

Salud Para Todos



OUTCOMES-DRIVEN
EXPERIENCED
INNOVATIVE

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Introduction

Mental health is a critical issue in the United States. Of concern is the high risk for anxiety, depression and substance abuse experienced by Latinos. The reasons for these emotional health problems vary. They are further challenged by barriers such as access to care and lower health literacy (knowledge). Our goal with *Salud Para Todos* is to provide information, resources and tools that will help to diminish these health problems.

As *Promotores(as)* we can help to improve our communities. What matters most is that we end the stigma around mental health and encourage our community to be accepting of those facing emotional challenges. By getting community members into care early, we can reduce the negative impact experienced by the individuals, their family and the community.

We can change the barriers to care by becoming informed, prepared and ready to lend a hand to those in need. This manual is designed to provide us with tools to:

1. strengthen our knowledge about the root causes of emotional health conditions.
2. deepen our understanding of common negative emotional coping actions.
3. familiarize ourselves with recommended positive coping activities that we can concretely share with the community.
4. utilize detailed Resource Lists to access the services available in our area.

MHP Salud: Who are we

MHP Salud has worked for more than 30 years to assist Latino communities with limited access to services, to live healthy lives. We train Community Health Workers to support them as leaders in their own communities. MHP Salud implements Community Health Worker programs to train underserved Latino community members who have limited access to services by promoting CHW programs on a national level as an appropriate cultural strategy to improve health.

MHP Salud: Our mission

MHP Salud promotes the Community Health Worker (CHW) profession nationally as a culturally appropriate strategy to improve health and implements CHW programs to empower underserved Latino communities.



Chapter 1- Making Connections: Community Challenges & Well-being

As Latinos, we often live with half of our heart in our home country and the other half in our U.S. community. With technology, we are now much more aware of what is happening not only where we live, but back in our home countries and around the globe. We are finding that many of the challenges found in the global (world) community are the same ones being faced in the towns where we live and work.

For those of us that are new immigrants or even first generation Latinos, sometimes these challenges cause us emotional distress. The impact can create a ripple effect of personal, family and community hardships. The root causes of mental health problems include challenges that might be internal, or unique to each one of us, and challenges that are external, meaning they come from our environment or the people around us.

But, many of our hardships can be overcome. As we expand our types of employment, interact more with people from different places and begin to access both information and educational opportunities, our communities actively address many barriers to well-being.

Mental Health: The Well-being of the Community

People have a right to be happy and comfortable and to feel secure with themselves and their family. Having good mental health means that people can cope with regular day-to-day problems and concerns. They also know what to do to get their needs met when something gets in the way. Mental health problems are an indication of a person's inability to cope or manage events that are upsetting or painful.

Many understand mental health conditions, such as anxiety or depression. However, worries that affect our sleep or eating habits are sometimes not recognized as signs of mental health distress. Poor physical health can also affect how we feel emotionally. For example, uncontrolled high blood pressure or diabetes can make us feel sad, nervous or disoriented. These also are signs of problems of our mental well-being.

Our goal as *Promotores(as)* is to help the community to quickly resolve short-lived emotional problems and to work with mental health professionals when there is a trauma or tragedy. We are not expected to know all the answers but to offer the resources to assist in someone's well-being. In most parts of the United States, there are clinics, health care providers and specialists that can help people overcome their mental health troubles or help them learn how to cope with their problems.

Challenges from Different Directions

As we think about how we react to what happens around us, we need to remember that there are many factors that can affect us. Where we come from, our cultural beliefs, religion and unique experiences also help to define how we will experience all that goes on around us.

Personal Challenges

For members of the community who are recent arrivals, or for those who still carry the strain of immigration, challenges may have little or nothing to do with discrimination or trauma. The trials of adapting to new friends (support systems), learning new languages, adjusting to new opportunities or systems for work, education, recreation and health can cause anxiety or insecurity. These new situations can be difficult to grasp, even if these are welcome! But, on the other hand, we are also all too familiar with the harrowing experiences of some of our community peers whose journey to the U.S. was full of wounds and memories that are difficult to heal.

Many times the mood of where we live can cause difficulties. Is it a happy home? Are there too many people? Is there fighting or laughter? Does everyone have what they need? Is there abuse? These very personal experiences will affect us and how we react. Our reactions might even be different than someone else in the same household.

Psychological/Physiological

Our ability to cope with challenges is also based on very unique personal factors as well. There may be issues that are caused by our makeup that determine how we live our lives. Our coping mechanisms can be the result of our experiences, our desires or our body's chemical make-up. Sometimes these affect a person for only a short time in their lives (such as during puberty, menopause, etc.) or it develops from a trauma, birth or a chemical imbalance. If managed correctly, these can be controlled.

Our Living Environment

We also have to recognize that some factors, or root causes of our challenges, come from what is happening around us in the environment or our community. It can be overwhelming to observe such difficulties as discrimination, gang activity or bad influences around us. Unfortunately, many of the root causes that touch the emotional well-being of our community are seen during interactions with of our family, friends and community members.

Whether in our home country or here in our community, many root causes of challenges in our lives affect our civil or human rights. Being paid unfairly, not being allowed to practice our beliefs or being judged by the color of our skin are all examples of violations of our rights. Immigrants face many of these experiences. These experiences shape how we feel about ourselves.

Understanding what these central issues are allows us as *Promotores(as)* to better communicate prevention concepts and to be prepared to quickly guide others to critical services.. The heart of this Manual is about how to help our community find positive ways to cope through difficulties and to improve our emotional outcomes.

Understanding our Rights!

Human rights include every individual's right to life, freedom, equality, freedom from slavery and torture, freedom of thought and expression and the right to a fair trial.

Civil rights in the US focus on the right for equal opportunity and treatment of all people. These are particularly of interest to immigrant communities and Latinos in the US today.

The Overlap of Challenges and Mental Health

Mental health problems are a sign of a person's inability to cope or manage with things that are upsetting or painful. By recognizing that challenges are the cause of many community members' poor emotional health, we can at least become aware of the relationship between what causes our problems and how it makes us feel.

Latinos, especially immigrants, face many challenges or worries that can affect their mental health and well-being. For example, the individual's documentation status, income and education are one set of "individual" factors. Cultural factors such as beliefs, religion and unique experiences of our home country are another. Changes in social circles and family cohesion due to immigration and domestic migration present another set of factors that affect risky behaviors. Then the factors of acculturation, such as language acquisition, management of environmental changes and patterns combine to define one's capacity to manage stress, abuse and trauma in Latino communities. There are additional factors that also need to be considered:



We can think of these issues as weights that put pressure on our ability to manage or cope with things that make us uncomfortable or afraid. Most of us can stand the weight of a few small challenges, but when many hardships are stacked on top of each other, or when there is just one very powerful trauma, we sometimes cannot bare the weight emotionally. So we need to remember that our ability to manage challenges as individuals and as a community depends on many factors. But as *Promotores(as)*, we need to ensure that the community will have us as trusted partners in their process of achieving well-being.



Chapter 2- Role of *Promotor(a)*

As *Promotores(as)* we are in a unique position to assist community members who are struggling with mental health problems. The community's trust allows us to address the delicate issues of emotional well-being which can also include uncomfortable discussions. Patience is a key requirement for *Promotores(as)* as we address the issues explored in *Salud Para Todos*. Changing one's feelings or behaviors does not happen overnight. With patience and support, we can help people to achieve a sense of well-being.

Often people will feel scared, guilty or ashamed about a mental health problem. Sometimes people are embarrassed to have mental health problems, feeling that others will think they are "crazy." They might feel ashamed to ask for help or perhaps feel that getting help means they are weak. They may not talk about it or go for help as quickly as they would if it was a physical health problem. Other times people might be so ill that they do not know that they need professional help, they may not know who to ask for help or simply where to go for help.

Resources to turn to:

- Healthcare Provider
- Mental Health Provider
- Hospital Health Center
- Priest or Pastor
- Folk Healer
- Counselor
- Social Worker
- Program Coordinator
- Support Group

8 Ways to Positively Help a Community Member

Here are 8 different ways that *Promotores(as)* can help individuals or families that have mental health issues:

1. **Be a good listener**

Often people just want someone to talk to. As a *Promotor(a)*, you can carefully listen to them and offer understanding, patience and support.

