

ROADMAP THROUGH THE MENTAL HEALTH SYSTEM IN MASSACHUSETTS 2021



PRESENTED BY:
NAMI PLYMOUTH AREA/
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MISSION OF NAMI PLYMOUTH AREA

NAMI PLYOUTH AREA IS A 501(C)3 NONPROFIT ORGANIZATION THAT PROVIDES SUPPORT, EDUCATION AND ADVOCACY THROUGHOUT THE PLYMOUTH, MA, AREA ON BEHALF OF INDIVIDUALS AND FAMILIES AFFECTED BY MENTAL ILLNESS.

**MISSION OF THE MASSACHUSETTS
DEPARTMENT OF MENTAL HEALTH**

TO PROVIDE FOR SERVICES TO ADULTS WITH SERIOUS AND PERSISTENT MENTAL ILLNESS AND CHILDREN WITH MENTAL ILLNESS OR SEVERE EMOTIONAL DISTURBANCE AND THEIR FAMILIES EARLY AND ONGOING TREATMENT INTO THE CAUSES OF MENTAL ILLNESS, PURSUANT TO MA GENERAL LAW C. 19 AND C. 123.

**MISSION OF PLYMOUTH DMH
SITE ADVISORY BOARD**

TO PROVIDE GUIDANCE AND SUPPORT FOR THE DELIVERY OF QUALITY MENTAL HEALTH CARE FOR ADULTS, YOUTH AND THEIR SUPPORT NETWORK WITHIN THEIR LOCAL COMMUNITIES

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Introduction:

This “Roadmap Through the Mental Health System” is a resource, written from the perspective of peers and family members, and designed for use by you and your family.

Everyone involved in developing the Roadmap has been touched in a profound way by the onset and presence of mental illness. We have all experienced setbacks, and, perhaps because of them, we have grown and become more resilient advocates for ourselves or for our loved ones. Whether working together to compile this resource, or picking our way through common pitfalls that can endanger mental health, we have found strength, support and efficacy in sharing our stories and our experiences.

Early on, navigating the mental health system can be quite complicated and confusing for you and your family. Keep at it! Ask questions! Join a support group! Advocate for yourself or for your loved one! Recovery from a mental health condition is a highly individualized process involving support, education about mental health conditions, cooperation from the mental health system, treatment, case management, client rights, employment, self-help and wellness. We have included topics we found most essential in our own families’ journeys.

The “Roadmap” also includes many—but certainly not all—miscellaneous tools to aspire to a future for folks feeling vulnerable. Some are local and others, nationwide. In all cases, we have tried to focus on strategies leading to recovery, resiliency and a meaningful quality of life.

Although there is not yet a cure for mental illness, we expect a better future in a realistic way, and we wish the same for all who use this resource. We welcome your feedback.

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Following are immediate options available in the Plymouth area for the care of a loved one (or for yourself), if the need is urgent.

CRISIS RESOURCES

Massachusetts Emergency Services Program* (ESP) Provider.

Serves Southeastern MA towns of Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester and Wareham:

Child and Family Services

202 South Meadow, Unit 5B
Plymouth, MA 02360
877-996-3154

*The emergency services program is designed to provide psychiatric assessment and intervention to people of any age who are in a crisis situation. Emergency mental health services are mobile and provide outreach services to homes, schools and residential settings. Provides crisis assessment and stabilization intervention services can be expensive; some of the insurance options are discussed later in the Roadmap.

Beth Israel Deaconess Hospital Plymouth Emergency Room

Beth Israel Deaconess-Plymouth
275 Sandwich Street
Plymouth, MA 02360
Emergency Department 508-830-2800

Let them know that you have a family member having a mental health crisis or harming themselves, etc. Once admitted, the Emergency Department (ED) is required to follow a Department of Mental Health (DMH) expedited policy: www.mass.gov/doc/expedited-psychiatric-inpatient-admissions-protocol-20/download. This states that the Emergency Room (ER) must follow certain protocol when conducting a bed search. Once 96 hours has elapsed and a bed has not been identified, DMH must be contacted by the ER.

Local Police Department - Dial 911

When calling, let them know you need help with a family member who is experiencing a mental health crisis. If this is a regular occurrence you can contact your police department in advance to let them know if you call that it is related to a mental illness. This can help with de-escalation once the police arrive.

Massachusetts Dept. of Mental Health

Application, Eligibility and Appeal

DMH provides a range of services that include inpatient continuing care, emergency services, case management and other community and recovery-oriented services, such as Adult Community Clinical Services (ACCS) Program for Assertive Community Treatment (PACT), Clubhouse and Respite.

Children and teenagers are eligible for Child and Adolescent case management, individual and family flexible supports, therapeutic after school programs, Caring Together, Clinically Intensive Residential Treatment (CIRT), Intensive Residential Treatment Programs (IRTP), Parent and Family Support Services, Transition Age Youth, School and Community Therapeutic support, Information and Referral, Consultation and education, Juvenile Forensic court services, continuing care inpatient services and MA Child Psychiatry Access Program (MCPAP).

Who may apply? An applicant, or an applicant's legally authorized representative, in a process formally called "Limited Assistance Representation" (LAR), may apply for DMH services. A program or facility may sign and submit an application on behalf of an adult under one of the following circumstances:

- 1) The program or facility notifies the applicant that an application is being submitted on his or her behalf, and the applicant does not object.
- 2) The program or facility believes that the applicant is incapacitated and has filed a petition for guardianship of person with the court.

Application Forms: Information can be obtained from the **DMH Plymouth Area Office: 38 Industrial Park Road, Plymouth, MA 02360. 508-732-3000**. This office serves the towns of Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth and Plympton.

Application forms and appeals guidelines may also be found at:

www.mass.gov/dmh

Clinical Criteria: To meet clinical criteria for DMH services, the applicant must have a qualifying mental disorder as the primary disorder requiring treatment and meet functional impairment and illness duration criteria. An adult applicant must have a serious and long-term mental illness that has resulted in functional impairment that substantially interferes with or limits one or more major life activities.

Serious and long-term mental illness is a disorder of thought, mood, perception, orientation, or memory that grossly impairs judgment, behavior and capacity to recognize reality, and that results in an inability to meet the ordinary demands of life.

Co-occurring Disorders: An individual with a substance abuse disorder may be authorized for DMH services if he or she is determined to have a qualifying mental disorder, meets impairment and duration criteria, requires DMH services and has no other means for obtaining them, and DMH has available capacity to provide the services.

To meet functional impairment criteria, the impairment does not have to be solely attributed to an individual's qualifying mental disorder.

