua. Evite la cafeína, el tabaco y el alcohol, especialmente en grandes cantidades. Sus efectos se multiplican bajo estrés y pueden ser dañinos.

Consejos para Hablar Con Niños y Jóvenes de Diferentes Grupos de Edades Después de un Desastre o Evento Traumático

NIÑOS de edad PREESCOLAR, 0-5 AÑOS

- Ofrezca a estos niños pequeños muchos abrazos y apoyo verbal.
- Respire profundo antes de abrazarlos o recogerlos y concéntrese en ellos, no el trauma.
- Baje hasta el nivel de sus ojos y háblele con voz tranquila y amable usando palabras que puedan entender.
- Dígalos que todavía los cuida y los seguirá cuidando para que se sientan seguros.

EDAD TEMPRANA A LA ADOLESCENCIA, 6-19 AÑOS

- Consuele a niños y jóvenes en este grupo de edad:
- Pregúntele a su hijo o a los niños bajo su cargo qué les preocupa y qué creen que les puede ayudar a superarse.
- Ofrezca consuelo con palabras amables, un abrazo cuando sea apropiado, o simplemente estar presente con ellos.
- Pase más tiempo con los niños de lo habitual, aunque sea por un corto tiempo. Es importante también volver a las actividades escolares y a las rutinas en el hogar.
- Excuse a los niños traumatizados de las tareas por un día o dos. Después de eso, asegúrese de que tengan tareas apropiadas a su edad y pueden participar de una manera que los haga sentir útiles.
- Ayude a los niños a pasar tiempo con amigos o a tener tiempo tranquilo para escribir o crear algún arte.
- Anime a los niños a participar en actividades recreativas para que puedan moverse y jugar con otros.
- Dirija su propio trauma de manera saludable. Evite golpear, aislar, abandonar o burlarse de los niños.
- Hágalos saber a los niños que usted se preocupa por ellos: dedique tiempo haciendo algo especial; Asegúrese de verificar con ellos en una forma no intrusiva:

Cuando una mascota muere

Cuando una mascota muere, es común que las personas sientan que han perdido a un miembro de la familia. Para los niños, este puede ser su primer encuentro con la muerte.

En un intento de suavizar el golpe, los padres a veces explican la muerte de una mascota de una manera no muy clara o no hablan del tema por completo, pero los expertos dicen que esto empeora las cosas dejando a los niños ansiosos y desconcertados.

Explicar la muerte de una mascota a los niños de una manera clara y respetuosa puede ser muy útil para hacer que el viaje sea un poco menos angustioso. Y al mismo tiempo mejorar la relación con su hijo.

Consejos para sobrevivientes de un Desastre u otro Evento Traumático: Cosas importantes que debe saber sobre Desastres Y otros Eventos Traumáticos

Si estuvo involucrado en un desastre como un huracán, una inundación o incluso un evento de terrorismo u otro evento traumático como un accidente automovilístico, es posible que se vea afectado personalmente, independientemente que si haya o no resultado herido o perdió un ser querido. Puede verse afectado solo al presenciar un desastre u otro evento traumático. Es común mostrar signos de estrés después de la exposición a un desastre u otro evento traumático, y es importante monitorear su salud física y emocional.

Posibles Reacciones a un Desastre u Otro Evento Traumático

Trate de identificar pronto sus signos de estrés. El estrés generalmente aparece en las cuatro áreas que se muestran a continuación, pero todos deben verificar CUALQUIER respuesta de estrés inusual después de un desastre u otro evento traumático. A continuación se presentan algunas de las reacciones más comunes.

PUEDA SENTIRSE EMOCIONALMENTE:

- Ansioso o temeroso
- Abrumado por la tristeza
- Enojado, especialmente si el evento involucro violencia
- Culpable, incluso cuando no tenía control sobre el evento traumático
- Heroico, como si pudieras hacerlo todo
- Como si tuvieras demasiado energía o nada en lo absoluto
- Desconectado, sin importarle nada o nadie
- Entumido, incapaz de sentir alegría o tristeza

Consejos Prácticos para Aliviar el Estrés

Estas actividades para manejar el estrés parecen funcionar bien para la mayoría de las personas. Use los que funcionan para usted.

Hable con otros que entienden y aceptan cómo se siente. Comuníquese con un amigo de confianza, un miembro de la familia o un líder religioso para explorar qué significado tiene el evento para usted. Conéctese con otros sobrevivientes del desastre u otros eventos traumáticos y comparta su experiencia.

El movimiento del cuerpo ayuda a deshacerse de la acumulación de hormonas de estrés adicionales. Haga ejercicio una vez al día o en cantidades más pequeñas durante el día. Tenga cuidado de no levantar pesas pesadas. Puede dañar sus músculos si tiene demasiada adrenalina en su sistema. Si no le gusta el ejercicio, haga algo simple, como dar un paseo, estirar suavemente o meditar.