2. **Provide clear information**

It is important to clearly explain what happens when someone goes for help or talks to a counselor. This way the person will know what to expect and will feel more comfortable asking for help. Encourage them to discuss any medication and alternatives to medication with the health care provider or counselor.

3. **Offer healthy activities**

Participating in fun and supportive group activities can help people feel better. You can also organize games, dances or walks in your community to motivate people to exercise. Remember that there is a direct connection between our physical and our mental health!

4. **Treat people with respect**

As a *Promotor(a)*, it is important for us to treat people who have mental health problems with the same respect that anyone deserves. We need to be a good role model for others to

Respecting Privacy:

Out of respect for the person and his or her family, we never talk about someone's mental health problems with our own family, friends or others aside from our program coordinator.

follow. Often those suffering from mental health are treated poorly or as if they are not intelligent. We want to change these perceptions.

5. Increase someone's self-esteem

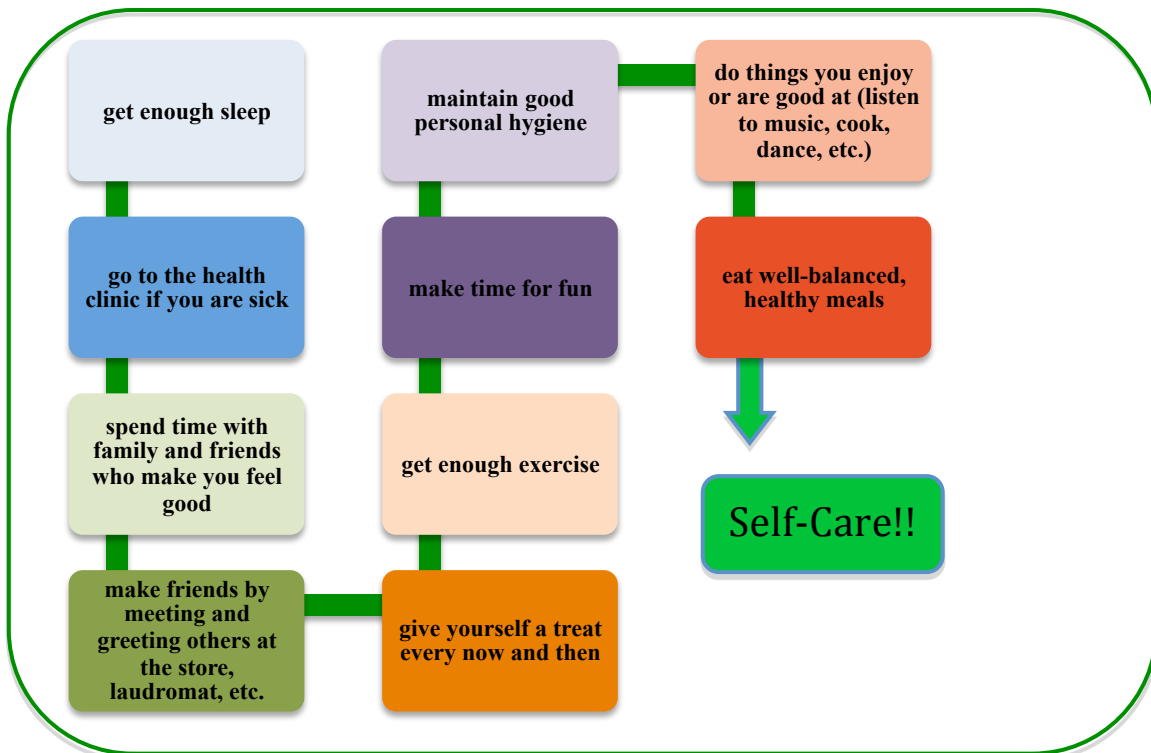
One of our principal roles as a *Promotor(a)* is to interact with our community members in ways that increase or improve someone's self-esteem. Being acknowledged or complimented by others is important in how we feel about ourselves. As *Promotores(as)* we should make this part of our everyday interactions.

Little ways to make a big impact on someone's self-esteem include:

- giving someone a sincere compliment helps them see a good quality they have
 - listening to someone and making them feel like they are worth your time
 - encouraging people to focus on their strengths
 - redirecting people's thoughts away from negative thinking

6. Teach self-care

Self-care is a big part of our self-esteem maintenance. Many times we are so busy taking care of our families that we forget about taking care of ourselves. We can share how self-care can make us feel better. The following are some basic examples of how to care for ourselves.



7. Petitioning

Sometimes getting help for a person who we think has a mental health problem may be difficult. They might not realize how sick they are or a family member might not want to go to the clinic or hospital. Petitioning is a formal request to place a person in a psychiatric facility against their will because we are afraid that someone will injure him or herself or others and they are refusing help. We need to work with the guidelines that our agency has created to be able to do this in an acceptable way. Because, if we need to do this, we want to have the support and commitment of our program to assist this person in crisis!

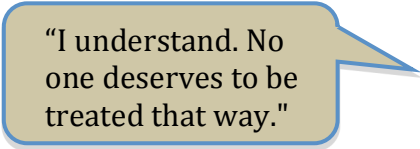
8. Navigate community members to Marketplace Insurance

Marketplace Insurance assists people to understand if they qualify for health insurance. U.S. law now requires this for most people. A benefit of this program is that those who are insured have the right to free evaluations for mental health, substance abuse, depression, domestic violence and behavior.

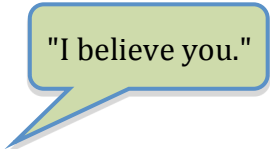
Good Communication Skills

As *Promotores(as)* it is important to have good communication skills, especially listening skills! People who come to us with problems and concerns may just want someone to talk to about whatever is on their mind. People will be more likely to talk to us about their problems and concerns if we are good listeners. They will also come to us for help if we are supportive and do not judge them or put them down. We can help them and be there for them by simply listening. It is important that you listen carefully and understand what they are telling you so that you can help them as best as you can.

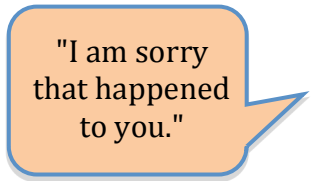
Some helpful and supportive things you can say to someone who is hurt or upset are:



"I understand. No one deserves to be treated that way."



"I believe you."



"I am sorry that happened to you."

Six Steps for Good Listening:

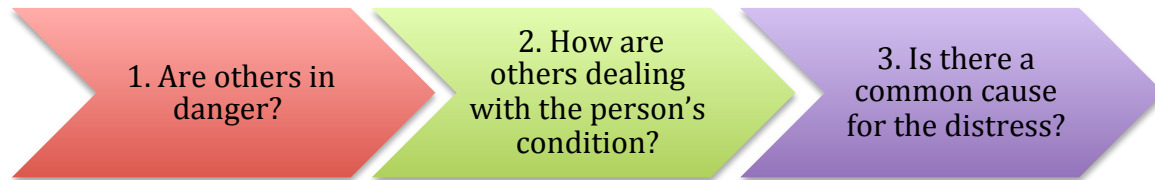
1. Focus on what the person is telling you. If possible, find a quiet place to talk where no one and nothing will be a distraction.
2. Do not interrupt the person when they are talking.
3. Do not finish a person's thoughts for them.
4. Do not pressure someone to talk. Sometimes things might be too painful or difficult, so let them take their time.
5. Let the person know through your body language that you are listening. Sit facing the person, make eye contact if they are comfortable with this or use a simple nod to convey listening.
6. Use reflective listening. This is when we say back to a person what we think he or she is telling us. This way we can make sure that we are correctly understood. It can also help a person sort out his or her thoughts and feelings.

The Power of Listening

People who are good listeners make better decisions, save time and encourage others to listen too.

Looking at the Big Picture

Understanding that what affects one person usually affects those around them is important in offering support and referrals. In looking at the big picture we should consider three things:



1. Danger: We should be aware if the person that we are serving is threatening, neglecting or causing fear among those around them. If so, we need to think about what actions are needed to create a safe environment for everyone. Working with our agency, we can decide what procedures need to be taken for the safety of others and the ways in which we can most safely respond.