Treatment and care for Co-occurring disorders includes a number of community-oriented Recovery Services, such as Support groups; Community clinics; Places of worship; and Other community organizations. Family members, Friends, Caregivers and other Social networks are all great helps in this area. Recovery services often offer Peer Support programs. These are provided by individuals who have common life experiences. Includes mentoring, coaching, building skills, navigating health care system.

Functional Impairment: Difficulties resulting from a primary major mental illness must persistently and substantially interfere with or limit role functioning in one or more major life activities and be expected to do so in the succeeding year.

NOTE: Major life activities include basic daily living skills (e.g., eating, bathing, dressing, maintaining a household, managing money, accessing generic community services, taking prescribed medication) and functioning in social, family and vocational/educational contexts. Risk of harm to self or others is also recognized as an index of functional impairment.

Appeal Guidelines

Who may appeal? A determination by DMH that an applicant is not approved for DMH services based on clinical criteria may be appealed by an applicant, the applicant's LAR, if any, or a person designated by the applicant when there is no LAR using the procedures established by the Department and outlined below. DMH staff will provide the applicant with the necessary names, addresses and telephone numbers to initiate an appeal.

How is an Appeal Filed? An applicant wishing to appeal formally or informally should provide additional information to support the reversal of the denial decision:

1. Request an informal meeting with Area Director or designee within ten days of receiving the notification of denial to ask questions and resolve any issues or ask that this informal meeting be waived (the applicant may bring other persons to this meeting if desired);
2. If the informal meeting has been waived, or if the applicant is still dissatisfied with the decision, the applicant may file a written notice with Area Medical Director, a Request for Reconsideration by the Area Medical Director within ten days after the conclusion of the informal conference or the agreement to waive.

The Area Medical Director must render a decision on the Request for Reconsideration within twenty days of receipt of the request, unless the time is extended by mutual consent of the Area Medical Director and the person filing the Request for Reconsideration.

Applying for and Choosing Services

The Department of Mental Health (DMH) provides a range of services for mental health patients that include inpatient care, emergency services, case management, managed and/or supported housing options and other community and recovery-oriented services. Most of these services are free or covered by the applicant's health insurance.

DMH service plans vary depending upon the patient's needs and age. – Children, Transition Aged Youth (TAY) and Adult each have unique programs. Adult programs may include Adult Community Clinical Services (ACCS), Program for Assertive Community Treatment (PACT), Clubhouse and/or Respite. Some of the Child services are Therapeutic After School Program (TAP), Intensive Residential Treatment Program (ITRP) and other parent and family support services.

ELIGIBILITY REQUIREMENTS: DMH clients must meet the diagnostic criteria specified within the *Diagnostic and Statistical Manual of Mental Disorders*.

To be eligible for DMH services, an ADULT must have a qualifying mental illness that includes a substantial disorder of thought, mood, perception, which grossly impairs judgment, behavior, capacity to recognize reality or the ability to meet ordinary demands of life; and is the primary cause of functional impairment that interferes with or limits the performance of one or more major life activities, and is expected to do so in the succeeding year.

To meet the clinical criteria to receive DMH services, a CHILD or ADOLESCENT must be younger than 19 years old at the time of application and have a serious emotional disturbance that has lasted, or is expected to last at least one year; and has resulted in functional impairment that substantially interferes with or limits the child's or adolescent's role if functioning in family, school or community activities. More on Child/Adolescent Services and process is described in the next section.

HOW TO APPLY: An application form may be obtained at the DMH Offices, 38 Industrial Park Road, Plymouth MA 02360 or online at www.MASS.GOV/DMH. The application form includes detailed instructions as well as information about the review process.

We strongly recommended you contact your insurance provider about mental health services before taking the time to apply.

You'll save time by reading all of the information and gathering the necessary documents before completing the application. An applicant or his/her Legally Authorized Representative may apply for DMH services. If the applicant is currently receiving mental health services or is hospitalized, the program or facility may assist with the application process or file for services on the applicant's behalf in some instances. It won't hurt to ask.

WHAT TO EXPECT: Within seven (7) days of receipt of a Request for Services application, DMH will contact the applicant, parent, or guardian by telephone. During this call DMH will:

- Review the determination process
- Confirm the applicant or guardian wants to continue with the determination process
- Assess the applicant's immediate or emerging needs as appropriate, and
- Initiate the collection of relevant medical and other information that supports the applicant's request for services.

Generally, within 20 days the Area Director will notify the applicant if they meet the required clinical criteria for services. Then, if approved, during the succeeding 20 days the Area Director shall determine if the applicant needs DMH services.

The applicant will also be notified if and when additional information is needed. If services are denied the applicant will be notified of the Appeals Process and steps to follow.

INSURANCE

Having insurance is a must for behavioral health care. It is important to understand a given insurance plan to know if all treatments are covered. If any service is denied, follow up with your insurance company. Many times, you can get exceptions and insurance will cover the cost. Sometimes you will need to speak with several people. Don't be afraid to ask to speak with supervisor or someone else if you are getting incorrect information. Remember: insurance companies authorize services but don't necessarily know how the service is beneficial. If a service is denied, call your insurance company and speak with them to assist. *A case manager may be available to you as well but you do need to ask for one.*

MassHealth

In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth members may be able to get doctor's visits, prescription drugs, hospital stays, and many other important services.

Website: www.mass.gov/masshealth

Phone 800-241-2900

Child/Adolescent Services

As a parent, we know that there are many challenges to raising a healthy and happy youth. When your child suffers from any mental health care need, you'll face special stresses and needs to elevate your care and concern for the child's well-being. Here is some advice on how to face these greater challenges.

How to tell if your child/adolescent is in need of Mental Health Care

These are feelings and behaviors we all experience. Having one or more could be a warning sign. If you have one or more of these, see your doctor or a specialty provider:

- Feeling unusually confused, forgetful, on edge, angry, upset, worried, or scared
- Eating or sleeping too much or too little
- Having low or no energy
- Feeling irritable or annoyed more than usual, or all the time
- Having unexplained aches and pains
- Feeling helpless or hopeless
- Feeling sad or anxious or "empty"
- Loss of interest or pleasure in hobbies and activities
- Feeling restless or having trouble sitting still
- Difficulty concentrating, remembering, or making decisions
- Smoking, drinking, or using drugs more than usual
- Having thoughts about death, suicide, or hurting yourself or others

Treatments available

Therapy or counseling

Medication

Supportive services

Peer mentor

Day programs

Partial Programs

Inpatient Hospitalization

PUTTING TOGETHER A CARE TEAM FOR YOUR CHILD

This could include:

Pediatrician

Behavioral Therapist

Psychiatrist

Insurance Provider

Residential Providers

DCF Social Worker or Mental Health Specialist

In-Home Behavioral Therapist

School Counselor

Family Partner

Intensive Care Coordinator

Therapeutic Mentor

PARENT CHALLENGES

What is difficult: When home getting to school, school suspensions, not knowing what to do, asking for program information, calls at work need to pick up your child, calls at home, suicide attempt and restraints.

