



HELPING MY FAMILY THROUGH DIFFICULT SITUATIONS

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We are all trying to find our way. We are on a personal journey, even while in the company of others. Along the way we discover, learn, realize, and love. We desire, strive, make mistakes, and become more fully ourselves. The people we support are on the same journey, and while it may be our vocation to accompany them for some number of hours each day, it is their journey. We may help them along their way, perhaps by illuminating the path or by clearing away obstacles, but we cannot take their journey from them because it is theirs.

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Two Questions

- How do we help our loved ones in such a way that a he/she does not need to resort to aggression or violence in order to participate, be heard, or get his or her needs met?
- If, despite our best, most thoughtful efforts, a person does become aggressive or violent, how can we keep everyone safe and preserve the helping relationship we have worked so hard to create?

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Recognizing positive factors



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Hope and Optimism

- **HOPE!!!** There is LOTS of Hope!
- Hope is the beginning.
- It's a thought that things can get better and a feeling of courage with a spark of new energy.
- Use Language that communicates hope

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Hope and Optimism

- Reminds people of their strengths and abilities.
- Hope emerges when there is a person one can trust, a person who believes in better outcomes, even when the person doesn't believe in better outcomes

Scenario

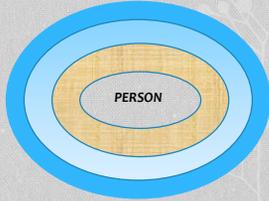
Person: "I feel hopeless and lost and don't know what to do"
 Response: "So you'd really like to get a sense of hope back in your life"

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Relationships



Help the person mobilize his/her support networks



Circle of Support

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Understanding how behavior works

- People have reasons for their behavior.
- The reasons are knowable.
- Knowing the reasons guides our supports.
- Behavior is what we do.
- It is how we interact with the world, how we get our needs met, and how we solve problems.

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Understanding how behavior works

- People don't have problem behavior.
- Behavior is Influenced by its Outcomes
- They only have solution behavior, to get something
- Their behavior may be a problem for us, but to them, it is a strategy they are using to solve a problem.
- Our job is to discover what problem they are trying to solve and help them solve it.

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Positive Behavior Support (PBS) (because without the P, it's all BS)

PBS commits to:

- Helping the person achieve a rich quality of life
- Using positive, non-coercive support strategies that promote resilience, self-determination, and recovery
- Helping people discover and build on their strengths
- Understanding how the person's behavior functions
- Teaching skills and establishing appropriate supports

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CALMS Model

Connect

- Introduce yourself and use the person's name.
- Make it clear that you want to help.
- Build the alliance with I, We, & You messages.
- Acknowledge the person's efforts at self control.

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Assess

- What is the immediate risk to other people, to yourself, and to the escalating person?
- Is the current behavior predictive of further escalation?
- What physical, psychological, or environmental stressors can we identify and begin to control?
- What does the person want? What would help?

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Listen

- What is the person saying? Listen for content.
- What is the person *really saying*? Listen for affect.
- What else is being communicated? Has he made reference to people who are not present who may be at risk?
- Reflect, clarify, and acknowledge.
- Allow silence if it helps.

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Maintain

- Maintain your own safety and the safety of others. This may mean getting help yourself. Don't get too distracted by what she is saying. Stay alert.
- Maintain a helpful distance. Far enough away to be safe but close enough that you still have influence.
- Maintain the connection.

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Support

- Help the person manage his arousal. Support the use of learned coping skills and strategies.
- Return power & establish momentum.
- Help the person identify options and solutions.
- Acknowledge his efforts and successes at self control.
- Clarify limits in a non-threatening a way.
- Take your time.

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Some helpful Tips

Do

- Remain calm
- Be attentive
 - Listen
- Be Patient
- Stay flexible
- Offer options
- Point out strengths
 - Speak slowly
 - Allow silence
 - Others?

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Some helpful Tips

Don't

- Use labels
 - Blame
 - Shame
 - Interrupt
- Raise your voice
- Use jargons
- Offer too much information
 - Use threats
 - Others?

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Self-care

- In order to effectively and safely serve as a container for another person's anger, fear, or distress, we have to stay centered and in touch with our own emotions.
 - Manage adrenal stress and hypoxia
 - Recognize own fear or anger
 - Ask for and accept assistance

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Self-care

Know your sources of anger

- Boundary Issue – Feeling of Betrayal
- Generalization
- Frustration
- Fear
- Emotional Contagion

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Sources

Instructor Manual, Therapeutic Options, Inc., M. Partie, 2014.

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FAMILY RESILIENCE PLAN

A Family Workbook
Marc Community Resources
Family Support Services

Family Resilience Plan

- This workbook is intended to give families a tool to recognize and develop resources that can be used to handle crisis, further wellness, and support their loved one's recovery.
- Each section of this workbook can be completed as a "stand-alone document", depending upon the needs of the family and their loved one. Upon completion, the family is encouraged to share this document with others identified as support persons.

The Family Resilience Plan works because:

- It is individualized. You decide what is best for your family, no one else can do it for you.
- It improves your ability to communicate effectively with your family members and health care providers.
- You directly address the feelings, symptoms and circumstances that are most troubling to you with plans to respond to them.