2. Effects of Crisis on Others: Usually when an individual has a problem, family, friends and co-workers can also be affected by the mental health issues. As *Promotores(as)*, we need to consider if others could also benefit from support services or our friendly listening! We should include the well-being of all community members as we work to resolve the causes and effects of others' emotional struggles.

3. Common Causes: Are we hearing from others that there is a common situation in the community that is causing stress? How common is the problem? For example, are many parents talking about similar attitudes or behaviors of their children? Are several women at the same work location complaining of harassment? If so, we need to consider what might be causing these common issues. This can be a delicate situation. We need to respect a person's right to privacy, as we prioritize our concern for the safety of others and ourselves. Do we need to bring in others such as law enforcement, health experts or religious leaders to participate in exploring this common occurrence? When we notice this type of situation, or when we have a feeling that something is just not right, we need to work with our project supervisor to evaluate what steps can be taken. Remember that we don't have to solve problems by ourselves!

Advocacy

We have a great opportunity to assist our community. We can make change by sharing with policy makers the root causes of some of the health disparities that affect the community. This work is called advocacy. In relation to mental health, it means speaking up about issues that are affecting the quality of mental and emotional health of those we serve.

Advocacy is carried out in many different ways. Advocacy can be personally assisting a client to schedule a counseling appointment sooner than might be offered to a hesitant caller. Additionally, advocacy is when we attend a meeting of many different programs and speak out about the challenges our community might be experiencing. Advocacy can also be when we write a letter to a political leader to support a particular policy. All of these are examples of advocacy. As *Promotores(as)* we can make a big impact on our community's well-being as advocates. We need to work with our agency to understand how we can best do this work!

Preventing Burn-out

If we don't care for ourselves, attending to the well-being of community members can be difficult. We need to keep in mind that just as we offer suggestions to our community of how to stay healthy, we need to follow that same advice!

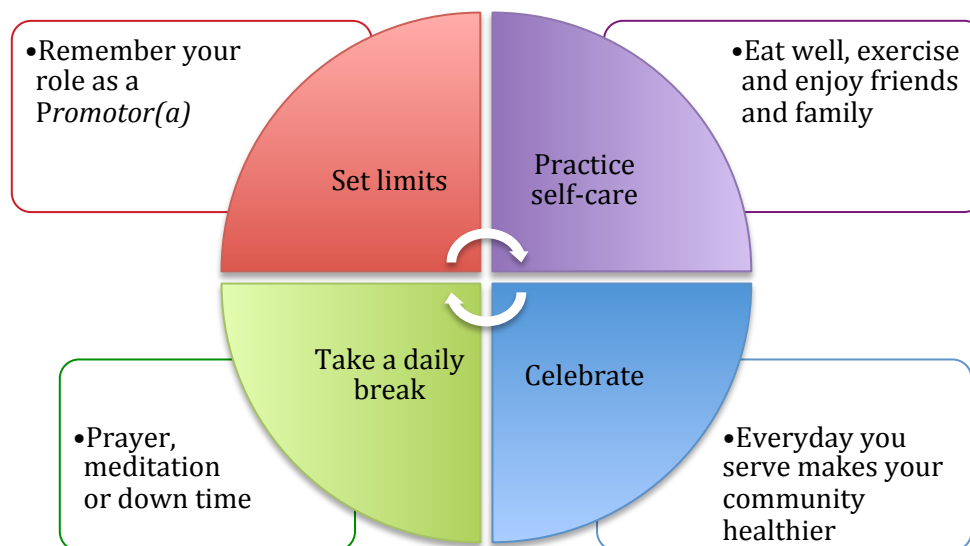
Set limits as a *Promotor(a)*. We need to carry out our work with love and dedication, but we need to make sure that we also take time for our families, friends and our responsibilities. By doing this, we serve as a good role model for our community. We are also making sure that we will always be at our best when we are helping others.

Practice self-care! We need to eat healthy foods and not rely on sweets or unhealthy drinks or foods to calm us when our work is demanding. Making time for exercise such as a daily walk, Zumba exercise class or a sport are just some examples of how to keep our health and our stress under control. Spend quality time with those you care about.

Take a break everyday to reflect, pray or meditate. We want to remember why we do our job. It is important that we feel calm and ready to support our community. Taking quiet time for ourselves is an opportunity to recharge our energy and focus on the work ahead.

Celebrate! Everyday that we are serving the community is an opportunity to support community well-being. When people come to us for help, we need to celebrate that they trust us. When a community member makes a step in caring for himself or herself, we can celebrate this commitment to their self-care. Every small and big step deserves recognition of the service we carry out.

Four Steps to Prevent Burnout:



We should work with our agency to learn about opportunities and strategies to stay healthy and prepared! Share with our coworkers and program coordinator what we do to stay healthy. Speak up when we are feeling overwhelmed. Working together we can successfully assist our community and keep ourselves healthy. We want to be role models for those we serve!



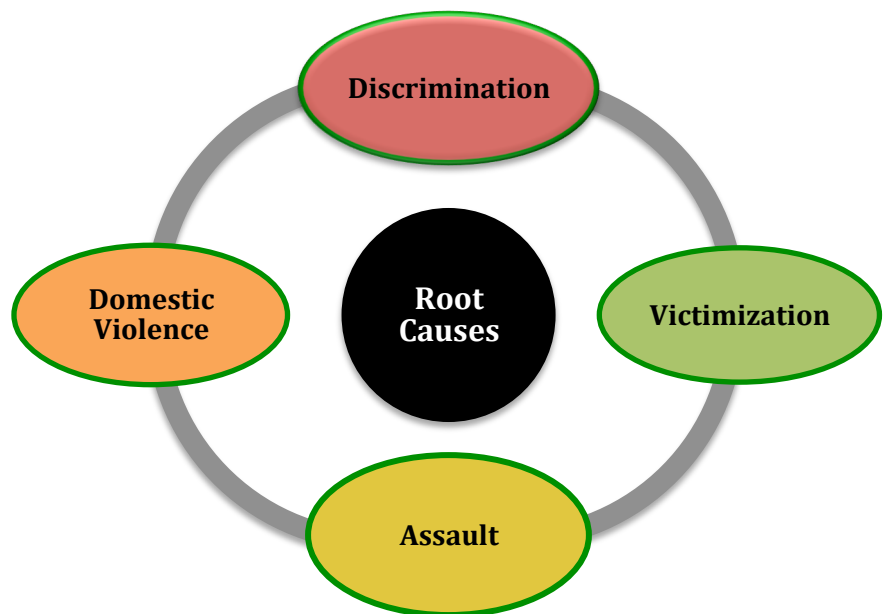
Chapter 3: Community Challenges: Understanding Root Causes

As *Promotores (as)* we are on the frontline that responds to challenges our community faces. In order to appropriately assist with these stressful experiences, it is useful to understand some of their root causes, as well as some corresponding legal concepts. As we learn these terms and groupings we will be better prepared to respond to the emotional consequences that result. Remember that each state has its own way of defining the crimes addressed in this chapter.

Much of what we are going to review in this chapter has to do with the use of power and control. Taking power over a person's body, or their labor, is a form of exploitation and there are legal consequences. An important aspect related to power and control is consent. When a person gives their consent it means that they agree to something. Not getting a person's consent is frequently an issue in many sexual encounters. Remember, if a person says no, is incapable of making a coherent decision or changes their mind and does not want to continue, then their consent **is not** given! This is their legal right even if they are married or in a relationship! In other words, it is against the law for a person to continue a sexual act when the other person has not given his or her consent.