If you are working it may be helpful to apply for Federal Medical Leave Act to protecting your job.

Parents can feel isolated and stressed. Other parents with similar experiences are helpful. Sharing stories, understanding words and their meanings. Many times, parents are the case manager, or feel like they are. They are their child's biggest advocate.

You may find yourself thinking, "How do you determine what is being helpful"? There is no one answer to this. In general, it is a combination of all or some team members. It can be an "aha" moment your child experiences. Continuity of care is important. But if the care is not working, move onto new team members.

Recommended Books

1. *Shut Up About Your Perfect Kid* A survival guide for ordinary parents of special children by Gina Gallagher & Patricia Konjoian.
2. *The Body Keeps the Score Brain, Mind, and Body in the Healing of Trauma* by Bessel Vander Kolk, M.D.
3. *Perfect Chaos: a daughter's journey to survive bipolar, a mothers' struggle to save her* by Linea Johnson and Cinda Johnson.
4. *You are Not Alone: hope for hurting parents of trouble kids* by Dena Yohe.
5. *Boy Meets Depression or Life Sucks and Then you Die-Live* by Kevin Breel.

Sibling Support

Emily Rubin- <https://masiblingsupport.org> Well-done website with a wealth of information.

Massachusetts Sibling Support Network (MSSN): Growing up with a brothers or sister with a disability, whether the disability is mental or physical, seen or unseen, is a unique, challenging, and potentially rewarding experience.

The MSSN supports siblings of people with disabilities in the following ways: creating welcoming communities for siblings across the lifespan; improving the range and availability of sibling support services; and providing education about sibling-related issues.

MSSN's recommended reading

The Explosive Child: A New Approach to Understanding and Parenting Easily Frustrated, Chronically Inflexible Children by Ross W. Green (also visit www.livesinthebalance.org)
Being the Other One: Growing Up with a Brother or Sister Who Has Special Needs by Kate Strohm

Turbo Max: A story for Siblings of Bipolar Children by Tracy Anglada

The Sibling Slam Book: What It's Really Like to Have a Brother or Sister with Special Needs by Don Meyer (editor)

FINDING A THERAPIST

- Talk with Primary Care Doctor
- Call your insurance provider
- Contact the NAMI Compass helpline. Available Monday through Friday, 9 am – 5 pm (excluding holidays). Call 617-704-6264 or 800-370-9085; or email compass@namimass.org.
- Contact the William James College Interface Program Helpline. Available Monday through Friday, 9 am – 5 pm. Call 888-244-6843 (toll free); 617-33-3666 (local). There are 33 towns where the service is available. In the South East area these are the towns where it is available (as of 9/24/2020) Cohasset, Duxbury, Middleboro, Marshfield, Plymouth, and Scituate. <https://interface.williamjames.edu/communities>

How to know if provider is right for you:

- Understand terminology
- Ask questions and understand answer
- Respectful of culture opinions, values and beliefs
- Would you feel comfortable going back?
- Can you contact
- Covered by insurance

Sometimes treatments can be a mix of counseling, supportive services and medication. Peer support services are provided by individuals who have common life experiences - including mentoring, coaching, building skills, and navigating health care system. (See section below entitled “Peer-Run Services.”)

Legal Issues: Guardianship, Rogers, Commitment, HIPAA

GUARDIANSHIP

According to the State of Massachusetts, Guardianship is a legal process that grants the guardian authority to care for, and make decisions on behalf of, an incapacitated adult. The person asking to be named guardian is called the petitioner, and the person believed to be incapacitated is called the respondent. (available at [Guardianship & Conservatorship of Incapacitated Persons | Mass.gov](#)).

A guardian may be appointed for an adult (18 years or older) who is deemed to be an “incapacitated person” by the Probate Court in the county in which the person resides. “Incapacity” is the legal standard in Massachusetts that essentially requires that the person have a clinically diagnosed condition that impairs decision-making to such an extent that the person is unable to “meet the essential requirements for physical health, safety or self-care.” A guardian may be authorized to make decisions about the person’s daily needs, residence and medical treatment.

It is important to recognize that there are limitations to guardianship powers. If the person has a health care proxy, the guardian cannot override predetermined medical decisions without the court's permission. The guardian cannot admit the person to a nursing home without court approval. With respect to mental health treatment, there are two important exceptions to a guardian's authority. Neither the guardian nor the Probate Court may admit an incapacitated person to a mental facility. An incapacitated person may only be admitted through the involuntary commitment process (see "Civil Commitment" below). Furthermore, a guardian cannot consent to administration of antipsychotic medication without a separate judicial proceeding in which the court must approve a treatment plan, which is known as a "**Rogers Order.**"

While there are limitations on a guardian's authority, it may still be a useful tool for caregivers who are trying to help a relative or friend who lacks insight into their mental illness. In order to make informed health care decisions on the person's behalf, the guardian must have access to medical information. Thus, a health care provider is not bound by medical privacy laws, such as HIPAA (see below) when it comes to discussing the person's healthcare or medical needs with the guardian.

Furthermore, the guardian may apply for benefits and services for the individual, as well as advocate and monitor the services that the person is supposed to receive. Any person may file a petition (referred to as the "Petitioner") with the Probate Court to obtain guardianship for an "alleged incapacitated person" (referred to as the "Respondent"), along with a medical certificate, which must be completed by a physician, licensed psychologist, certified psychiatric nurse, or nurse practitioner. The court will provide a hearing date, which must be served upon the Respondent.

The Respondent has a right to be present at the hearing and be represented by counsel. If the court grants guardianship, decisions made by the guardian on behalf of the incapacitated person must be in the person's best interest. The guardian must file a report with the court concerning the incapacitated person's care and treatment at least annually.

ROGERS ORDER

In 1983, the Supreme Judicial Court of Massachusetts ruled that a person who refuses antipsychotic medication cannot be medicated over objection unless a court deems that the person is incompetent to make an informed decision about treatment. A court must also approve the administration of antipsychotic medication to an individual who consents, but lacks the capacity to make an informed decision about treatment. The standard that a court uses to determine whether it is appropriate to approve treatment is "substituted judgment," based on whether the person would accept treatment if he were competent. The court considers several factors, such as the patient's previous expressed interests, how the impact on the family would impact the patient's decision, possibility of side effects, prognosis without treatment and available alternatives.

A request for a Rogers Order may accompany a petition for guardianship, if the patient is in the community. The request must be accompanied by a clinician's affidavit and a proposed treatment plan. The court will appoint a Rogers Monitor to ensure that the patient is being treated in accordance with the plan. If a patient is involuntarily

committed to a hospital and does not already have a Rogers Order, the facility may file a petition with the District Court for authorization to administer antipsychotic medication.

