Assisting and Providing Mental Health Literacy to Library Users with Mental Disorders and Developmental Disorders Across Library Settings

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Presenters

Dawn Behrend, Lenoir-Rhyne University; Crossroads Counseling Center
- Instruction and Outreach Librarian
- Licensed Psychological Associate

Patrice Hall, Lenoir-Rhyne University
- Health Sciences Librarian
- 30+ years experience as a medical librarian
Learning Objectives

1. Understand common mental disorders & presentation in patrons
2. Improve interactions with patrons with mental disorders
3. Develop strategies to manage challenging patron behaviors
4. Coordinate with community partners in mental health
5. Gain ideas for mental health programming/awareness
6. Cultivate mental health literacy tools to assist patrons
What is Mental Illness?

❖ “...health conditions involving changes in thinking, emotion, or behavior (or a combination of these)”
❖ Distress and/or impairment in functioning at work, home, or socially

American Psychiatric Association
Prevalence of Mental Disorders in the U.S.

❖ **1 in 5** adults experiences a mental illness
   **1 in 25** adults experiences a serious mental illness
   **1 in 6** youth aged 6 to 17 experiences a mental disorder

❖ **Half** of all chronic mental illness begins by age 14

❖ Suicide is the **3rd leading** cause of death age 10-34 and the **10th** leading cause overall.

National Alliance on Mental Illness (NAMI).
Centers for Disease Control and Prevention (CD)
Common Mental & Neurodevelopmental Disorders

❖ Anxiety Disorders
❖ Mood Disorders
❖ Psychotic Disorders
❖ Neurodevelopmental Disorders
Anxiety Disorders-Prevalence

❖ Most common mental illness in adults (19%)
❖ Over one-quarter (32%) of teens
❖ Nearly one-quarter (22%) of college students

NIMH
American College Health Association (ACHA)
Anxiety Disorders—Diagnoses

- Generalized Anxiety Disorder
- Panic Disorder
- Social Anxiety Disorder
- Separation Anxiety (children)
Anxiety Disorders-Patron Presentation

❖ Jumpy, easily startled
❖ Hypervigilant
❖ Physical symptoms--heart racing, shortness of breath, sweating, fainting, nausea, headache
❖ Restless, tense
❖ Reactive (fight or flight response)
❖ Irritable
❖ Avoidant
Mood Disorders—Prevalence

- 21% of adults will experience at some point
- 14% of teens have experienced
- 18% college students have been diagnosed or treated for depression in the past year
- Depression is the **leading cause of disability worldwide**

NIMH
ACHA
World Health Organization (WHO)
Mood Disorders - Diagnoses

- Major Depressive Disorder
- Persistent Depressive Disorder
- Bipolar Disorder
- Disruptive Mood Dysregulation Disorder (youth)
Mood Disorders-Patron Presentation

❖ Depression:
  - Fatigue; Lack of interest; Low self-esteem; Withdrawal; Hopelessness; Irritability; Tearfulness

❖ Bipolar Disorder:
  - Manic episode: flight of ideas; grandiosity; paranoia; rapid speech; disheveled; irritable; loud; inappropriate

❖ DMDD:
  - Angry outbursts; irritability; defiant; aggression
Psychotic Disorders - Prevalence

- Less than 1% of the population
- 0.4% of college students diagnosed/treated for Schizophrenia
- Onset - late teens to early 30s
Psychotic Disorders - Diagnoses

- Schizophrenia
- Schizoaffective Disorder
- Delusional Disorder
Psychotic Disorders-Patron Presentation

- Auditory/visual hallucinations
- Delusions
- Disorganized speech
- Lack of awareness of their illness
- Negative symptoms: flat affect and speech, poor hygiene
Neurodevelopmental Disorders- Prevalence & Diagnoses

- Intellectual Disability: 1 to 3% worldwide
- ADHD: 8.7% of the U.S. population
- ASD: 1 in 59 children in the U.S.; 1 in 160 globally
- $\frac{1}{3}$ of those with ASD enroll in college, but less than 20% are on track to graduate after 5 years

NIMH
WHO
CDC
Autism Speaks
Neurodevelopmental Disorders-Patron Presentation

❖ Inattentiveness
❖ Disorganization
❖ Difficulty following or understanding directives
❖ Impulsivity
❖ Hyperactivity
Autism Spectrum Disorder (ASD)

ASD is “a complex developmental condition that involves persistent challenges in social interaction, speech and nonverbal communication, and restricted/repetitive behaviors.”.