The Family Resilience Plan works because:

- Your sense of hope will be renewed that things can get better and that you have control over your life and how you feel.
- This workbook is an accumulation of information from SAMHSA's Action Planning for Prevention and Recovery booklet and The Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities.

This Family Resilience Plan includes the following sections:

- Crisis Plan
- Wellness Plan

Things to keep in mind when developing your Family Resilience Plan:

- What you write now will change. Review your plan every 6 months to 1 year to keep it up to date.
- Don't rush the process. Take your time to complete the plan and don't worry if you can't answer everything immediately. You are making good steps to resilience!
- If you can, complete the plan when your family is well. This will provide a better frame of mind to complete it.
- Make sure what you write is clear, easy to understand and legible.

Crisis Plan

- Healthcare Providers and Medications

List the providers your loved one sees and the medications your loved one uses, so that all of the information is readily available in case of a crisis.

Crisis Plan

Health Care Provider	Name	Contact Information
Doctor		
Case Manager		
Other Health Care Provider		
Other Health Care Provider		
Other Health Care Provider		

Crisis Plan

Medication	Dosage	Why you are using it

Crisis Plan

- Planning for your loved one's care

In case of a crisis, it is important to know what kind of care your loved one would prefer.

Crisis Plan

List the medications that your loved one would prefer to take if needed, including ones that have worked in the past.

Crisis Plan

List the medications that your loved one would like to avoid, including ones that had negative effects in the past.

Crisis Plan

- Planning for your loved one's care

In case of a crisis, it is important to know what kind of care your loved one would prefer.

Crisis Plan

List the treatment facilities your loved one would like to go to with their contact information.

Crisis Plan

List the treatment facilities your loved one would prefer not to go to with reasons as to why

Crisis Plan

• Supporters

List which family members can step in and help during a crisis and what actions each one should take. List other supporters of your family as well who can help take care of other responsibilities that you are unable to take care of at the time. Write their contact information. Before listing them, confirm with them that they would be willing to help

Crisis Plan

Examples: Mom will contact Susie's case manager to make sure Susie is still going to the clinic every week. The neighbor will take the dog for a walk in the morning if Dad and Ron have a staffing they have to go to.

Name	Actions Taken	Contact Information

Crisis Plan

• Supporters

When your loved one is admitted to a treatment facility or hospital, it is important that certain family members and health care providers are notified. Make a list of people that you and your loved one agree upon, with their contact information.

Crisis Plan

Some of these people may want to visit your loved one at the facility. Talk with your loved one about who would have permission to visit them and who would not.

Name	Actions Taken	Permission to visit?

Crisis Plan

• Respite

Sometimes a crisis seems more manageable after your family has gotten a break from each other. Write down any respite programs you have used before or other family members or friends who can take care of your loved one when you need a break.

Name	Contact Information

Crisis Plan

• Recognizing Recovery

- The goal of a crisis plan is to help your loved one recover as quickly as possible. It is important to recognize signs of recovery, in order to return to regular habits from the Wellness Plan.
- Brainstorm with your loved one signs that demonstrate that they have recovered enough to be able to take care of themselves and that you no longer need to use the Crisis Plan.

Crisis Plan

Examples: They are eating at least two meals a day. They are awake for at least six hours a day.

Crisis Plan

- Discharge Concerns

As a result of hospitalization, your loved one may face issues when they are discharged. List concerns that may need to be resolved during the hospital stay before being discharged.

Examples: where your loved one will live, when they will see their psychiatrist next

Crisis Plan

Discharge concern:

Resolution to problem:

Discharge concern:

Crisis Plan

Resolution to problem:

Discharge concern:

Resolution to problem:

Wellness Plan

• By developing a wellness plan, you and your family will know what they must do to stay well and prevent a crisis from happening.

• Wellness Toolbox

What makes your family feel good? What does your family do to help themselves when they are having a hard time? What would you like your family to start doing to help yourselves feel better? List as many things as you can; this will be used to help you develop other action plans.

Wellness Plan

Examples: Take a walk together. Go to church. Journal.

Wellness Plan

• Feeling Well

What is your family like when they are well? How can you tell your family is feeling good?

Wellness Plan

Examples: Go to breakfast every Sunday morning together. Every member does their weekly chores. We are able to have a disagreement with-out raising voices at each other.

Wellness Plan

- Daily List

What are things your family members do daily to stay well?

Wellness Plan

Examples: Fred makes his breakfast every morning. Maria takes her medications each night. Everyone eats 3 meals a day and drinks 6 glasses of water.

Wellness Plan

• Triggers

What sets your family off? What situations make your family feel sad or anxious? What can you do to stop these feelings from causing a crisis? What item on your wellness toolbox would help you feel better?

Examples: holidays, financial problems, frightening news events, physical illness

Wellness Plan

If we experience this:	→	This action will help us feel better:
	→	
	→	
	→	
	→	
	→	
	→	

Wellness Plan

• Early Warning Signs

What is happening when your family is beginning to feel bad or not functioning well? How does the breakdown of healthy habits begin? What can you do to get your family back on track?

Examples: Arguing more than usual, avoiding each other, staying at home and not spending time with other friends

Wellness Plan

This happens when we aren't feeling well:	→	These actions help us get back on track:
	→	
	→	
	→	