COMMITMENT (SECTION 12)

The term “section” is commonly used in reference to a person who is being held in custody (for a psychiatric evaluation) or has been involuntarily hospitalized for treatment. It refers to Section 12 of the Massachusetts law that governs involuntary commitment, which establishes the procedure for committing a person who is alleged to have a mental illness, when the failure to retain him in strict custody would create a ‘likelihood of serious harm.’ Any person may file an application with the District Court under Section 12 for a three-day commitment to a hospital. A medical or mental health professional, or a police officer, may also initiate the process. After an initial 3-day period, the facility director may apply to the court for an extension.

A person who has a mental illness and meets the requirements for civil commitment may be admitted to a psychiatric hospital without his consent. **The legal standard for involuntary commitment is widely misunderstood. A person may be involuntarily committed if “the failure to retain him in strict custody would create a ‘likelihood of serious harm,’ which is not limited to suicidal or homicidal, as commonly believed.** The conditions that meet the criteria under Massachusetts law are:

1. Substantial risk of physical harm to the person himself (suicide *or serious bodily harm*);
2. Substantial risk of physical harm to other persons (homicide *or other violent or behavior that places the person in reasonable fear of serious physical harm*); or
3. Very substantial risk of self-harm, based upon evidence that the ‘person’s judgment is so affected that he is unable to protect himself in the community and that reasonable provision for his protection is not available in the community’.

The third standard, which is based upon a person’s inability to take care of himself in the community, is rarely applied in Massachusetts, although there is no reason that it cannot be used.

Contrary to popular belief, “imminent” does not mean “immediate” for purposes of determining the risk of harm to self or others, according to Massachusetts Supreme Judicial Court. That is, a “substantial risk” of harm does not require that the anticipated harm will occur immediately. Rather, it must be shown that there is a substantial risk that the harm will materialize in the ***reasonably short term—in days or weeks rather than in months.***

HIPAA

Medical and mental health professionals cite HIPAA (the *Health Information Portability and Accountability Act*) when refusing to discuss a patient’s health or treatment with family members. However, certain aspects of patient privacy and confidentiality of medical information existed under medical ethics and state statutes long before HIPAA became law. HIPAA is a federal law that applies to everyone. However, it is important to understand whether a state law may prohibit a disclosure that is allowed under HIPAA.

HIPAA and mental health treatment. HIPAA applies uniformly to all protected health information, whether an individual is receiving mental health or any other medical treatment. The only exception is that “psychotherapy notes” (personal notes of a therapist) cannot be shared. This is also the case under Massachusetts law.

Providing information to health care professionals. There is nothing in HIPAA or state law that prevents health care providers from listening to family members or other caregivers who may have concerns about the health and well-being of the patient, so the health care provider can factor that information into the patient’s care. Providers are not required to disclose the information to the patient.

HIPAA and a patient’s consent to disclosure of information. Under HIPAA, information may be shared with families who are involved in or pay for the patient’s care under certain circumstances *if the patient does not object*. Written authorization is not required. Additionally, consent can be implied, for example, when a family brings an individual to the emergency room and the individual does not ask the family to leave the room.

HIPAA and disclosure of information to families. U.S. Health and Human Services (HHS) issued a guidance document in 2017 that addresses the issues of concern to families. [HIPAA Privacy Rule and Sharing Information Related to Mental Health \(hhs.gov\)](https://www.hhs.gov/hipaa/for-professionals/special-topics/mental-health/) The guidance provides examples in which a health care provider may share information with a family even if the individual objects:

1. The provider believes, based on professional judgment, that the patient does not have the capacity to agree or object to sharing the information, such as a patient who is suffering from temporary psychosis or is under the influence of drugs or alcohol.
2. The provider has a good-faith belief that the patient poses a threat to the health or safety of the patient or others, and the family member is reasonably able to prevent or lessen that threat. (The risk of harm need not be immediate. See “Admission to psychiatric facilities” above.)

The HHS guidance includes the following example: If a doctor knows from experience that, when a patient’s medication is not at a therapeutic level, the patient is at high risk of committing suicide, the doctor may believe in good faith that disclosure is necessary to prevent or lessen the threat of harm to the health or safety of the patient who has stopped taking the prescribed medication, and may share information with the patient’s family or other caregivers who can avert the threat.

Duty to warn in Massachusetts. HIPAA does not require that providers notify family members or law enforcement of a threat to health or safety. In Massachusetts a licensed mental health professional (LMHP) has a duty to warn potential victims of harm if:

1. The licensed mental health professional knows that the patient has a history of physical violence and believes that there is a clear and present danger that the patient will attempt to kill or inflict serious bodily injury on a reasonably identified victim or victims.

2. The patient has communicated an explicit threat and has the intent and ability to harm a specific individual.

In such circumstances, the LMHP may also notify the appropriate law enforcement agency, arrange for the patient to be hospitalized voluntarily, and/or initiate proceedings for involuntary hospitalization.

HIPAA provides certain exceptions for withholding information about an individual's health information. However, these exceptions are permissive. In other words, a patient's verbal consent is sufficient under HIPAA, but a hospital policy may still require written consent. Still, it is important to understand what is allowed under HIPAA the next time a health provider says "I can't talk to you because of HIPAA."

Importance of Self-Care... The ups and downs in your family member's illness can have a huge impact on you.

To be able to care for the people you love, you must first take care of yourself. It's like the advice we're given on airplanes: put on your own oxygen mask before trying to help someone else with theirs. Taking care of yourself is a valid goal on its own, and it helps you support the people you love.

Caregivers who pay attention to their own physical and emotional health are better able to handle the challenges of supporting someone with mental illness. They adapt to changes, build strong relationships and recover from setbacks. Here are some suggestions for personalizing your self-care strategy.

Understand How Stress Affects You

Stress affects your entire body, physically as well as mentally. Some common physical signs of stress include:

- Headaches
- Low energy
- Upset stomach, including diarrhea, constipation and nausea
- Aches, pains, and tense muscles
- Insomnia

Begin by identifying how stress feels to you. Then identify what events or situations cause you to feel that way. Once you know which situations cause you stress, you'll be prepared to avoid it and to cope with it when it happens.

Protect Your Physical Health

Improving your physical wellbeing is one of the most comprehensive ways you can support your mental health.

- **Exercise daily.** Exercise can take many forms, such as taking the stairs whenever possible, walking up escalators, and running and biking rather than driving. Daily exercise naturally produces stress-relieving hormones in your body and improves your overall health.
- **Eat well.** Eating mainly unprocessed foods like whole grains, vegetables and fresh fruit is key to a healthy body.