Respire profundamente. La mayoría de las personas pueden beneficiarse de tomar varias respiraciones profundas durante el día. La respiración profunda puede eliminar el estrés de su cuerpo y ayudarlo a calmarse. Incluso puede ayudar a detener un ataque de pánico.

Tips for Survivors of a Disaster or Other Traumatic Event: Important Things to Know About Disasters & Other Traumatic Events

If you were involved in a disaster such as a hurricane, flood, or even terrorism, or another traumatic event like a car crash, you may be affected personally regardless of whether you were hurt or lost a loved one. You can be affected just by witnessing a disaster or other traumatic event. It is common to show signs of stress after exposure to a disaster or other traumatic event, and it is important to monitor your physical and emotional health.

Possible Reactions to a Disaster or Other Traumatic Event

Try to identify your early warning signs of stress. Stress usually shows up in the four areas shown below, but everyone should check for ANY unusual stress responses after a disaster or other traumatic event. Below are some of the most common reactions.

YOU MAY FEEL EMOTIONALLY:

- Anxious or fearful
- Overwhelmed by sadness
- Angry, especially if the event involved violence
- Guilty, even when you had no control over the traumatic event
- Heroic, like you can do anything
- Like you have too much energy or no energy at all
- Disconnected, not caring about anything or anyone
- Numb, unable to feel either joy or sadness

YOU MAY HAVE PHYSICAL REACTIONS, SUCH AS:

- Having stomachaches or diarrhea
- Having headaches or other physical pains for no clear reason
- Eating too much or too little
- Sweating or having chills
- Getting tremors (shaking) or muscle twitches
- Being jumpy or easily startled

Practical Tips for Relieving Stress

These stress management activities seem to work well for most people. Use the ones that work for you.

Talk with others who understand and accept how you feel. Reach out to a trusted friend, family member, or faith-based leader to explore what meaning the event may have for you. Connect with other survivors of the disaster or other traumatic events and share your experience.

Body movement helps to get rid of the buildup of extra stress hormones. Exercise once daily or in smaller amounts throughout the day. Be careful not to lift heavy weights. You can damage your muscles if you have too much adrenaline in your system. If you don't like exercise, do something simple, like taking a walk, gently stretching, or meditating.

Take deep breaths. Most people can benefit from taking several deep breaths often throughout the day. Deep breathing can move stress out of your body and help you to calm yourself. It can even help stop a panic attack.

Listen to music. Music is a way to help your body relax naturally. Play music timed to the breath or to your heartbeat. Create a relaxing playlist for yourself and listen to it often.

Pay attention to your physical self. Make sure to get enough sleep and rest each day. Don't leave resting for the weekend. Eat healthy meals and snacks and make sure to drink plenty of water. Avoid caffeine, tobacco, and alcohol, especially in large amounts. Their effects are multiplied under stress and can be harmful, just

Tips for Talking With Children and Youth of Different Age Groups After a Disaster or Traumatic Event

PRESCHOOL CHILDREN, 0-5 YEARS OLD

- Give these very young children a lot of cuddling and verbal support.
- Take a deep breath before holding or picking them up and focus on them, not the trauma.
- Get down to their eye level and speak in a calm, gentle voice using words they can understand.
- Tell them that you still care for them and will continue to take care of them so they feel safe.

EARLY CHILDHOOD TO ADOLESCENCE, 6-19 YEARS OLD

- Nurture children and youth in this age group:
- Ask your child or the children in your care what worries them and what might help them cope.
- Offer comfort with gentle words, a hug when appropriate, or just being present with them.
- Spend more time with the children than usual, even for a short while. Returning to school activities and getting back to routines at home is important too.
- Excuse traumatized children from chores for a day or two. After that, make sure they have age-appropriate tasks and can participate in a way that makes them feel useful.
- Support children spending time with friends or having quiet time to write or create art.
- Encourage children to participate in recreational activities so they can move around and play with others.
- Address your own trauma in a healthy way. Avoid hitting, isolating, abandoning, or making fun of children.
- Let children know that you care about them-spend time doing something special; make sure to check on them in a nonintrusive way.

When a Pet Dies

When a pet dies, it's common for people to feel as though they've lost a member of the family. For children, this is often their first encounter with death. *In an attempt to soften the blow, parents sometimes explain the death of a pet in vague ways or skirt the topic altogether. But experts say this just makes things worse by leaving children anxious and mystified.*

Explaining a pet's death to children in a clear, respectful manner can go a long way toward making the journey a little less distressful, and at the same time enhance your connection with your child.