Root Causes of Community Challenges

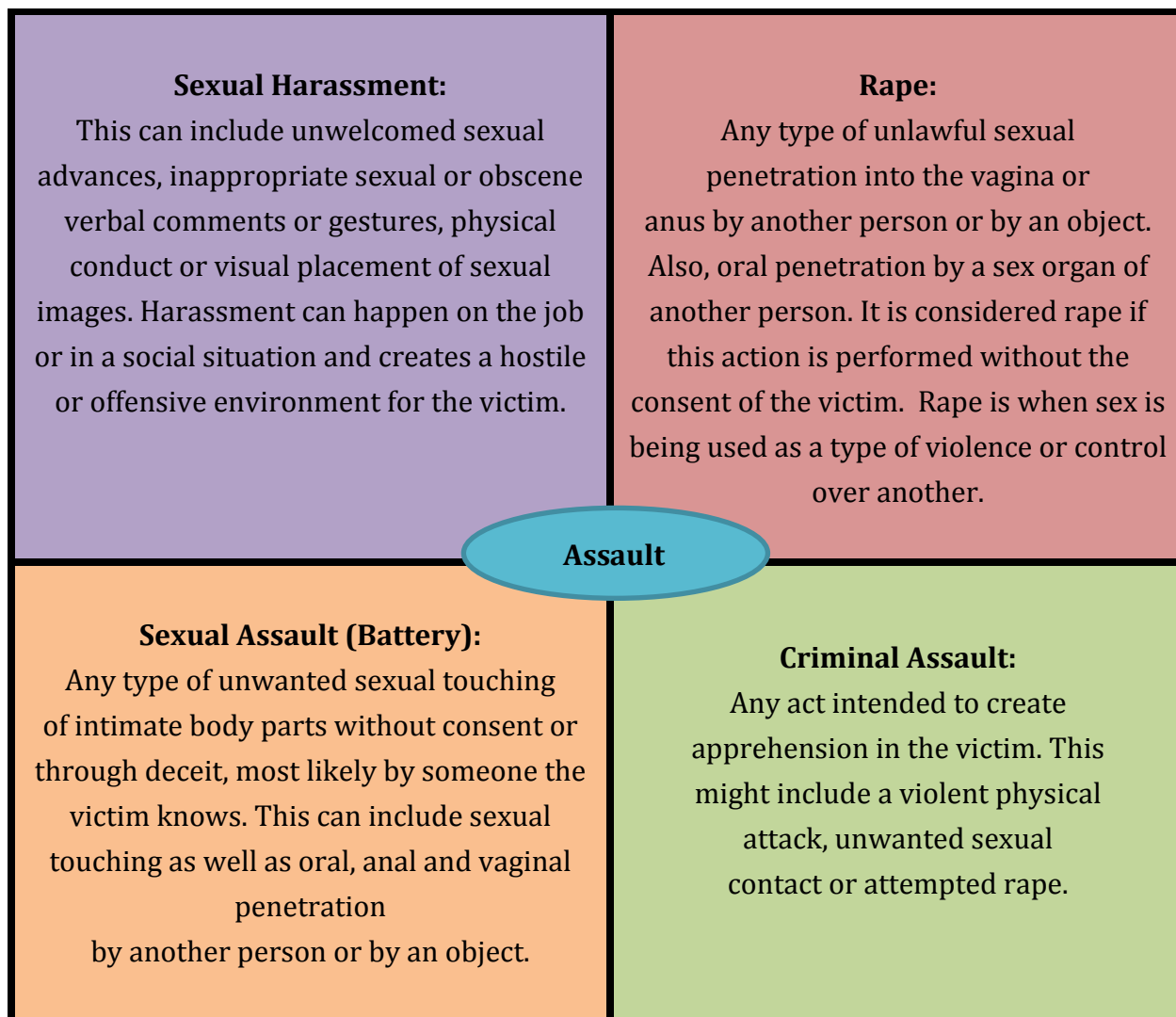
The following are root causes of community challenges. They impact the health and well-being of those we serve. We often see the consequences of these problems in the various behaviors and choices that individuals make to cope with these issues. This chapter will offer an overview of the four most common root causes in order for us to gain a better understanding of the dynamics of each.



1. Assault

Assault is any action, or intentional action, carried out by one or more individuals that causes apprehension or puts another person directly, or indirectly, in danger. This means that physical

contact or physical injury is not necessary to be considered assault! For example, if a person is holding a bat in a threatening way towards another person, it is assault –even if the bat does not hit the person. For our purposes, the term assault encompasses four categories of harmful acts against men, women or children.



2. Domestic Violence and Neglect

Domestic Violence is a term that describes three main categories of power and control that can happen within a family unit. This can be parents, partners, children or elders that carry out violence or neglect against a family member. The perpetrator (the person who causes harm) takes actions or uses their power to intimidate, control, abuse or neglect their family members.

There are three categories of this type of abuse:

1. Intimate Partner Violence (IPV): IPV is a pattern of acts used against a partner, without their consent, to gain power. Many of us are aware that this type of violence can be more than just physical or sexual; it can include verbal, emotional and economic abuse or neglect! IPV can occur between married couples, those who are living together or just dating. Partner abuse can also happen with gay and lesbian couples.

The person who abuses others (a batterer) does not take responsibility for their abuse. They use their power to blame their partner for their own bad behavior. Sadly, the ongoing cycle of abuse emotionally affects the person being victimized and this may cause them to lose their self-esteem or self-confidence. The result of the abuse makes it harder to leave the abuser. Leaving can be difficult and dangerous. Sometimes survivors try leaving the abusive situation several times before they finally are able to permanently leave.

2. Child Abuse and Neglect: Child abuse can be actions that are physical, sexual, verbal or emotional. It can also include neglect. Neglect is about what a parent or guardian **does not do**. Neglect means that a child is not protected from harm by the parents or the adult in charge.

3. Elder Abuse: Elder abuse is considered the intentional neglect or abuse or exploitation of vulnerable adults, or those over the age of 60. The abuse is carried out by a caregiver, or any other person, even someone outside of the family. This can include physical, sexual and emotional abuse as well as abandonment.

3. Victimization

Victimization is when a person is targeted by one or more people in an aggressive, controlling or demeaning way. Anyone can be victimized! Victimization can include the bullying of our children, the trafficking of women or the humiliating treatment of adults in the workplace. The following are forms of victimization:

Survivors

People who have been a victim of such crimes as sexual assault or partner abuse are called survivors. This term makes it clear that we think they are strong!

Gangs: a group of people who have a common bond. They may be from the same neighborhood or have the same ethnic or racial background. They join together and

often take part in violence, bullying or other criminal activities. Gangs are found in both rural areas and cities. Most often, gangs are made up of youth 10-24 years of age.

Trafficking: the illegal exploitation of individuals for profit. Trafficking of people can be carried out for forced labor and sexual exploitation through the use of violence, threats, deception, debt bondage and manipulation. Trafficking affects men, women, children of all ages, immigrants and citizens.

Bullying: often-repetitive, controlling or abusive behaviors that can include physical, verbal or cyber attacks, isolation from others and the spreading of rumors. One or more people carry out these actions against an individual. These actions can affect the self-esteem of the victim. Unwanted actions occur mainly among school-aged children and in the workplace. Recently, “cyber-bullying,” which is bullying done through social media, is on the rise. Bullying can lead to emotional stress of the victim and even suicide.

Workplace victimization: to humiliate, intimidate, fire, limit promotion or threaten to punish a person in a workplace or professional environment. Often this happens because the victim has asserted their rights as an employee, made a complaint or refused to do something because they felt it was discriminatory or that they were being sexually harassed or victimized. This type of victimization may come from co-workers or superiors.

Stalking: these behaviors include repetitive, verbal, written or implied threats, unwanted communication, following or observing the victim, sending the victim unwanted items or presents and harassment. Stalking actions ultimately cause fear and intimidation in the victim. This should never be confused with affection or loving attention.

Prostitution: the exchange of sexual acts for payment in the form of money, food, material goods, rent or drugs. In many cases a prostitute is being exploited or trafficked. In some states prostitution is legal. Sex Worker is a term that is used to describe the sex profession and legal negotiation involved with the exchange of sexual services for payment. A sex worker might be paid as an exotic dancer, nude model, etc.).

Drug dealing: the sale, trade, manufacture or distribution of illegal drugs and controlled substances. Drug dealers will do anything to remain in control of the community where they sell and will often harass or attack community members who stand in their way. A community's fear of the dealer is what gives the dealer power. Individuals and neighborhoods are all affected by drug sales in their community.

4. Discrimination

Discrimination is a violation of our civil rights. It can be experienced in every aspect of our lives: at work, school, medical facilities and public services. For Latinos, especially immigrants, discrimination can include racial profiling, immigration laws, institutional or gender and sexual-preference discrimination.

Racial Profiling: This is a conscious discriminatory action that targets individuals based on their race, ethnicity, religion or national origin rather than their behaviors. The practice of discrimination is sometimes used by law enforcement, or authorities, when deciding which individuals to stop, detain, search or question. They do this based on who they suspect might be associated with a crime.