- **Get enough sleep.** Adults generally need between seven and nine hours of sleep. A brief nap—up to 30 minutes—can help you feel alert again during the day. Even 15 minutes of daytime sleep is helpful.
- **Avoid alcohol and drugs.** They don't actually reduce stress and often worsen it.
- **Practice relaxation exercises.** Deep breathing, meditation and progressive muscle relaxation are easy, quick ways to reduce stress. When conflicts come up between you and your family member, these tools can help you feel less controlled by turbulent feelings and give you the space you need to think clearly about what to do next.

Recharge Yourself

When you're a caregiver of someone with a condition like mental illness, it can be incredibly hard to find time for yourself, and even when you do, you may feel distracted by thinking about what you "should" be doing instead. But learning to make time for yourself without feeling you're neglecting others—the person with the illness as well as the rest of your family—is critical.

Any amount of time you take for yourself is important. Being out of "caregiver mode" for as little as five minutes in the middle of a day packed with obligations can be a meaningful reminder of who you are in a larger sense. The point is not what you do or how often you do it, but that you do take the time to care for yourself. It's impossible to take good care of anyone else if you're not taking care of yourself first.

Practice Good Mental Habits

Avoid Guilt

Try not to feel bad about experiencing negative emotions. You may resent having to remind your spouse to take his medication, then feel guilty. It's natural to think things like "a better person wouldn't be annoyed with their spouse," but that kind of guilt is both untrue and unproductive. When you allow yourself to notice your feelings without judging them as good or bad, you dial down the stress and feel more in control.

Notice the Positive

When you take the time to notice positive moments in your day, your experience of that day becomes better. Try writing down one thing each day or week that was good. Even if the positive thing is tiny ("It was a sunny day"), it's real, it counts and it can start to change your experience of life.

Gather Strength from Others

NAMI support groups exist to reassure you that countless other people have faced similar challenges and understand your concerns. Talking about your experiences can help. The idea that you can, or should be able to, "solve" things by yourself is false.

You may feel you don't have the time to stay in touch with friends or start new friendships. Focus on the long-term. If you can meet up with a friend once a month, or go to a community event at your local library once every two months, it still helps keep you connected. It also gives you the chance to connect with people on multiple levels. Being a caregiver is an important part of your life, but it's not the whole story.

TRANSGENDER YOUTH/FAMILY SUPPORT

Transgender youth and children often experience mental health challenges resulting from unique situations they face and the difficult decisions they need to make, often at a young age. They often experience rejection from family and friends, relentless bullying and harassment along with the anxiety and stress of dealing with their identity. This can result in depression, eating disorders and other mental health challenges which in the most severe situation can result in suicide.

We are fortunate to have in Massachusetts Children's Hospital in Boston where a Gender Management System (GEMS) was started in 2007. Boston Children's Hospital (the following is taken from their website:

[Gender Multispecialty Service \(GeMS\) | Boston Children's Hospital](#)

Norman P. Spack is an American pediatric endocrinologist at Boston Children's Hospital, where he co-founded the hospital's Gender Management Service clinic in February 2007. It is America's first clinic to treat transgender children.

The Gender Multispecialty Service (GeMS) at Boston Children's Hospital is committed to providing the highest level of individualized, safe, and affirmative care to gender-diverse and transgender individuals and their families. Founded in 2007, GeMS was the first major program in the U.S. to focus on gender-diverse and transgender adolescents. Since that time, they have expanded their program to welcome patients from ages 3 to 25.

The approach

At GeMS, the mission is to assess and care for gender-diverse children, teens, and young adults through excellence in clinical care, advancement of research, and training other clinicians. They take a team approach to gender-affirmative care, partnering with experts from many different specialties, both at Boston Children's and the community. These include:

- primary care
- adolescent medicine
- individual, group, and family therapists
- plastic surgery and the Center for Gender Surgery
- reproductive endocrinology
- urology
- gynecology
- schools and academic institutions
- LGBTQ+ support groups and organizations

Together, they provide physical and psychological assessment, ongoing medical care, and additional referrals as needed. They now also offer telehealth visits to eligible patients when appropriate.

Gender Multispecialty Service (GeMS) Patient Resources

Boston Children's resources- these are available on their website

Boston Children's Guide to Gender Identity and Pronoun Use. This guidebook for health care professionals and others is a good basic primer on pronouns.

Changing names and gender markers. This document contains information from GeMS on changing your child's name and gender marker.

GeMS guidelines for finding a therapist. This document can help guide your family to finding a gender-affirming therapist.

Mindfulness Skills Group. This is an innovative, day-long mindfulness group for transgender and gender diverse youth, adolescents, and young adults who are already involved with GeMS. Participants will learn everyday mindfulness techniques to manage stress and cope with anxiety related to navigating the many stages of gender transition. Additionally, members will have opportunities to benefit from mutual aid, to meet peers with similar experiences, and to feel connected to the GeMS community. If you are interested in being part of one of the monthly groups, please contact a mental health or medical clinician on your GeMS team.

The following books are recommended to read:

Becoming Nicole by Amy Ellis Nutt. The book shares a family experience going through the transgender process. It is broken down into four parts: 1. Beginnings, 2. The Sexual Brain, 3. Gender Matters, and the last chapter 4. Breaking Barriers. Following the end of the book are Sources, Resources, a Glossary and a Readers Guide. The information provided in the book is helpful in learning about and navigating the journey

Gender born, gender made: raising healthy gender-nonconforming children by Diane Ehrensaft, PHD

Criminal Justice System

SPECIALTY COURTS

Far too often, mental health symptoms are interpreted as criminal behavior. Specialty Courts are problem-solving court sessions that provide court-supervised probation and mandated treatment. The use of specialty courts has increased significantly in the last few years throughout the country. Specialty courts focus on substance use disorder (drug courts), mental health issues (mental health courts) and veterans' issues (veterans treatment courts). Judges in drug court sessions typically impose a strenuous regimen of treatment and accountability, and require a strong personal commitment from defendants to take control of their life situations and eliminate drug use. To learn more about the mental health court in Plymouth, go to <https://www.mass.gov/locations/plymouth-district-court>

Under a separate cover, NAMI Mass has prepared a document to help us work through the police and courts if your loved one needs help with these systems. The online version of the "Road Map through the Criminal Justice System, for People with Mental Health Symptoms in Massachusetts" can be accessed at <https://namimass.org/legal-resources>

DISABILITY LAW CENTER – BOSTON

11 Beacon Street (Suite 925), Boston, MA 02108

Phone: (617) 723-8455

Intake line: (800) 872-9992

The [Disability Law Center](#) provides legal advocacy on disability issues that promote the fundamental rights of all people with disabilities to participate fully and equally in the social and economic life of Massachusetts. The Disability Law Center is the Protection and Advocacy agency for Massachusetts. DLC is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. DLC receives federal, state and private funding but is not part of the state or federal government. Email: mail@dlc.org
Website: <http://www.dlc-ma.org>

