

# Illinois Department of Human Services

Illinois Call4Calm Text Line

Grace B. Hou, Secretary



State of Illinois

# Illinois Call4Calm Text Line

Individuals seeking a counselor to speak with can

- Text 552020 and text “TALK” or “HABLAR”(Spanish)
- Response message will indicate if they are feeling suicidal to call National Suicide Prevention Lifeline: 1-800-273-8255
- They will be prompted to enter first name (or name they want to be called) and zip code
- They will be called back within 24 hours by a mental health professional from a mental health agency closest to their zip code.
- If they text “HABLAR” in Spanish, the call will be directed to a Spanish speaking counselor who may not be in their zip code

# FEELINGS YOU MAY ENCOUNTER

- Isolated and lonely
- Afraid
- Angry
- Hopeless
- Helplessness
- Overwhelmed
- Confused
- Depressed
- Out of control

- Provide Information
- Stay Calm
- Build Confidence

# SITUATIONS YOU MAY ENCOUNTER

- Fear they or a loved one has or will contract the virus
- Family deaths
- Upset because therapy/doctor appointments have been cancelled
- Overwhelmed with kids being home all the time
- Lonely because no one to talk to or nothing to do
- Needs essential items
- Fighting with spouse or partner
- Family stress
- Afraid of harm to kids or domestic abuse
- A natural helper who is at a loss of how to help
- Loss of job and income

- Listen without Judgment
- Guide in the right direction

# DEALING WITH GRIEF AND LOSS

There are many losses a person can go through during this crisis:

Loved ones  
Jobs  
Income  
Homes  
Schooling  
Social outlets  
Businesses  
Church  
Weddings  
Graduations

Remain:

- Compassionate
- Hopeful
- Positive
- Solution-focused

# STAYING SOLUTION FOCUSED

Remaining solution focused helps the person move forward. If you stay in the problem all you see are the problems. If you focus in on the solution you see solutions. Asking the right questions helps.

- How did you avoid falling apart in the past when things were tough?
- Can you tell me about a time when you felt the strongest? What strengths were present?
- Who can help you?
- How can you make this work for you and your family?
- What progress have you made so far?
- What are some potential solutions to this situation?
- What steps do you need to take?

# WORDS MATTER

Some words are more emotionally charged than other words and can strike fear or panic. Try using words like:

- Virus or coronavirus instead of pandemic
- Social distancing instead of social isolation
- Stay at home instead of lock down
- Travel restrictions instead of quarantine

Asking “What can you do?” instead of saying “You can’t do...” gives a sense of control back to the person who is feeling out of control of the situation.

# RELIABLE ACCURATE INFORMATION

Information is important to calm public fear because without reliable information from authoritative sources, concerned citizens might make up their own narrative. Acquiring information, proactively, does not breed paranoia, but preparedness.

Visit

<http://dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus>

In response to the coronavirus spread, Gov. JB Pritzker has ordered Illinois residents to stay at home. Executive Order No. 10 requires all residents to stay home, with exceptions for essential needs or business activities. Gatherings of 10 people or more are prohibited. The order extends through April 30, 2020.



# SAFETY FIRST

- Wash your hands often (for at least 20 seconds).
- Put distance between you and other people (6 feet).
- Stay home if you are sick.
- Wear a mask anytime you are out of the house. A makeshift mask is acceptable (for example a scarf or a bandana).
- Wear a mask if you are sick or taking care of someone sick.
- Clean and disinfect frequently touched surfaces daily. To disinfect, most common EPA-registered household disinfectants will work or diluted bleach (4 teaspoons to a quart of water).

# TIPS FOR MANAGING STRESS

**Exercise regularly.** It's still possible to get in aerobic exercise safely, like walking, running, hiking or playing with our kids/pets. All can help release endorphins (natural substances that help us feel better and maintain a positive attitude). Time spent in nature is soothing for the mind and body. Sunlight may lower our blood pressure, research has found.

**Maintain a healthy diet.** Stress can adversely affect both our eating habits and our metabolism. The best way to combat stress or emotional eating is to be mindful of what triggers stress eating and to be ready to fight the urge.

**Connect with others.** Reach out to family members, friends and colleagues regularly via phone, text, FaceTime or other virtual platforms. Make sure that we are checking on those that are alone.

# TIPS FOR MANAGING STRESS

**Get sleep and rest.** If we still find ourselves too stressed to sleep, consider developing a new pre-bedtime routine that is soothing or relaxing. Turn off media coverage of the coronavirus before going to bed.

**Take a break.** Find a balance of exposure to news that works for us. When possible, disconnect physically and mentally and give ourselves a breather and ask what we need right now. Listen for the answer.

**Stay busy with other things.** This is a classic tactic for keeping anxiety under control. It is a great time to do things with our families we often get too busy to do. Puzzles, crafts, board games, movies, books, naps, cooking, draw/color, blowing bubbles outside, clean the garage or a closet, redecorate a room, etc.. Use our imaginations and get creative!

