

SAMPLE SOCIAL MEDIA RESPONSES

Distress Message

We are sorry to hear of your current situation. If you are in need of immediate assistance, please call the National Suicide Prevention Lifeline to speak with someone immediately at 1-800-273-8255. They are available 24/7.

Request for local treatment information

We are sorry to hear about your current situation. If you are in crisis, please reach out to the Suicide Prevention Lifeline immediately at 1-800-273-8255 or text MHA to 741-741 to be connected to a trained crisis counselor.

We are uncertain of what resources you may have received before, but there may be clinics and similar organizations that provide assistance to individuals in your local area. The first step would be to try to locate one of our affiliates through this tool: <http://mentalhealthamerica.net/find-affiliate>. The local affiliate may be able to guide you to local resources.

Also, we would recommend that you communicate with your local state mental health agency or similar organizations where you can obtain additional information that could help you, you can locate a listing of these organizations here: <http://findtreatment.samhsa.gov>. You can also call the SAMHSA 24 hour helpline for local treatment information and resources at 1-800-662-4357.

We hope you find this information helpful.

Request for information on laws and assistance with an individual

We are sorry to hear of the situation you are encountering. As an individual who is 18 years or older, the individual as an independent adult has the right to refuse treatment. With that being said, it would be important for you to become familiar with the laws in your state and what they say particularly about a person who may be a danger to themselves or others. We cannot be certain of what your [son/daughter/friend/etc] is suffering from (if anything) but your State Mental Health Agency can help you.

This agency should be able to provide you with information on the laws and the extent to which you can help your [son/daughter/friend/etc] given the current situation. You can find your local State Mental Health Agency here: <http://findtreatment.samhsa.gov/MHTreatmentLocator/faces/quickSearch.jspx>.

Also - you can reach out to one of our affiliates who may help guide you through the process. Find your local affiliate here: <http://mentalhealthamerica.net/find-affiliate>.

Additionally, the National Alliance on Mental Illness works closely with children and families and they may have more resources that may be helpful. You can find a great amount of information on their site: www.nami.org.

General request for information

We are an organization that can provide you with information and resources, but we cannot provide direct assistance. If you would like to learn about specific mental illnesses please access the following page: <http://mentalhealthamerica.net/mental-health-information>.

If you want more specific information, please let us know what that is so we can guide you in the right direction. If you are in need of immediate crisis assistance please contact the National Suicide Prevention Lifeline at 1-800-273-8255.

We are also partners with an online community Inspire which many individuals have said they find helpful. Membership to the community is free and so are all of the components/tools that people can use such as an online journal, various support groups, and more. You can learn more about it here: <http://www.inspire.com/groups/mental-health-america/>

Sharing resources

Thank you for sharing this information, feel free to share this on our wall.

International Request for Assistance

If you can find a reputable organization doing a google search, provide that. If not use response

If you are located in the United States we would recommend that you communicate with your local state mental health agency or similar organizations where you can obtain additional information that could help you, you can locate a listing of these organizations here: <http://findtreatment.samhsa.gov>. You can also call the SAMHSA 24 hour helpline for local treatment information and resources at 1-800-662-4357.

If you are outside of the United States, we have very little information about resources that may be helpful to you. We are sorry that we cannot be of direct assistance.

Abuse of older adult/domestic violence information

We are sorry to hear of your situation, but unfortunately we cannot be of direct assistance. However, we would recommend that you communicate with your local emergency services (911) to receive assistance related to this issue, especially if you feel you are in danger or a life-threatening situation.

Additionally, you can contact the following resources which may be able to provide you with additional information and guidance:

National Center on Elder Abuse – This website has a great amount of information, but what may be most helpful to you are the following two links:

This is a map that can help you locate resources in you state, such as the Adult Protection Agency. They can help you access additional information about your rights and what you can do about your situation, http://www.ncea.aoa.gov/Stop_Abuse/Get_Help/State/index.aspx.

Additionally, you can contact the Eldercare Locator which is a free service that can help you get more information and resources that may help your situation. You can reach them at 1-800-677-1116. Specially trained operators will refer you to a local agency that can help. The Eldercare Locator is open Monday through Friday, 9 a.m. to 8 p.m. Eastern Time.

Another resource that may be helpful is the National Domestic Violence Hotline. This center also has a great deal of information, but the Hotline is available 24 hours a day, seven days a week. You can reach them by calling 1-800-799-7233.

Again, we are sorry that we cannot be of direct assistance; however, we hope this information is useful to you.