Additional Resources for Families and Patients

- GENERAL -

DEPARTMENT OF MENTAL HEALTH, PLYMOUTH OFFICE Phone: 508-732-3000
Provides access to services & supports to meet the mental health needs of individuals of all ages; enabling them to live, work, & participate in their community. The Plymouth DMH Site office serves the towns of Carver, Duxbury, Halifax, Hanover, Hanson, Kingston, Marshfield, Pembroke, Plymouth and Plympton. 38 Industrial Park Road, Plymouth, MA 02360. (Statewide website: www.mass.gov/dmh)

NAMI PLYMOUTH AREA (National Alliance on Mental Illness)

NAMI Plymouth Area, affiliate of NAMI Mass, is a non-profit, volunteer organization. We offer support, education & advocacy services including an 8-week Family to Family education program and a Family Support group which meets twice monthly on the 1st & 3rd Thursday of the month. Check out the NAMI Plymouth Area, NAMI Mass & NAMI National web sites for further info. P.O. Box 1398, Marshfield, MA 02050

www.namiplymoutharea.org

email: info@namiplymoutharea.org

Facebook: @ NAMI Plymouth

Area

NAMIMASS (State Level NAMI)

Phone: 617-580-8541

www.namimass.org

VINFEN

Phone: 508-830-9417

Vinfen is a leading provider of community-based services to people with psychiatric conditions, intellectual and developmental disabilities, brain injuries, and behavioral health challenges, as well as to their families and communities. 91 Carver Road, Plymouth, MA 02360

www.Vinfen.org

- RESOURCE GUIDES & DIRECTORIES -

Department of Mental Health Resource Directory

<https://www.mass.gov/doc/dmh-resource-guide/download>

DMH Resource Guides

www.mass.gov/service-details/dmh-resource-guides

HANDHOLDMASS

Phone: 877-382-1609

HandholdMA.org is committed to ensuring that people with disabilities have equal access to, and use of, all of the content and functionality of www.HandholdMA.org. Our goal is for all of the pages on our website to comply with both Section 508 of the Rehabilitation Act (Section 508 Standards) and the Massachusetts Web Accessibility Standards. www.handholdma.org

MASS Behavioral Health Partnership

Manages behavioral health care for more than 500,000 MassHealth Members statewide. Working with its network of providers, MBHP offers high quality, accessible, culturally sensitive health care to Members of the MassHealth Primary Care Clinician (PCC) Plan, Community Care Cooperative (C3), Partners HealthCare Choice, Steward Health Choice, and the BeHealthy Partnership. We also serve children in state custody and others.

www.masspartnership.com

MASS Support Helpline

Phone 888-215-4920

MassSupport Network provides free community outreach and support services to people of all ages living in Massachusetts in response to the unprecedented public health crisis, COVID-19

- Receive fact-based, credible, up-to-date information to help inform decisions
- Take stock of needs, options and gain awareness of resources
- Understand your current situation and reactions
- Reduce stress
- Develop and use coping strategies
- Connect with other people, agencies and resources

www.masssupport.org

Network of Care Massachusetts Directory

Network of Care Massachusetts includes a directory of over 5,000 programs and organizations across the Commonwealth, searchable by keyword and zip code. Let Network of Care Massachusetts help you take the first step in locating mental health, substance use, and related social services in your community to support good health and recovery. Comprehensive searchable directory to help MA residents find information on mental health, substance use & related social services & supports in their communities.

<https://massachusetts.networkofcare.org/mh/>

Psychology Today

www.psychologytoday.com

South Shore Community Action Council/Resource Directory Phone: 508-747-7575

www.sscac.org

William James Interface (WJI) Referral Service Guide

Phone: 888-244-6843

Helps to navigate the challenges of finding mental health services. The counselor will provide information on resources about mental health & wellness. Please check online to see if your community is involved with this organization. Monday - Friday, 9a.m. - 5p.m. Free & Confidential.

<https://interface.williamjames.edu/>

- VETERAN SERVICES -**Mass Department of Veterans Services**

Phone 617-210-5480

600 Washington /Street, Boston, MA. Open Monday - Friday, 8:45 a.m. - 5 p.m.

<https://www.mass.gov/orgs/massachusetts-department-of-veterans-services>

- INPATIENT SERVICES -

BID\Plymouth Hospital: 275 Sandwich Street, Plymouth, MA Phone: 508-746-2000
www.bidplymouth.org

Children's Hospital: 300 Longwood Avenue, Boston, MA Phone: 617-355-7721
<https://www.childrenshospital.org/> Bader Unit.

Gosnold Treatment Center: Addiction Rehab Specialists Phone: 508-540-6550
<https://gosnold.org>

High Point Treatment Center: Phone: 508-224-7701
Mental Health and Detox Services, 1233 State Road, Plymouth, MA.
(Additional facility: 52 Oak St., Middleborough, MA)
www.hptc.org

McLean Hospital: 115 Mill Street, Belmont, MA Phone: 617-855-3141
<https://www.mcleanhospital.org>

McLean Southeast Hospital: 23 Isaac Street, Middleborough, MA Phone 774-419-1005
(Phone: 617-855-3141 for admission to all McLean Hospitals) Adolescent Acute
Residential Treatment Program (ART) is available.
<https://www.mcleanhospital.org/treatment/mse-adult-partial-hospital-program>

McLean-Franciscan Child & Adolescent Inpatient Program Phone: 617-659-5087
(Phone: 617-855-3141 for admission to all McLean Hospitals)
30 Warren St., Brighton, MA
<https://www.mcleanhospital.org/treatment/mclean-franciscan-child-inpatient>

Pembroke Hospital: 199 Oak Street, Pembroke, MA Phone: 781-829-7000
<https://pembrokehospital.org>

Taunton State Hospital Phone: 508-977-3000
Taunton State Hospital houses 48 psychiatric beds, the Women's Recover from
Addiction Program, a residential program under the Department of Youth Services, and
a substance abuse program administered by High Point Treatment Center; 60 Hodges
Avenue, Taunton, MA 02780

Worcester Recovery Center Phone 508-368-4000
The Massachusetts Department of Mental Health Recovery Center and Hospital (WRCH)
opened October 2012. The 320-bed recovery center serves 260 adults and 60
adolescents through an innovative design and provides a state-of-the art environment
for patients and staff. 309 Belmont Street, Worcester, MA 01604

- OUTPATIENT SERVICES & RESOURCES -

Aspire Health Alliance Phone: 800-852-2844
Provides behavioral health services to children, teens, & adults at locations throughout
the South Shore & Southeastern Mass. Aspire Health is formerly South Shore Mental
Health.
<https://www.aspirehealthalliance.org>

