



Mental Health Ombudsman Training Manual

Advocacy and the Adult Home Resident

Module I Who's Who



Goals

◆ Increase confidence

◆ Increase comfort

◆ Advocate effectively



Objectives

- ◆ Describe situations in adult homes
 - How they are similar
 - How they differ

- ◆ Identify resources
 - Individual
 - Systems



Underlying assumptions

- ◆ Mind/body split is invalid
- ◆ Mental health is as important as physical health
- ◆ Physical health effects mental health and vice versa



Underlying assumptions

◆ Just because a person has a mental illness, it doesn't mean it's responsible for everything

◆ People with mental illness

- Have good days

- Have bad days

 - ◆ Just like you and me.....



Adult home setting

◆ Stigma

◆ Demoralized residents

◆ Demoralized minimum-wage aides

◆ Angry communities



Why does stigma still exist?

◆ Media

- Newspapers stress history of mental illness in crimes of violence
- Television sensationalizes crimes
- Comedians use disabilities for humor



Who's Who in Adult Homes

- ◆ People

- ◆ People with stories

 - Successes

 - Trauma

 - Incarceration

 - Losses

- ◆ People with mental illness

- ◆ People who are marginalized

- ◆ People who are stigmatized



Ombudsman role

- ◆ To hear individuals
- ◆ To see individuals
- ◆ To talk with individuals
- ◆ To support recovery



What's different?

What's not?

◆ Stigma

- Mental illness
- Age

◆ People

- Individuality overlooked
- All behavior seen as mental illness
- Personal histories lost, forgotten
- Few, if any, family connections remain

What's different? What's not?



- ◆ Life course
 - Lifelong limited social network
 - Late life change in social network

- ◆ Limited resources to bolster self-esteem



What's different? What's not?

◆ Advocacy

- Self
- +/- Partner

◆ Involuntary care

- Commitment
- Guardianships



Mental illnesses are...

- disorders of *thought, feeling* and/or *behavior* which result in an inability to cope with life's ordinary demands and routines



Mental illnesses are NOT

- ◆ A character weakness
- ◆ A punishment
- ◆ An individual's "fault"
- ◆ A poor upbringing



Major mental illness

- ◆ Serious and persistent mental illness
- ◆ Schizophrenia
- ◆ Delusional disorders
- ◆ Major depression
- ◆ Bipolar disorder
- ◆ Severe personality disorders



Common interventions

◆ Treatment

- Medication
- Psychotherapy

◆ Crisis intervention

◆ Case management

◆ Rehabilitation

◆ Enrichment

◆ Rights protection

◆ Basic support

◆ Self-help

◆ Wellness/prevention



Advocacy

◆ You

- Optimism
- Conviction/Hope
- Energy
- Communication skills
- Knowledge



Advocacy

◆ Support recovery

- Know regulations
- Know entitlements
- Know treatment plan, players

◆ Know local resources

- Community Mental Health Center (CMHC)
- Designated agency (DA)
- Self-help community

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Let's solve some problems!