

## Understanding & Responding to Caller/Chatter Problems

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<b>PROBLEM</b>	<b>SYMPTOMS</b>	<b>FEELINGS</b>	<b>ACTION STEPS</b>
<b>Depression</b>	Slow speech, decreased activity and pleasure, isolating, sleep or weight problems, pain, suicidal	Sad, lonely, empty, guilt, self-blame, discouraged, hopeless	Medicine, assertive self-care today, positive self-talk, work
<b>Reactive Dep</b>	...hurt by recent trauma or loss	...grief	...grief support
<b>Bi-polar (Manic-Dep)</b>	...mood changes, mania (rapid speech and thought, overactive, can't sleep)	...elation, unrealistic optimism, delusions	...reality-test
<b>Anxiety</b>	Multiple problems, shallow breathing, over-stressed, physical symptoms, control issues	Worried, stressed, agitated, afraid, overwhelmed	Medicine, recognize limits, support catharsis, relaxation exercises
<b>OCD</b>	...compulsive rituals to relieve anxiety	...obsessiveness	...self-care today, reality-test
<b>Panic</b>	...intense anxiety, avoidance, fear going crazy	...panic, fears, vigilance	...desensitization
<b>Phobia</b>	...specific fear, social phobia, agoraphobia	...fear	...desensitization
<b>PTSD</b>	...trauma survivor, flashbacks, triggers, avoidance	Afraid, angry, self-blame	Stabilize, safety, calm down, empower
<b>Schizophrenia</b>	Hallucinations, delusions, low functioning, tangential, inappropriate laughter	Paranoia, lonely, bored, empty, anxious, angry	Medication compliance, reality-test, self-care today, work, limit time
<b>Borderline</b>	Mood changes, stormy relationships, splitting good and bad, suicidal	All feelings intensely! Needy, appreciative, angry	Medicine, limit dependency, support therapist/doctor
<b>Addictions</b>	Dependent on and compulsive in use of alcohol, drugs, food, sex, work	Underlying emptiness or pain	Call back when sober, point out consequences, 12-steps

**Action steps appropriate for all problems:** Doctor, therapist, pastor, or specific support group. (Let caller find own referral from an organization in “New Hope Referrals.”) Specific educational resource like a self-help organization from “New Hope Referrals” or a “New Hope Notes” article. (See [www.NewHopeNow.org](http://www.NewHopeNow.org) and in notebooks in phone room).