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

II. Learning to Cope
   Anger/Guilt/Resentment
   Recognition
   Grief

III. Moving into Advocacy
   Understanding
   Acceptance
   Advocacy/Action

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

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

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