Immigration Status: In the U.S. there are many different county, state and federal laws, Presidential executive orders and other legislation that address the rights of immigrants and how they should be treated. The debate often continues on into the court system, even after these rules are passed. This means that people don't always understand if the rules are in effect. This is very confusing for the public and it creates stress and many acts of injustice against this community.

Immigration related policies continue to be examined by the court. They include:

DACA: "Deferred Action for Childhood Arrivals," or DACA is an Executive Action by President Obama that provides temporary deportation relief and other benefits to individuals who immigrated to the U.S. as children. "Deferred Action" is granted for two years and then requires additional registrations and payments for renewal. There are specific guidelines that individuals must meet in order to be considered for DACA including: coming to the U.S. before one's 16th birthday, being 15 years or older, and currently in school or having received a high school diploma or GED certificate. (This went into effect in 2012.) <http://www.uscis.gov/humanitarian/consideration-deferred-action-childhood-arrivals-daca>

DAPA: "Deferred Action for Parental Accountability" is an Executive Order that proposes to provide relief of deportation to parents of U.S. citizens and lawful permanent residents. This policy will also grant work authorization. This is not a path to citizenship. It is a measure for temporary legal status. (This was proposed in 2014.) <http://www.nilc.org/dapa&daca.html>

DREAM Act: This is a suggested legislation that would allow immigrant students who have grown up in the U.S. to apply for temporary legal status and eventually qualify for U.S. citizenship if they attend college or serve in the U.S. military and meet other requirements. Students who benefit from the DREAM Act would be granted conditional permanent resident status and be able drive, work and go to school. (As of 2015, this is not currently a law.) <https://nilc.org/dreamsummary.html>

VAWA: The Violence Against Women Act serves to help undocumented victims of abuse to obtain legal status without being dependent on their U.S. citizen abuser to petition for them. A person can self-petition for legal status if they are the spouse, child, or parent of a US citizen or legal permanent resident who is abusing them. VAWA requires working with law enforcement to prosecute the abuser. There are many strict requirements to apply for this status. (In 2015, this continues in effect.) <http://www.uscis.gov/sites/default/files/USCIS/Humanitarian/T-U-VAWA-relief.pdf>

Petitioning for relative's residency in U.S.: A U.S. citizen or permanent resident may be eligible to petition for family members to receive permanent residency or a visa. This petition is for the spouse, children, parents, siblings or fiancé. Permanent residents or green card holders may petition for their spouse, unmarried child under 21, or married son or daughter over 21 years of age. <http://www.uscis.gov/family/family-us-citizens>

Detention: Immigrants, refugees and asylum-seekers are increasingly being placed in detention centers by immigration services. This affects those crossing the border and those residing in the U.S. Unclear U.S. laws, the overburdened immigration system and the lack of access to legal assistance for those detained have created fear in many communities. Of concern is the lack of human rights as well as the emotional, physical and social well-being of detainees and their non-detained family members.

Institutional Discrimination/Abuse: Institutional discrimination refers to acts that disrespect human rights and violate people's dignity. This involves mistreatment, abuse or neglect of people by organizations, institutions or other groups. This abuse can happen in places such as day care centers, nursing homes, hospitals, assisted housing, shelters, etc. For example, some immigrant

families of mixed or undocumented legal status are unaware of their right to enroll their children in public schools, GED and migrant education programs without the youth's Social Security number. If a family member is not informed of this right, or falsely informed that they need Social Security cards or residency documents, this is an example of institutional discrimination. Additionally, families may not be aware that schools cannot disclose a child's legal status for immigration enforcement purposes or link such data into any federal database.

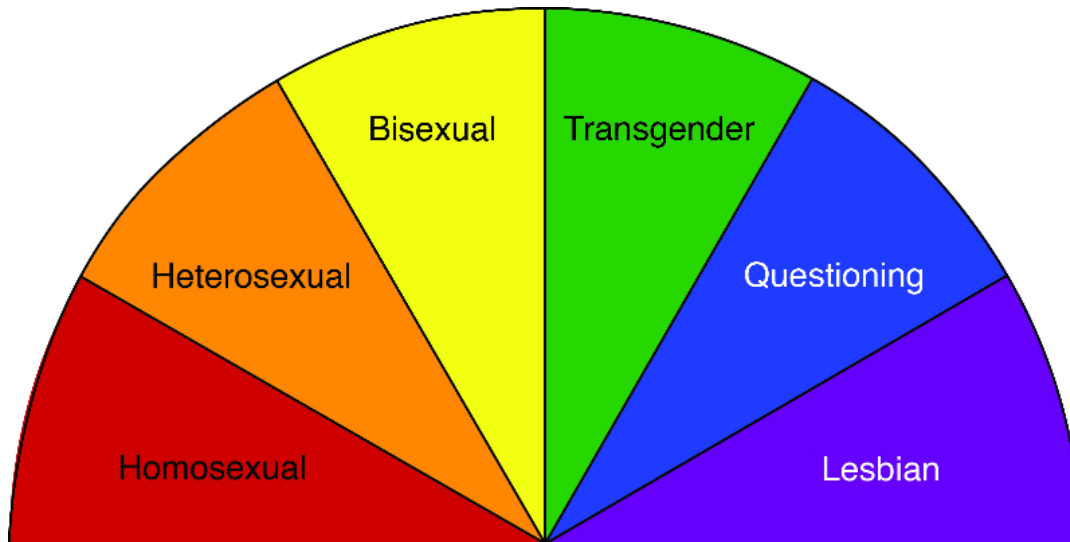
Sexual Orientation Discrimination: This discrimination is directed at individuals who identify as lesbian, gay, bisexual, queer or transgender. This form of discrimination can include denial of employment, housing, health services, marriage, participation in social activities and clubs. It can also include verbal abuse. People that are not heterosexual may face stigma and discrimination from their families and communities. In our work we will want to support the civil rights of all individuals, no matter their sexual orientation.

Important terms to know include sexual orientation and sexual identity. Sexual orientation refers to the way that a person describes what gender they are sexually and/or romantically attracted to.

Sexual identity refers to how a person feels and wants to express the gender that they identify with. Their identity is often expressed through their clothing, behavior and appearance.

It is important that we understand the issues of sexual orientation as a civil right. With the emergence of laws to defend a person's rights to express their sexual orientation, new words are constantly emerging. For example, in the past the term "queer" had a negative connotation. Many individuals whose sexual identity is other than heterosexual now often use this term. As *Promotores(as)* we should never try to identify an individual's orientation or make assumptions based on their appearance or personality. We should be respectful and always ask people which term they would prefer to use in referring to their orientation. "LGBQ," is the short way to refer to the community of people who identify as Lesbian, Gay, Bisexual, or Questioning.

What follows is a list of expressions that are currently being used and redefined. This is only a brief list of the most common terms. Think of the spectrum of both gender identity and sexual orientation as a fan. This is a good place to start!



A brief definition of each of these terms is intended to strengthen our knowledge on the rapidly evolving concepts.

<p>Homosexual primarily refers to men that are sexually and romantically attracted to other men. It can also be used to describe individuals who are attracted to members of the same sex, such as individuals who identify as gay or lesbian.</p>	<p>Heterosexual is an individual who is attracted to the opposite sex, such as a female being attracted to a male. These individuals are sometimes called "straight."</p>
<p>Bisexual is an individual who is attracted to both men and women. Sometimes they are called "Bi." The amount of attraction to both genders does not have to be equal and can change through time.</p>	<p>Transgender describes individuals who identify with a gender different than the one assigned to them at birth. For example, this term can be used by men who think of themselves (or identify) as women.</p>
<p>Lesbian is a woman who is sexually and romantically attracted to other women.</p>	<p>Questioning describes individuals who are not yet decided on their sexual orientation and may be in the process of exploring or discovering their sexuality.</p>



Chapter 4: Negative Coping Behaviors

Life is full of responsibilities, struggles and demands that can create stress. How we manage these events affects our well-being. For example, some events are part of our daily lives: studying for an important test, completing an assignment at work, speaking in front of a group of people or even the excitement of planning a wedding or expecting the birth of a child.

