

# Change Direction – Five Signs

## Not feeling like u video transcript

NARRATOR: (0:04 – 0:50)

Nearly one in every five people, or 42.5 million American adults, suffers from a diagnosable mental health condition. [Source: Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Mental Health Findings, U.S. Department of Health and Human Services: [www.samhsa.gov](http://www.samhsa.gov) (as of November 24, 2014).]

Often our friends, neighbors, co-workers, and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs to help you identify that someone is in emotional pain and might need help. One of the signs is:

### **Their personality changes.**

You may notice sudden or gradual changes in the way that someone typically behaves. He or she may behave in ways that don't seem to fit the person's values or the person may just seem different.

Here's an example of someone who notices a coworker experiencing this sign.

JACK: (0:50 – 0:53)

All right, I'm going to go over the 3rd quarter report, if you guys could pull it up.

SALLY: (0:54 – 1:02)

Umm... we went over that last meeting. You know - the one that Jeff covered for you? And the meeting before that we reviewed the presentation format.

JACK: (1:02 – 1:11)

Sorry, I'm a bit behind from missing the last few meetings. I've had a couple of rough weeks lately. All right, well, how about those numbers – did we get them back from Finance yet?

MATT: (1:26 – 1:33)

No, I haven't heard anything. They're taking longer than usual. It's a busy time of year for them.

JACK: (1:34 – 1:36)

Man, if one more thing goes wrong with this project I think I'll just give up!

NARRATOR: (1:48 – 1:56)

Not seeking help could cause Jack's stress level to increase, which is impacting his work and personal life and could be a danger to Jack.

SALLY: (1:57 – 2:04)

Hey Jack, it's Sally. I know the project has been pretty stressful. I just wanted to check in and see how you're doing.

JACK: (2:04 – 2:14)

Actually, I'm pretty stressed out. Everything with this project seems to be falling apart. And on top of that, me and Marie just split up, so I've been dealing with that.

SALLY: (2:14 – 2:30)

Oh no, I'm so sorry to hear that. That must be really hard for you. You know, about a year ago I had a personal situation I was dealing with. I spoke with a counselor for a while and she really helped me get back on track. It may be worth giving it a try.

JACK: (2:31 – 2:38)

Yeah, I'll think about it. Thanks. It would be nice to have someone to talk to about this.

SALLY: (2:38 – 2:42)

Hey, I've got some spare time tomorrow. I can help out with the PowerPoint design if you want.

JACK: (2:42 – 2:53)

Thanks, yeah that will really help. And thanks for calling me about this. It's been hard acting like everything is ok. Maybe I'll give a counselor a try. Ah, you happen to have the number handy?

SALLY: (2:53 – 2:55)

Sure. Give me just a sec – I'll look it up.

NARRATOR: (2:56 – 3:10)

Taking the time to check in on Jack let him know that his coworker cared and there were resources available to get help. You can find more information on these five possible signs at [www.changedirection.org](http://www.changedirection.org).

# Change Direction – Five signs

## Feeling agitated video transcript

NARRATOR: (0:04 – 0:55)

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Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs that someone is in emotional pain and might need help. One of the signs is:

**They seem uncharacteristically angry, anxious, agitated or moody.**

It might come on suddenly, as if out of nowhere, or over time.

Here's an example of someone who notices a friend showing this sign. The cloud above her head represents her internal dialogue to give you some added insights about what might be going on inside.

JANE: (0:56 – 1:02)

Hey, I'm really not feeling very well. It's been a weird week for me. I'm not sure I'm up to this.

RAINCLOUD: (1:03 – 1:05)

You're such a loser! You never do anything fun.

PAUL: (1:05 – 1:07)

Really? We've had this planned for a month.

RAINCLOUD: (1:08 – 1:11)

Nobody wants you around. They're just going to laugh at you.

PAUL: (1:12 - 1:14)

It'll be fine. Once you get there you'll start having fun.

JANE: (1:15 – 1:17)

Ok, I guess so...

NARRATOR: (1:17 – 1:27)

It's important to recognize signs of distress and reach out to that person in the moment. Doing so could help prevent future issues.

EMILY: (1:27 – 1:32)

Did you catch that latest sale at The Corner Mart? I got most of this picnic stuff half off!

JANE: (1:33 – 1:36)

No, I haven't really been out much lately.

[Dog barks. (1:39 – 1:41)]

RAINCLOUD: (1:42 – 1:45)

Wow, you can't even hold a cup right! What's wrong with you?

JANE: (1:46 – 1:49)

Ugh! You dumb dog! Look what you made me do!

EMILY: (1:50 – 1:51)

I'm sorry about that. Let me help you.

[Dog barks. (1:52 – 1:53)]

JANE: (1:53 – 1:56)

Shut up, dog! You've done enough already!

