

Principles of Support

1. We will see the person first, not the illness.
2. We recognize that mental illnesses are medical illnesses that may have environmental triggers.
3. We understand that mental illnesses can be traumatic events.
4. We aim for better coping skills.
5. We find strength in sharing experience.
6. We reject stigma and do not tolerate discrimination.
7. We don't judge anyone else's pain as less than our own.
8. We forgive ourselves and reject guilt.
9. We embrace humor as healthy.
10. We accept we cannot solve all problems.
11. We expect a future that is ours to shape.
12. We will never give up hope.

Emotional Stages of Recovery

NAMI is here for you at every stage.

I. Dealing with Catastrophic Events

Crisis/Chaos/Shock Support
Denial; “Normalizing” Comfort
Despair; Detachment

Needs

Support
Comfort
Empathy for current situation
Help finding resources
Crisis Management
Reassurance
Empathy for pain
Permission to be numb
Hope

II. Learning to Cope

Anger/Guilt/Resentment
Recognition
Grief

Needs

To permit and vent feelings
Education
Self-care
Networking
Skill training
To let go
To learn the system
Hope

III. Moving into Advocacy

Understanding
Acceptance
Advocacy/Action

Needs

To restore balance in life
Responsiveness from the system
To find meaning
A sense of empowerment
Activism
Hope