Bay State Community Services, Plymouth Area Phone: 508-830-3910
Helping families, Saving Lives, Empowering Communities. Human Service Agency -
Adults, adolescents & children. 36 Cordage Park Circle, Plymouth, MA.
www.baystatecs.org

Family Resource Center, Plymouth Area Phone: 508-830-3444
A statewide network of community-based providers offering multi-cultural parenting
programs, support groups, early childhood services, information and referral services
and education for families whose children range in ages from birth to 18 years of age.
430 Court Street, Suite 3A, Plymouth, MA.
<https://plymouthfamilyrc.org/>

Health Imperatives Phone: 508-746-8353
Mission is to improve the health & well-being of low income or vulnerable family's &
individuals in Southeast MA. Provides vital health & human services for families &
individuals: WIC; sexual and reproductive health.
123-1 Camelot Drive, Plymouth MA
<https://healthimperatives.org>

Kennedy Donovan Center Program Phone: 508-747-4898
Offers family support & parenting education programs. Supports young first-time
parents; early intervention and the Healthy Families Program targeting first-time teen
moms.
32 Crescent Street, Kingston, MA. www.kdc.org

The NAN Project Phone: 781-861-0890
Provides a community framework for improving mental health awareness and suicide
prevention services in young people. Young people with lived experience can give a
presentation to students, parents, school staff & teachers
<https://thenanproject.org> email: info@thenanproject.org

Northeast Health Services - Plymouth Area Phone: 508-830-1444
Provides comprehensive outpatient mental health services across much of the
Plymouth & Bristol Counties. 39 Industrial Park Drive, Plymouth, MA.
www.northeasthealthservices.com/locations/

Old Colony Elderly Services Phone: 508-584-1561
Mission of "OCES" is to support the independence & dignity of older adults & individuals
with disabilities by providing essential information & services that promote healthy &
safe living. Serves Plymouth County & surrounding communities.
<https://www.ocesma.org>

Plymouth County Suicide Prevention - Coalition - Resources
Coalition provides crises training & tools for schools, local organizations & businesses
to use to promote suicide prevention, intervention & awareness.
www.plymouthcountyspc.org Email: plymouthcountypreventssuicide@gmail.com

Plymouth MRC - Massachusetts Rehabilitation Commission Phone: 508-747-5922
Assists people with disabilities to obtain employment, education assistance.
Area office – 38 Industrial Park Road, Plymouth MA.
<https://www.mass.gov/orgs/massachusetts-rehabilitation-commission>

South Bay Community Services

Phone: 508-830-0000

A community - based behavioral health care organization offering a continuum of services including adult behavioral health, substance abuse counseling, children's behavioral health, day services, autism services & early childhood services. 50 Aldrin Road, Plymouth, MA.

<http://www.southbaycommunityservices.com/>

- PEER-RUN SERVICES -**Plymouth Bay House**

Phone: 508-747-1115

Is a community-based center, club house, where people with psychiatric conditions belong, are needed, and receive the support they deserve. The house is open six days per week for members. Operated by Vinfen. 340 Court Street, Plymouth, MA.

<https://www.plymouthbayhouse.org/>

Southeast Recovery Learning Community (SERLC) & Recovery Learning Community (RLC)

The SERLC is a "Peer Run" (all staff have their own lived experience with a mental health or dual diagnosis) program which is free to individuals 18 years + who have a mental health or dual diagnosis. Walk in type service. Main goal is to help empower individuals in taking charge of their own recovery. The program facilitates various types of groups in the RLCs or in the community at large. RLCs are located in Quincy, Hyannis, Brockton & Fall River.

www.southeastrlc.org

WRAP (Wellness Recovery Action Plan)

Phone: 978-261-1400

WRAP is a nationwide, self-designed prevention and wellness tool that you can use to get well, and stay well. WRAP is for anyone, any time and for any of life's challenges. It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals. It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.

www.mentalhealthrecovery.com

Email: info@mentalhealthrecovery.com

- HOUSING RESOURCES -**NeighborWorks Housing - Housing Assistance**

<https://nhsmass.org/>

Plymouth Area Coalition for the Homeless

Phone: 781-582-2010

Supports needy families in the greater Plymouth Area to become self-sufficient by providing emergency shelter, skills building to enhance employment opportunities, housing search & stabilization & onsite support services. 149 Bishop's Highway, Kingston, MA.

www.plymouthareacoalition.org

RAFT

Phone: 617-573-1100

"Residential Assistance for Families in Transition" A prevention program designed to help people facing a housing crisis get back on their feet -

<https://www.mass.gov/service-details/learn-about-residential-assistance-for-families-in-transition-raft>

Section 8 Housing

Program to help assist very low – income families, the elderly and the disabled.

<https://www.mass.gov/service-details/section-8-housing-choice-voucher-program-hcyp>

- SUBSTANCE USE - CO-OCCURRING ILLNESS -

24 Hour Power, Inc.

A non-profit public charity which promotes hope & healing for recovering addicts, alcoholics, their families, supports & their communities with Recovery Graffiti.

www.24hourpower.com

Gosnold

Phone: 508-540-6550

Helping youth, adults, families & communities heal from mental health, substance use, & co-occurring illness through a comprehensive range of programs & services.

<https://gosnold.org>

Learn to Cope

Phone: 508-738-5148

Peer-led support network for families dealing with addiction & recovery.

www.learn2cope.org

Plymouth County Outreach (PCO – HOPE)

To proactively provide a safe gateway to substance use information, resources, support and hope for individuals and their loved ones, as well as promoting awareness and partnership with the community-at-large. (Substance Abuse Help & Resources)

<http://Plymouthcountyoutreach.org/>

<https://pcohope.org>

- HOT LINES & CRISES NUMBERS, & NAMI Mass Helpline -COMPASS -

Elder Services Hotline

Phone: 800-922-2275

Emergency Service Provider (ESP) - "Child & Family Services" Phone: 877-996-3154

Provides 24 hours a day, 7 days a week services for a mental health crises/emergency. Child & Family Services is the emergency provider for the Greater Plymouth and New Bedford areas.

<https://child-familyservices.org/plymouth/>

Massachusetts Substance Abuse Hotline

Phone: 800-327-5050

NAMI Mass Helpline - Contact COMPASS

Phone: 617-704-6264

Will help you navigate the mental health system in Massachusetts: Peer & Family Support, Housing, Employment, Discharge Rights, Substance Use, NAMI Education Programs, Treatment, Transportation, Insurance, Benefits, Youth & Transition, Police & Legal System. Available 9a.m - 5p.m. Monday – Friday.