A crisis, however, is when we are challenged by an event that creates some type of danger or difficult situation. This might include being confronted with family difficulties, financial problems or medical complications. A crisis might be the result of a trauma, abuse or some kind of uncertainty that is overwhelming. With any of these situations, for the sake of our survival, the stress will trigger our body's defensive reaction to help us manage the situation. This is called coping.

When stress is not managed and controlled it can overload our system. This can also lead to developing negative coping behaviors, creating a risk to our physical and emotional health. This chapter will explore negative coping behaviors that are dangerous and do not promote healing.

The Body and Mind Connection

There is a connection between how we feel physically and emotionally. As *Promotores (as)* we should be mindful of complaints or behaviors of those experiencing stress. Before we explore negative coping responses in this chapter, we will want to recognize the most common physical and emotional responses to stress. We should know that many people experience these health problems when they are under pressure or have experienced trauma.

Common Physical Responses

Our physical health is determined by our ability to function, manage and maintain both our physical health and our emotional well-being. If we are not familiar with healthy and positive ways to manage our challenges, it is possible that we will experience physical reactions. Remember that our body's internal system is affected when we are emotionally in pain.

Some examples of common physical responses include:

- Changes in sex drive
- Aches and pains
- Upset stomach
- Rapid heart palpitations
- Changes in appetite
- Nausea
- Migraines or headaches
- High blood pressure
- Increased use of alcohol and drugs
- Ulcers
- Startled by noises or unexpected touch

Common Emotional Reactions

Mental health refers to our resilience. Resilience is our ability to bounce back and overcome rough times. It means that we have control of our emotions and can feel joy. Having good mental health means that even if we have problems or experience traumatic events, we still have the ability to choose healthy ways of dealing with these issues. These are positive coping behaviors.

Many of our emotional reactions (listed below) happen because our mind is trying to forget about our problems and attempts to put it aside. However, the problem can sometimes emotionally affect us in ways that we cannot always understand. Either way, we can experience some difficult emotional reactions. As *Promotores(as)* we want to remember that with assistance our community members can diminish these responses.



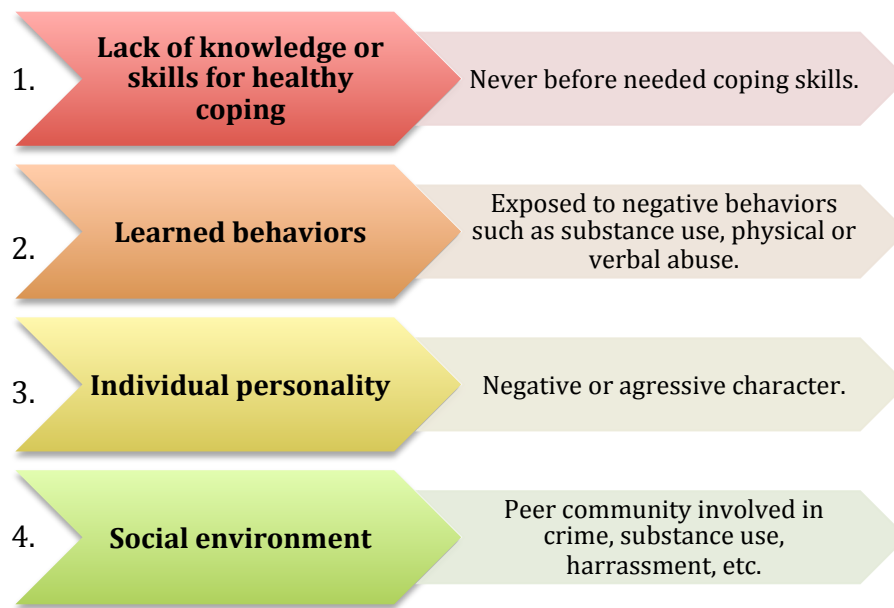
- **Self-esteem issues**
- **Anxiety, panic attacks**
- **Memory problems**
- **Shock and disbelief**
- **Fear**
- **Denial**
- **Irritability**
- **Nightmares**
- **Feeling out of control**
- **Anger**
- **Feeling of worthlessness, sadness**
- **Suicidal thoughts or attempts**

Note: Some of the reactions above can also be indications of mental illness. The problem might be temporary or something the person has had for years. Some health problems can be passed from a parent to a child (hereditary) or are environmental. So remember that referral to professional services is the best way for individuals experiencing these reactions to be evaluated and receive treatment.

Negative Coping Behaviors

Most people try to overcome difficult situations in the best way that they can. Ideally, this would include approaches and behaviors to reduce the levels of stress. However, this is not always the case. Negative coping behaviors increase stress levels and can lead to a vicious cycle of unhealthy behaviors.

Negative coping behaviors are the result of four different situations:



Unfortunately when some people are feeling unable to use positive coping options, they can fall deeper into negative feelings, abusive actions or violence against oneself or others. These negative coping skills only work in the short term. If left unattended, they could lead to very serious health, social and sometimes legal problems. People with generalized anxiety disorder feel anxious for long periods of time for many reasons.

Emotional Disorders

What follows is an explanation of many common disorders that are found in our communities. Their severity ranges from mild to intense, but, either can be harmful. What we want to grasp is the variety of ways that one tries to cope. Remember, these disorders are not always choices people knowingly make.

Low Self-esteem

People with low self-esteem have a condition, which makes them feel like they are unworthy, incapable or incompetent. It can reduce their ability to make positive decisions. Those with low self-esteem often have an unhealthy dependence on others. This can lead to people feeling stuck in relationships or staying in abusive situations. They may mistrust others who want to do good things for them. They may not believe the compliments they receive. Often there are feelings of self-blame for bad things that happen. Additionally, they may experience feelings of being unloved and have an overall pessimistic view of life. They are very vulnerable to negative behaviors.

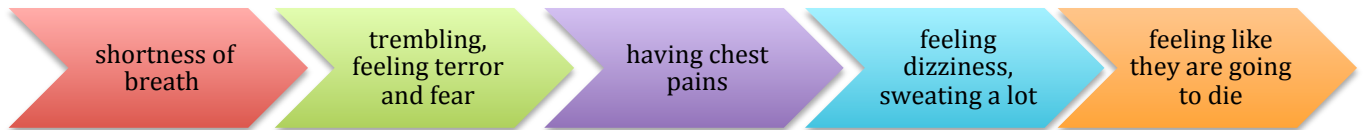
Anxiety

People who suffer from a great deal of nervousness or worrying may have an anxiety disorder. With anxiety disorders, the anxiety or fear is very intense and does not seem to be related to any real danger. The person, however, will feel and react physically as if he or she is in danger. Some anxiety is normal because we all worry about things in life. However, if the anxiety starts to happen frequently or interferes with daily life, the person should seek help before other issues result.

Panic Attacks

Panic attacks are an extreme form of anxiety. They come on suddenly and usually only last for a short time. When a person has a panic attack, they feel and react the same way as if something terrifying is happening to them when nothing at all is occurring. It may be that something around them reminds them of a past event or experience that was frightening or that they felt they could not resolve.

Some physical signs of anxiety and panic attacks include:



Phobias

People with phobias have a specific fear of an object or situation. This fear is extreme and not realistic to others. Some examples are fears of the following:

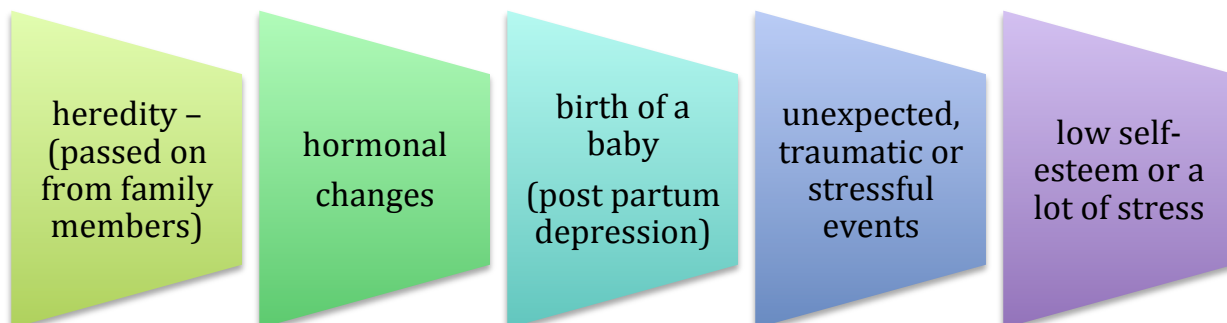
- heights
- closed/tight spaces
- spiders or insects
- flying in airplanes
- being in public or meeting new people

Sadness & Depression

It is normal to feel sad sometimes. Changes or difficult things can happen in our work, within our families, our friendships or our health that affect our happiness. A death or departure of a loved one can lead to a period of deep sadness or grieving. This sadness and grief are both common and their intensity usually passes with time. Immigrants who are far from their home, families and loved ones are especially likely to feel sad and lonely at times. Also, because of the difficulties in their lifestyle, immigrants are at high risk for depression.