# TIPS FOR MANAGING STRESS

**Acknowledge our anxiety.** It is normal to experience anxiety during this crisis. Everyone is feeling some level of anxiety. It's useful to just name it and work through it.

**Write down our worries.** We can start to catastrophize, and our minds can get frenzied. Seeing the words on paper or on a screen may calm our thoughts down, allowing us to challenge and balance our own thinking.

**Focus on the things we can control.** The things we can't control are numerous right now, but we can control our attitude and taking care of ourselves and our family's well-being.

Ask a person “What do you think is best for you right now to stay well?” instead of “You need to do this...”.

# PARENTING DURING THIS TIME

There is added stress on families during this time. It is important that we practice good self-care. It is also important to recognize that each person will experience things differently, and whatever you are feeling is okay.

Children are especially resilient and they have a tremendous ability to bounce back from challenging times. As parents, our role is to do our best in providing a supportive and loving environment where children feel safe. We will make mistakes. And our children will still be okay.

- ❑ Imperfection is part of being human. We can accept and embrace imperfection in our parenting.

# PARENTING TIPS

- It is important for both parents and kids to limit access to the news
- Talk to kids about the current situation in terms they can understand. Keep it simple and assure them things will get back to normal.
- Although some rules are non-negotiable, we may want to loosen up on other rules during this time.
- We may ask the kids to set up a personal, private space for themselves. It's nice for everyone to know they can have alone time.
- We can provide a routine and structure, but it is also important to provide choices and options.
- Outdoor time is important for parents and kids. We can take walks, keeping 6-foot distance and wearing masks.
- Create a special way to keep up with their grandparents, friends, or loved ones. FaceTime and Skype are always fun to do and safe but there are a lot of creative ways to stay safe (i.e. making cards).

# Hotline & Helpline Resources

## **Illinois Warm Line: 866-359-7953**

If you or one of your family members has mental health and/or substance use challenges and would like to receive support by phone. Wellness Support Specialists are professionals who have experienced mental health and/or substance use recovery in their own lives. They are trained in recovery support, mentoring, and advocacy and are ready to listen and support you. The Warm Line is not a crisis hotline but is a source of support as you recover or help a family member to recover.

Hours of Operation: Monday through Friday, 8am-5pm except holidays

## **National Suicide Prevention Hotline (24 hour): 1 (800) 273-TALK (8255)**

If you or a loved one are experiencing a mental health crisis, you may call and talk to caring staff who will connect you with the closest possible crisis center in your area.

# Hotline & Helpline Resources

## **Crisis Text Line:** 741741 TEXT HELLO

The Crisis Text Line serves anyone, in any type of crisis, 24-hours a day. Trained crisis counselors will respond and help you.

## **CARES Line (24 hour)** 1 (800) 345-9049 TTY: 1 (773) 523-4504:

If your child is a risk to themselves or others, having a mental health crisis, or if you would like a referral to services for children, youth, and families, call the 24 hour Crisis and Referral Entry Services (CARES) line to talk to a mental health professional. Call:

## **Illinois Helpline for Opioids & Other Substances:** 1-833-2FINDHELP

If you or someone you know is suffering from an opioid use disorder or other substance use disorders, call to speak with a trained professional for support and advice or to be directed to customized resources or visit [HelplineIL.org](http://HelplineIL.org).



# Hotline & Helpline Resources

**National Helpline | SAMHSA - Substance Abuse and Mental Health Services Administration:** 1-800-622-4357 (HELP)

Free and confidential treatment referral and information service available 24 hours a day 7 days a week.

**National Runaway Safeline:** 1-800-Runaway (786-2929) or text: 66008

This 24-hour 7 day a week national Safeline is for youth at risk of running away or already have and are looking for help.

**Veteran's Crisis Line:** 1-800-273-8255 or Text: 838255 TTY 1-800-799-4889

Reach caring, qualified responders within the Department of Veterans Affairs - many of them are Veterans themselves. This free support is confidential, available 24/7, and serves all veterans, service members, National Guard and Reserve, and their families and friends. Online Chat is available:

<https://www.veteranscrisisline.net/>

# Hotline & Helpline Resources

**National Domestic Violence Hotline(24/7): 1-800-799-7233 or  
TTY 1-800-787-3224**

Anyone who is experiencing domestic violence and/or abuse, plus anyone concerned about a friend, family member or loved one can call. They offer support in more than 200 languages, and offer a confidential, secure online chat. <https://www.thehotline.org/>. Text LOVEIS to 22522

**Friendship Line: 1-800-971-0016**

Institute on Aging's 24-hour toll-free is the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls.

**Trevor Project Hotline (LGBTQ+): 1-866-488-7386 or**

Text line: Text "START" to 678678

Online chat available: <https://www.thetrevorproject.org/>

# THANK YOU

We hope this has been  
helpful to you.  
Stay safe and take good  
care of yourself.  
Thank you for the work  
you do.