<https://namimass.org/nami-mass-compass-helpline/>

National Suicide Prevention Lifeline

Phone: 800-273-8255

Veterans, press 1

Samaritans MA Hotline (Call or Text 24/7)

Phone: 877-870-HOPE (4673)

NOTE: This is by no means a complete listing of all mental health and human service agencies and programs in our area.

- PROGRAMMING ACTIVITIES FOR CHILDREN / ADOLESCENTS -

Zoos/animals

- African watering hole: <https://explore.org/livecams/african-wildlife/african-watering-hole-animal-camera>
- Sea Otters at the Monterey Aquarium: https://www.montereybayaquarium.org/animals/live-cams/sea-otter-cam/?gclid=Cj0KCQjwx7zzBRCCARIsABPRscOiU88_OhEPBdniOMkd8LVa3URMFIONGGcmFJgL16tPFc-nYji5LFwaAjsREALw_wcB
- Beluga Whales at Georgia Aquarium: <https://www.georgiaaquarium.org/webcam/beluga-whale-webcam/>

Geography

- Tour of Great Wall of China: <https://www.thechinaguide.com/destination/great-wall-of-china>
- Google Earth has a lot of National parks and cities to explore: <https://www.google.com/earth/>
- Tour of Yellowstone: <https://www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm>

Space

Mars rover: <https://accessmars.withgoogle.com/>

Art and Music

- Tour of the Louvre: <https://www.louvre.fr/en/visites-en-ligne>
- Free Tours of Art museums and virtual concerts: <https://www.cnn.com/style/article/what-to-do-at-home-streaming-art-museums-concerts-coronavirus-trnd/index.html>
- Draw Everyday, livestream every weekday at 2pm or use archived art activities <https://www.youtube.com/studiojkk?fbclid=IwAR0kS7d8LkszqqXLNpA-rDbFv1NsmeHEfkbo6VSnEcOOvd3VZpu1RxWFLyM>
- List of live virtual concerts to watch <https://www.npr.org/2020/03/17/816504058/a-list-of-live-virtual-concerts-to-watch-during-the-coronavirus-shutdown>
- Ways to get involved with Express Yourself. Imagination Nation Station: Find creativity, connection and community at IMAGINE NATION STATION! An online collection of art prompts, fun activities and guest artist features <https://www.exyo.org>

A Last Word

We know of several books about mental health conditions. One book that helps with communication is a “bible” for NAMI Plymouth Area volunteers: *“I’m Not Sick; I Don’t Need Help”* by Xavier Amador, Ph.D., a practicing psychologist, family member and peer. We highly recommend it.

At first look, navigating the behavioral health system can be quite complicated and confusing for you and your family. The best advice to give you is: ask lots of questions, ask for clarification if you don’t understand, take notes, ask more questions, find a support group, read the information provided by the practitioner, read books, join a support group, talk with friends, research on state mental health websites, namimass.org or other mental health sites (too many to list). The important thing is to find out one that is helpful to you.

Don’t be afraid to use your voice. Speak up if you are concerned, be involved. If hospitalized there will be check-in meetings and discharge meetings. Do your research, take notes and don’t feel bad about speaking up. Mental Health care is very different from your physical care. It is not as straight forward- it is hard to know what might work.

Generally speaking, everyone has to take care of their physical and mental health. Where physical health is fairly black and white in regard to seeing a Primary Health Provider and/or other specialists, mental health does not have a direct navigator. It is tricky and confusing to assess needs and get help. The purpose of this Roadmap is to discuss the many routes that can be taken to improve mental health. We call it a Roadmap because a Roadmap shows you multiple routes to a destination; your job is to choose which is most applicable to your situation_(with support). If you get lost the Roadmap can help find your way back to where you started. When working with the mental health system the desired route and destination can be elusive to the driver. There may be detours, open highways, bumpy roads, easily driven roads, flat tires and times that you run out of gas. This Roadmap shows the many different options that include gas stations and the most optimal routes available. While many people often take the same route, there are multiple options for people coming from different lived experiences. We are all on this road together, we might as well help each other out.

Disclaimer:

The information in this Resource Directory is not intended nor implied to be a substitute for professional medical advice, diagnosis or treatment. All content is for general information purposes only.

NOTES:



NAMI
National Alliance on Mental Illness

Plymouth Area

ANNUAL MEMBERSHIP APPLICATION

Join with members across America, dedicated to improving the lives of people with mental illness and their families.

As members, we volunteer our time and energy to our mission of Support, Education, and Advocacy. Membership includes **NAMI** at local, state and national levels. Activities include Family to Family Support Group, Family to Family Classes, Annual **NAMI** walk, Annual Affiliate meeting, Holiday gifting, **NAMI MASS** programs and Special member educational programs and discounts. You will find updated and useful information through Advocate magazine, **NAMI** Newsletter, **NAMI MASS** website, **NAMI.org** and **NAMI Plymouth** Facebook page.

I support the goals of NAMI Plymouth Area and would like to become a member of NAMI. Please accept my annual membership dues in the following category:

- Individuals \$ 40.00
- Households \$ 60.00
(Multiple individuals at one address)
List Names: _____

- Open Door Membership \$ 5.00
(for people experiencing financial constraints)
- Donation: In memory of _____

Please make checks payable to NAMI Plymouth Area.
Mail to:
NAMI Plymouth Area, Inc.
PO Box 1398
Marshfield, MA 02050

Name: _____

Mailing Address: _____

Phone: _____

Email: _____

You may also join online at www.nami.org or www.namimass.org and select NAMI Plymouth Area as you affiliate if you prefer to use a credit card. Membership dues are fully tax-deductible as allowed by law. NAMI Plymouth Area is a non-profit 501(c)(3) organization.

WE NEED VOLUNTEERS

Please check areas of interest and skills you'd be willing to share:

- Advocacy
- Membership
- Board Membership
- Mailings & Emails
- Newsletter
- Publicity
- NAMI Walk
- Basics Teacher Training
- Connection Peer Support
- Family to Family Class Teacher
- Family to Family Support Group Facilitator
- IOOV Peer Training (In Our Own Voice)

With NAMI Plymouth Area you are not alone...



NAMI Plymouth Area provides free programs of support and education. These programs are for family members, significant others and other close relationships of people who live with mental health conditions. Our programs are provided by NAMI-trained volunteers who have been on their own journey with loved ones.

The priceless qualities NAMI volunteers possess include having the shared experience of family members, like yours, affected by mental illness and the heart to help families get what they need.

Let's work together!!

Learn more about our Family-to-Family Classes & Family Support Group Meetings by contacting:

Kathleen Considine/ (508) 209-1124/ kathleenconsidine535@gmail.com
Sheila Flaherty/ (781) 934-5086/ johnpflah@aol.com