Depression is more serious than sadness. It interferes with daily life and doesn't pass quickly. Depression can be the result of a traumatic experience, environmental (one's surroundings) psychological or biological factors. Feelings of sadness or disappointment can make people feel that they are worthless

Some reasons people get depressed are:



Self-injury

Self-injury, or self-harm, is a negative way of coping with feelings or events. When a person doesn't know how to communicate or holds back their feelings, they may turn to self-injury. Cutting is the most common form of self-injury, but other behaviors might include pulling out one's own hair, hitting, piercing or even burning themselves. These actions offer a momentary sense of release or calm, usually followed by guilt, shame or embarrassment. A person will continue to use the self-injury approach until they can find support or other positive coping options.

Suicide

One of the most serious symptoms of a mental health problem is when a person is in so much pain that she or he wants to die. Thinking about suicide means a person wants to kill themselves. If we know that someone wants to kill him or herself, we should quickly report it to our Program Coordinator and to the nearest mental health provider. It is very important for us to take any talk of suicide very seriously –especially if the person has a plan. A suicide plan means that a person can tell you how she or he wants to end his/her life. The most important thing to remember is that this person needs help immediately! This is a matter of life or death.

Abuse/Addictions

What is addiction?

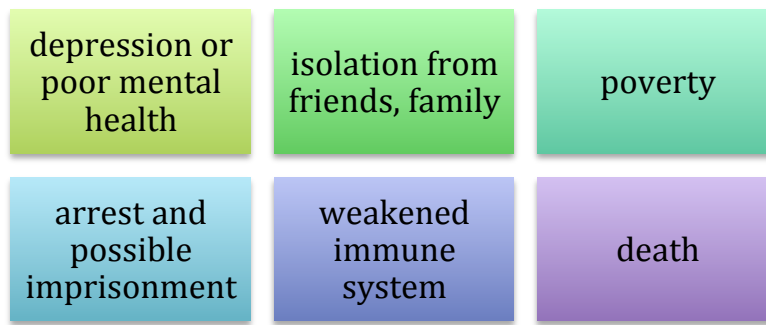
Addiction is a disease. Addiction is when a person craves a substance (alcohol or drugs, etc.) or an activity such as gambling or overeating. With some drugs or behaviors, it's very easy to become addicted. It depends on the person. Addicts (people who are addicted) may have begun using drugs or alcohol to cover up feelings such as shyness, sadness and loneliness. Addiction can also be a response to a trauma they want to forget. Addicts are not able to feel good or to deal with emotions without the thing they are addicted to. People who are addicts need help to break their addiction.

Signs of addiction:

- not being able to quit the addictive behavior
- not being able to control the quantity needed for relief
- thinking about the addictive product or behavior often or all the time
- needing the addictive product to handle stressful situations
- sacrificing family, money, friends, free time and hobbies for the addiction
- not being able to control one's body without the drug (for example, anxiety, tremors or shaking)

Long-term problems related to addiction

The body cannot tolerate long-term abuse or addiction. Even when an abuser substitutes one addiction for another, it takes a toll. Addiction can cause serious health problems including:



One serious challenge for those trying to recover from an addiction is the potential for the addict to replace one addiction for another. Sometimes an addict justifies their action by choosing a less potent drug or behavior. But since addiction is a compulsive behavior, replacing the addictive substance or behavior for another does not heal the addict.

Drug Addiction

Drugs are chemicals that affect a person’s mind, body and behavior. There are many different legal and illegal drugs. These drugs include a variety of substances: alcohol, tobacco, street drugs and prescription medicines. People use drugs for many reasons: to celebrate, relax, overcome boredom or because they enjoy them. Drugs can also be used to cope with problems. Drug use can become harmful when it becomes a person’s main way of dealing with their problems, when it interferes with their life or when it causes harm to them or to others. Over time, these substances could have serious effects on a person’s mental and physical health.

Here are some terms to know as they relate to drug use.

Drug user may be someone who smokes cigarettes, drinks alcohol occasionally or takes medicine as prescribed. However this term is usually used to refer to those who either abuse legal or illegal drugs.

Self-medicating is when a person uses a substance or behavior to try to deal with an issue they are having difficulty managing.

Drug abuse is the pattern of substance use that causes significant harm to the individual or negatively affects their life at work, school, home or their relationships with others. For example, a drug abuser may be someone who gets drunk and then drives, someone who continues to take painkillers after the pain passes or someone who neglects their children because of their heroin use.

Drug addiction means a person uses drugs so much that their mind and body needs the drug to feel normal. They have a lot of trouble stopping their drug use and they need a greater quantity to feel the sensation of pleasure. They may be so dependent that they do not know how to function without it. They may continue to use the drug even when it causes problems in their life.

Drug tolerance is when someone needs more and more of the same drug to achieve the same feeling or high that they first experienced. One's tolerance of a drug builds over time and therefore requires a greater amount of frequency to get high.

Withdrawal refers to the symptoms that are experienced when an addict tries to stop drinking or taking drugs. They might shake or shiver, have hallucinations (seeing things that are not really there), muscle pains, trouble eating, sleeping or feel nervous.

What follows are three tables that present an overview of substances that can be abused:

1. Illegal Drugs
2. Legal Drugs and Substances
3. Prescribed Drugs

1. Illegal Drugs (Street Drugs)

Name(s)	What it is and how it is used	Drug's immediate effects	Drug's long-term effects
Marijuana -Weed -Pot -Mary Jane -Blunt -Fatty Marijuana is legal in some states.	Comes from the hemp plant. Can be smoked in a pipe, bong or cigarette. Sometimes it is mixed into food or teas.	<ul style="list-style-type: none"> • Relaxed • Happy/laughs a lot • Red eyes • Dry mouth • Increased appetite • Tired • Depressed • Panicked, nervous or paranoid • Hallucinations 	Stays in the body for up to a month. <ul style="list-style-type: none"> • Memory • Loss of motivation • Depression • Tolerance • Lung Problems • Lowers blood pressure • Mental health problems
Methamphetamines -Crank -Crystal -Meth -Meth -Ice -Speed	Synthetic (man-made) stimulant. The drug may be sold either as a powder or as rock-like chunks. Can be: -Injected -Smoked -Snorted -Orally ingested	<ul style="list-style-type: none"> • Violent • Energetic/sleepless • Anxious • Happy • Metabolism speeds up • Blood pressure rises • Rapid heart beat 	<ul style="list-style-type: none"> • Drastic weight loss • Psychotic behavior • Memory loss • Brain damage • Nerve damage • Heart failure • Stroke • Death from overdose
Heroin -Junk -Chiva -Smack -Skag -Horse -"H"	Comes in a powder. It is either snorted or injected.	<ul style="list-style-type: none"> • Initially feels really good • Relief from pain • Tired and lazy • Nausea • Sweaty, cold, wet skin • Looks pale • Breathes slowly • Insomnia • Constipated 	<ul style="list-style-type: none"> • Risk of HIV and Hepatitis from sharing needles to inject the drug • Sores on skin from needle use • Heart problems • Overdose that can result in a coma • Death
Cocaine -Coke -"C" -Candy -Crack -Freebase -Rock	Cocaine is a powder that is snorted or injected. Crack is a cheaper version of cocaine, usually smoked in a pipe.	<ul style="list-style-type: none"> • Alert • Feels really good • Insomnia • No appetite • Overly confident • Anxious or paranoid • Energetic • Irritated or excited • Hallucinations 	<ul style="list-style-type: none"> • Weight loss • Depressed • Paranoid • Damages inside of the nose • Heart problems • Lung problems • Convulsions • Risk of stroke • If sharing needles, at risk for Hepatitis or HIV.