FRED: (1:59 – 2:01)

Looks like someone didn't get enough sleep last night.

WANDA: (2:02 – 2:06)

You know, I saw her at the library last week and she was yelling at the librarian.

FRED: (2:07 – 2:09)

Mm, mm. Some people.

[Dog barks. (2:09 – 2:11)]

RAINCLOUD: (2:11 – 2:15)

Everyone's looking at you. You always mess things up.

JANE: (2:16 – 2:17)  
Just shut up already!

FRED: (2:18 – 2:20)  
All right, that's enough for me. I'm gonna go get Paul.

WANDA: (2:21 – 2:22)  
Hope he can help...

NARRATOR: (2:23 – 2:32)  
It's important to assess each situation with care. Emily doesn't believe Jane intends to hurt anyone so she can step in and try to help.

EMILY: (2:33 – 2:38)  
Billy, come get Wally! He doesn't mean any harm. He's just hungry.

EMILY: (2:39 – 2:42)  
Hey Jane, are you feeling okay? This isn't like you.

JANE: (2:43 – 2:49)  
I'm sorry. I've just been so stressed out. Everything is just bugging me lately.

EMILY: (2:49 – 2:54)  
You know sometimes stress can just boil over. Maybe it would help to talk to someone, like a counselor.

JANE: (2:56 – 3:08)  
Yeah, it might. Paul found a place nearby that offers group therapy last week and even offered to go with me. Maybe I should give that a try. It's just all been feeling like too much lately.

EMILY: (3:09 – 3:21)  
It could help. Hey, if you want, maybe we could start going to the gym together again. I know that always helps me feel better. It even helps my mood. And you know you can always call me just to talk.

JANE: (3:22 – 3:23)  
Yeah, I might take you up on that.

PAUL: (3:24 – 3:26)  
Hey, Fred said you might need me. Are you okay?

JANE: (3:27 – 3:29)

Not really. But I will be...

NARRATOR: (3:30 – 3:44)

Noticing Jane's sudden change in behavior helped Emily give her friend a helping hand. You can find more information on the five signs at [www.changedirection.org](http://www.changedirection.org).

# Change Direction – Five signs R u withdrawn? video transcript

NARRATOR: (0:04 – 0:53)

Nearly one in every five people, or 42.5 million American adults, suffers from a diagnosable mental health condition. [Source: Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Mental Health Findings, U.S. Department of Health and Human Services: [www.samhsa.gov](http://www.samhsa.gov) (as of November 24, 2014).]

Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs that someone is in emotional pain and might need help. One of the signs is:

## **They withdraw or isolate themselves from other people.**

They pull away from family and friends and may stop participating in activities they once enjoyed.

Mrs. Smith comes home from work and notices the state of Mrs. Chan's yard next door. She hasn't seen Mrs. Chan in a while and is concerned that something may be wrong.

[Phone rings. (0:55 – 0:57)]

JOHN: (0:58 – 0:59)

Hello.

LINDA SMITH: (1:00 – 1:02)

Hi John, it's Linda from across the street.

JOHN: (1:03 – 1:05)

Oh, hi Linda. How's it going?

LINDA: (1:05 – 1:16)

Fine, thanks. Hey, I was calling about Donna Chan next door. Do you know if she's doing all right? Her yard is looking a bit run-down lately and I haven't seen her around.

JOHN: (1:17 – 1:32)

Mmm...oh...well, you know her husband passed away a few years ago. Right around this time. And Nancy mentioned that her sister died recently from a long battle with cancer. I imagine it's got to be hard on her.

LINDA: (1:35 – 1:44)

Oh, wow. That does sound like a lot to cope with. Thanks for the information, John. I may stop by to see if she needs anything. Talk to you later.

JOHN: (1:45 – 1:47)

Anytime. Take it easy.

NARRATOR: (1:48 – 1:59)

It's important to recognize the signs of isolation and withdrawal. Reaching out to Mrs. Chan during this difficult time lets her know she's not alone and there is help.

[Doorbell rings (2:00)]

LINDA: (2:02 – 2:07)

Hi, Ms. Chan. I made some cookies and thought you'd like some. How have you been?

MRS. CHAN: (2:08 – 2:11)

Oh, I'm all right. Thank you for the cookie.

LINDA: (2:12 – 2:14)

I haven't seen you around much lately. Is everything all right?

MRS. CHAN: (2:15 – 2:27)

Well, not really. My sister passed away last month. We were very close. And this is about the time I lost Ray a few years ago, you know.

LINDA: (2:27 – 2:32)

Oh, I'm sorry to hear that. That's got to be hard to cope with.

MRS. CHAN: (2:33 – 2:48)

Yeah. I'm not doing so great at that. Since the funeral, I just go to work and come home. I haven't been doing much else. I don't really have any energy to do anything. Everything seems kind of pointless.