American Psychiatric Association
Possible Challenging Behaviors in ASD

- Staring inappropriately or looking away when talking
- Speaking loudly
- Not respecting personal space
- Being overly blunt
- Covering ears or complaining of sounds
- Self-stimulating behaviors (i.e. rocking, picking, finger drumming, noises)
- Failure to understand danger or risk
ASD: Tips for Interactions

➢ Structure the interaction
➢ Allow time to process
➢ Be clear and direct
➢ Avoid sarcasm or figures of speech
➢ Use minimal gestures
➢ Be willing to repeat or clarify
➢ Use visuals if possible
➢ Use close-ended questions
Managing Challenging Behaviors
Responding vs. Reacting

❖ Fight, Flight, Freeze
❖ Be aware of and challenge negative self-talk
❖ Breathe
❖ Take a time out
❖ Don’t take it personally
❖ Recognize your capacity to handle the situation
Managing Challenging Behaviors: De-escalating Conflicts

❖ Be empathetic
❖ Be non-threatening: facial expressions, tone of voice, voice volume, body posture, eye contact
❖ Control your own reaction and be professional
❖ Avoid sarcasm, humor, laughing
❖ Keep personal space
❖ Don’t touch the person or restrict their movements
Managing Challenging Behaviors: De-escalating Conflicts

❖ Avoid power struggles
❖ Set enforceable limits with positive alternatives
❖ Allow time for silence and for the person to process what you are telling them
❖ Maintain focus on being helpful--focus on the person, not the behaviors
Maintaining Boundaries

❖ Confidentiality
❖ Apply library rules in a fair and equitable manner
❖ Model respectful interactions for patrons
❖ Do not overshare
❖ Do not ask the patron personal questions based on their information requests
Crisis Response

❖ If the person presents a risk to themselves or others, call 911
❖ If the patron is in crisis but not a threat to themselves or others, contact your local mental health crisis team.
❖ If the patron is no longer in active crisis but remains distressed, offer to assist them in contacting their mental health provider to arrange an emergency session.
❖ Never put yourself in jeopardy. If you feel threatened, leave the situation and seek help. Do not allow a patron to come between you and an exit.
Community Partners

- Student Support Services
- School counselors and social workers
- Primary care physicians
- Local mental health providers
- Vocational Rehabilitation
- Support groups
- Care coordination services (Medicaid, Medicare)
- Department of Social Services
Programming

➢ Facilitate groups focused on special interests
➢ Convocations for students and faculty to increase awareness
➢ Trainings for library staff and student library workers
Mental Health Literacy Resources

Image by Mary Pahlke from Pixabay https://pixabay.com/illustrations/mental-health-mental-health-cloud-1831391/
What is mental health literacy?

“...understanding how to obtain and maintain positive mental health; understanding mental disorders and their treatments; decreasing stigma related to mental disorders; and, enhancing help-seeking efficacy (knowing when and where to seek help and developing competencies designed to improve one’s mental health care and self-management capabilities)"

Challenges in providing consumer health information

- Emotional
- Privacy (HIPPA)
- Complexity
- Terminology
- Health literacy
- Familiarity with resources
Additional challenges for mental health information

➢ Patron’s mental health status
➢ Complex conditions with no “easy cure”
➢ Availability of suitable material
Tips

➢ Be empathetic
➢ Be an active listener
➢ Use open ended questions
➢ Respect privacy/confidentiality
➢ Be prepared for emotions
➢ Be aware of body language
➢ Know your limits and limits of collection/access to information
➢ Do not be afraid to refer the patron back to his/her health care provider

From: Beyond an Apple a Day SCR Teaching Webinar - Beyond an Apple a Day (06.20.2018) https://www.youtube.com/watch?v=YRiSQTy1bYQ&feature=youtu.be
Evidence Based Resources

MedlinePlus

NCCIH: National Center for Complementary and Integrative Health

KidsHealth

CDC: Mental Health

Cochrane Plain Language Summaries

ClinicalTrials.gov

Gale Ebooks (formerly Gale Virtual Reference Library)
Annual Events

March: Developmental Disabilities Awareness Month

April: World Autism Awareness Day (April 2)
National Autism Awareness Month

May: Mental Health Awareness Month
National Children's Mental Health Awareness Day (May 10)

June: PTSD Awareness Month

September: National Suicide Prevention Month

October: World Mental Health Day (October 10)
Mental Illness Awareness Week (first week of October)
ADHD Awareness Month
Additional Resources

➢ SAMHSA Substance Abuse and Mental Health Services: https://www.samhsa.gov/

➢ NAMI National Alliance on Mental Illness https://www.nami.org/

➢ National Institute of Mental Health https://www.nimh.nih.gov/index.shtml

➢ National Center for PTSD http://www.ptsd.va.gov/
National Helplines & Support Numbers

National Suicide Prevention Lifeline (1-800-273-8255)

Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Referral Helpline--1-800-662-HELP (4357)

National Alliance on Mental Illness (NAMI) HELPLINE: 800-950-6264 or texting NAMI to 741741.

Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD): 800-233-4050

Depression and Bipolar Support Alliance (DBSA): 1-800-826-3632
Mental Health Literacy


Selected Titles in ASD


Q & A

Image: http://wikiclipart.com/question-mark-clipart_3781/