LINDA: (2:49 – 3:09)

You know, sometimes when you lose a loved one, it can help to talk about it. There are certain groups that meet to help each other cope. They get together in a safe space to talk about what they're going through and can help each other heal. My husband went to one when his grandfather passed away and he said he was glad he went.

MRS. CHAN: (3:10 – 3:15)

Maybe I'll give it a try. I just feel at such a loss to do anything.

LINDA: (3:16 – 3:24)

Let me get the phone number and address for you. That way you'll have it handy when you're ready. I think they meet every Monday evening.

MRS. CHAN: (3:24 – 3:29)

Thank you. That sounds great. But only if you still bring more cookies tomorrow.

LINDA: (3:30)

Deal!

LINDA: (3:42 – 3:45)

Wow, your flowers are looking really beautiful this year.

MRS. CHAN: (3:46 – 4:11)

Thank you. I started working on them as soon as the weather changed. You know, I wanted to thank you for coming over that day a few months ago. I've been going to that grief group you recommended. I didn't want to go at first but I realized I needed something. It helped to see that I'm not the only one having these feelings and that we all mourn our loved ones in our own ways.

LINDA: (4:13 – 4:24)

I'm so glad you went. It's great to see you outside and doing the things you enjoy. You know, I just baked some banana bread. If you'd like some, I can bring it by.

MRS. CHAN: (4:25 – 4:28)

That sounds yummy. I'll make some coffee too.

NARRATOR: (4:28 – 4:50)

After going to the grief support group, Mrs. Chan finds it helpful to share her feelings with others who have lost a loved one. Acting on the news of Ms. Chan's change in behavior helped Mrs. Smith give her neighbor a helping hand. You can find more information on the five signs at [www.changedirection.org](http://www.changedirection.org).

# Change Direction — Five signs

## Caring 4 yourself? video transcript

NARRATOR: (0:04 – 0:40)

Nearly one in every five people, or 42.5 million American adults, suffers from a diagnosable mental health condition. [Source: Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Mental Health Findings, U.S. Department of Health and Human Services: [www.samhsa.gov](http://www.samhsa.gov) (as of November 24, 2014).]

Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs that someone is in emotional pain and might need help. One of the signs is:

### ***Poor self-care.***

They stop taking care of themselves and may engage in risky behavior.

HEATHER: (0:42 – 0:47)

Hey, do you think Mr. Little's okay? He seems pretty out of sorts the past few weeks.

JOHN: (0:48 – 0:54)

Yeah and from the smell I think he could use a shower. Maybe we should stay after class and check in with him.

HEATHER: (0:54 – 0:55)

Good idea.

MR. LITTLE: (0:56 - 1:04)

...And I can't remember what else I was gonna say, sooooo...class dismissed! Don't forget your papers are due...when did I say they were due?

JOHN: (1:05 – 1:06)

Next week.

MR. LITTLE: (1:07 – 1:10)

Correct! I was just testing. Papers due next week!

JOHN: (1:11 – 1:12)

How's it going, Mr. Little?

MR. LITTLE: (1:12 – 1:14)

Do you have a question about your paper?

HEATHER: (1:15 – 1:24)

Actually, we were just a bit concerned about you is all. You look a little different lately and I can't help but notice you forgot a few things during class.

MR. LITTLE: (1:25 – 1:34)

And who died and made you the fashion police? If I were you I'd be putting more energy into my paper so I don't get another C this time around.

JOHN: (1:36 – 1:38)

Hey, relax, we're just trying to help.

MR. LITTLE: (1:39 – 1:42)

Too kind. But remember, I don't give extra credit.

HEATHER: (1:42 – 1:45)

Um...that's not why we asked.

NARRATOR: (1:46 – 2:04)

Heather remains concerned throughout the week. So she decides to check in with the department chair, Dr. Sanchez. Dr. Sanchez thanks Heather for voicing her concerns. She even reassures Heather that her concern will remain anonymous. The department chair calls Mr. Little in to talk.

DR. SANCHEZ: (2:06 – 2:11)

Thanks for coming in. I had a student express concern with your wellbeing. Do you know why that might be?

MR. LITTLE: (2:12 – 2:16)

Well I've been a bit forgetful lately. It's under control.

DR. SANCHEZ: (2:16 – 2:17)

Tell me how I can help.

NARRATOR: (2:18 – 2:31)

After a long conversation, Mr. Little accepts a referral to a counselor. Once the counselor answers his questions about confidentiality, Mr. Little begins to talk for the first time about his recent substance use.

MR. LITTLE: (2:32 – 2:36)

It all started when I was prescribed some painkillers for a back problem...

NARRATOR: (2:36 – 3:03)

Turning their concern into action, Heather, John and Dr. Sanchez ultimately helped Mr. Little take the first step toward getting help. They may never know how much of a difference they made. It's important to act on your concerns as soon as you notice signs of poor self-care. You could change a life. To learn more about how you can recognize signs of emotional suffering, visit **[www.changedirection.org](http://www.changedirection.org)**.

# Change Direction — Five signs Feeling hopeless? video transcript

NARRATOR:

Nearly one in every five people, or 42.5 million American adults, suffers from a diagnosable mental health condition. [Source: Substance Abuse and Mental Health Services Administration, Results from the 2013 National Survey on Drug Use and Health: Mental Health Findings, U.S. Department of Health and Human Services: [www.samhsa.gov](http://www.samhsa.gov) (as of November 24, 2014).]

Often our friends, neighbors, co-workers and even family members are suffering emotionally and don't recognize the symptoms or won't ask for help. We've put together five possible signs that someone is in emotional pain and might need help. One of the signs is:

## **Feeling hopeless.**

They seem overcome with hopelessness and overwhelmed by their circumstances.

*A plane takes off. Inside the plane, a man types on a laptop and his neighbor starts a conversation.*

HAROLD: Business trip?

MATT: Yeah. Just trying to keep up with e-mails. How about you?

HAROLD: I wish. I got laid off six months ago. Third time in five years. It's taking me longer to find a new job each time.

MATT: Oh, sorry to hear that.

HAROLD: Yeah, I'm on my way to my 11th interview. I'd have to move if I get it, but if it pays enough I'll make it work. Never traveled for work before, but I did travel in the Service. I was stationed all over the globe. Turkey, Germany, Afghanistan. You name a place, I've probably waited for a plane there.

MATT: That's nice to get the opportunity to see a lot of new places.

HAROLD: Hmm. Well, since then, it's been really hard for me to get used to being in one place all the time. Especially with office jobs — I don't like sitting at a desk all day long but I bring a lot of strong skills that I developed in the Service.

HAROLD: My last boss thought I had trouble focusing but I really just have to get up and move around more than the others. Maybe I shouldn't take it personally, but I do. It feels personal, you know?

MATT: Yeah, I know what you mean.

HAROLD: [points to computer screen] Are those your kids?

MATT: Yeah, that's Sara, she's five, and little Benjamin; he's only two years old.

HAROLD: My kids are seven and thirteen. [Shows Matt photos from his wallet.] Lila needs braces but I don't know when I'll be able to afford 'em. Unemployment checks help, but I make a lot more when I work.

HAROLD: And you know what Faye said to me when I dropped her off at my parents' house this morning? She said, "Don't worry, Daddy, I'll break open Mr. Banky Pig and you can have ALL the money I've been saving up for a bike!" [Harold gets choked up.] My kids are so giving. I just want to be able to give them everything, you know? But without a job, that's not so easy.

MATT: I can imagine. That sounds really challenging.

HAROLD: Even when things seem to go right, it's like I take one step forward and ten steps back. I'm always trying my hardest but I always seem to be falling further behind.

NARRATOR: Matt recognizes that Harold is feeling overwhelmed by the situation he's in, so he mentions some resources that might help.

MATT: Sounds like you're going through a tough time. I just recently heard a coworker talking about how this organization — Give an Hour — can connect you with counseling that can help through it's volunteer network. And it's at no cost to you. The website lists vocational resources, too.

MATT: Let me find the number...

Matt types on the laptop.

MATT: Here it is!

Matt writes the number down and gives it to Harold.

HAROLD: You really think they can help?

MATT: Give them a call and see what they say. And you can call the state information and referral line, too. It's "211" in most states, or you can look up the number.

HAROLD: Thanks. I'll start calling around after my interview. I don't mean to bug you. You're busy enough. Thanks for listening.

MATT: It's my pleasure. Sounds like you have a lot to offer. I really appreciate your service in the military, too. Good luck with your job search.

HAROLD: Thanks!

MATT: Hey, tell me more about your kids. Do you have any tips for getting my little one to sleep on time?

*The plane lands.*

NARRATOR: Harold calls and gets referrals to local programs. Some of them specialize in helping veterans with basic needs in tough times just like what he's been going through. Others offer help with his resume, job applications and interview skills.

NARRATOR: It takes some time and some help, but a few months later, Harold's working again and feeling more optimistic. And the insurance with his new job helps him get Lila her braces — without Faye having to break open her piggy bank.

NARRATOR: By simply listening and offering helpful resources, Matt made a difference for Harold and his family. It's important to act on your concerns as soon as you notice signs of someone who's feeling hopeless. You could change a life. To learn more about how you can recognize signs of emotional suffering, visit [www.changedirection.org](http://www.changedirection.org).