Name(s)	What it is and how it is used	Drug's immediate effects	Drug's long-term effects
<p>Party Drugs: Ecstasy -“E”, “X”, “XTC” -Rohypnol -Roche/Rocha -Roofies -“Forget-me-pill” -GHB -G -Liquid ecstasy</p>	<p>Pill or powder that is snorted or mixed in liquid.</p>	<ul style="list-style-type: none"> • Nausea • Dizziness • Not in control • Loses consciousness • Slurred speech • Amnesia 	<p>Ecstasy:</p> <ul style="list-style-type: none"> • Risk of heart attack or stroke • Dehydration, which can cause: death, memory problems, impaired judgment • Feels anxious or paranoid • Confusion • Increased risk of sexual assault or rape
<p>Hallucinogens or Psychedelics: -Mushrooms -Shrooms -Magic mushrooms -LSD -Acid -Blotter -Cube</p>	<p>Mushrooms are usually eaten. LSD is usually on a small piece of paper that people put on their tongue. It can also be eaten or absorbed through the skin.</p>	<ul style="list-style-type: none"> • Nausea • Heart rate and body temperature increases • Hallucinations • Panic, nervousness or paranoia • Confusion • Flashbacks • Poor judgment 	<ul style="list-style-type: none"> • Chronic mental problems • Flashbacks • Death <p>Increased dosage to satisfy craving.</p>

2. Legal Drugs and Substances

Name(s)	What it is and how it is used	Drug's immediate effects	Drug's long-term effects
Alcohol	Is an intoxicating drug that is also a depressant. It is usually found in beer, wine and hard liquor.	<ul style="list-style-type: none"> • Creates a sense of relaxation. • Becomes talkative, confident and outgoing • Speech is slow or slurred • Poor judgment • Impaired walking or driving 	<ul style="list-style-type: none"> • Malnutrition • Overweight • Diabetes • Liver disease • Clumsy • Alcohol poisoning • Damage to the heart, kidney, stomach and brain • Cancer
Tobacco	The leaves of tobacco plants are used in cigarettes, cigars, pipe tobacco, chew and snuff.	<ul style="list-style-type: none"> • Coughing • Breathing problems • Nausea 	<ul style="list-style-type: none"> • Lung and other cancers • Serious lung problems: bronchitis or emphysema • Glaucoma • Heart attack or heart disease • Stroke • Dental problems
Caffeine	It is a central nervous stimulant. Found in medicine, chocolate and beverages such as coffee, tea and energy drinks.	<ul style="list-style-type: none"> • Palpitations • Shaking • Agitation • Chest pain • Dizziness • Insomnia • Respiratory Distress • Headaches 	<ul style="list-style-type: none"> • Heart problems • Risk of miscarriage • Increased drinking of caffeinated drinks can lead to dependence • Loss of reasoning
Over the counter: Cough medicine Pain relievers Diet pills Pseudoephedrine	They come in tablets and syrups and are ingested. Pseudoephedrine is snorted.	<ul style="list-style-type: none"> • Blurred vision • Dehydration • Insomnia • Irritability • Drowsiness • Hallucinations • Relaxation • Indifference to emotional or physical pain 	<ul style="list-style-type: none"> • Liver failure • Stomach bleeding • Kidney failure • Nervousness and tremor • Cardiac risks: rapid and irregular heartbeat, stroke, high blood pressure • Death • Digestive problems • Hair loss • Anxiety • Extreme paranoia

Name(s)	What it is and how it is used	Drug's immediate effects	Drug's long-term effects
Inhalants	These are items such as spray paint, markers and glue. They are abused by sniffing the contents from a bottle, can or from a plastic bag where they have been sprayed into.	<ul style="list-style-type: none"> • Tired • Dizzy • Nausea 	<ul style="list-style-type: none"> • Death • Brain damage • Nose bleeds and sneezing • Skin may turn blue • Lose control of urination
Pain Killers (Percoset, Oxi) -Oxi -Blue -Hillbilly -Heroin Kicker -Oxycontin	These tablets are swallowed, chewed, or crushed to be snorted or dissolved in water and then injected.	<ul style="list-style-type: none"> • Relieves pain • Euphoria • Sleepiness 	<ul style="list-style-type: none"> • Tolerance • If injecting, exposure to contracting HIV, Hepatitis and other blood-borne viruses. • Severe respiratory problems that can lead to death.
Amphetamines - Uppers - Bennies - Speed	These pills are prescribed for various uses. They can also be made into a powder that is then injected, smoked or snorted.	<ul style="list-style-type: none"> • Violent • Insomnia • Anxious • Happy and energetic • Metabolism speeds up • Blood pressure rises • Heart beats faster 	<ul style="list-style-type: none"> • Drastic weight loss • Psychotic behavior • Memory loss • Brain damage • Nerve damage • Heart failure • Stroke • Death from overdose
Marijuana -Weed -Pot -Mary Jane -Blunt -Fatty	It's a plant that is smoked in a pipe, bong or cigarette. It can also be included in food and eaten.	<ul style="list-style-type: none"> • Relaxed • Happy/laughs a lot • Red eyes • Dry mouth • Increased appetite • Tired or depressed • May feel panicked, nervous and paranoid. • Hallucinations 	<ul style="list-style-type: none"> • The chemical in marijuana (THC) stays in the body for up to a month

3. Prescribed Drugs

Name(s)	What it is and how it is used	Drug's immediate effects	Drug's long-term effects
Rohypnol -Roche / Rocha -Roofies -"Forget-me-pill"	A powerful sedative and depressant. It is a tablet that can be swallowed or crushed into a powder to be snorted or dissolved in water and drunk.	<ul style="list-style-type: none"> • Confusion and disorientation • Extreme relaxation • Vision problems • Coordination problems and slurred speech • Dizziness and nausea • Loss of inhibitions • Extreme sleepiness • Loss of consciousness 	<ul style="list-style-type: none"> • Significant breathing problems • Coma • Death
Ritalin -Kibbles & bits -Kiddy Cocaine -Pineapple -Skippy -Smarties -Vitamin R -West Coast	A stimulant of the central nervous system. Tablet can be swallowed or crushed to produce a powder which is snorted. Some abusers dissolve the tablets in water and then inject the mixture.	<ul style="list-style-type: none"> • Appetite suppression • Alertness • Euphoria • Increased focus and attentiveness 	<ul style="list-style-type: none"> • Binge use • Psychotic episodes • Cardiovascular complications • Severe psychological addiction • Blockage of small blood vessels • Abusers who inject the drug expose themselves to contracting HIV, Hepatitis and other blood-borne viruses.
Pain Killers Percoset Oxi - Blue - Hillbilly - Heroin - Kicker - Oxycontin	A painkiller in tablet form. Can be swallowed, or crushed to produce a powder which is snorted. Some abusers dissolve the tablets in water and then inject the mixture.	<ul style="list-style-type: none"> • Relieves pain • Euphoria • Sleepiness 	<ul style="list-style-type: none"> • Abusers who inject the drug expose themselves to contracting HIV, Hepatitis and other blood-borne viruses. • Severe respiratory problems that can lead to death.

Other Addictions

As discussed, addiction refers to a person's inability to control a need or urge to the extent that it puts them or others in harm. Addicting behaviors can have the same negative outcomes as addictions to substances. Just as with substance abuse, recovery requires treatment and commitment by the addict to reform their behavior. The issue of self control remains an on-going problem even once recovery begins. The following are some additional forms of addiction:

Sex Addiction causes people to be obsessed with sexual thoughts, urges and behaviors. Sex addicts are constantly looking for arousal, and they can't control their sexual feelings and actions. These compulsive sexual behaviors can negatively affect our lives including work, family, health and finances.

Gambling has to do with the impulsive and constant need to place bets on various activities such as horse or dog races, computer gambling, card game and casino games. The high that a gambler gets is from the message sent to the brain when they bet, even if they lose. The desire is similar to that of an alcoholic or drug addict. Gambling can cause people to lose all their savings, accumulate debt, steal or resort to some other type of crime in order to continue gambling.

Technology Addiction is experienced by young and old, and it creates a constant dependency on the satisfaction of the immediate delivery of information. Whether using technology through a phone, computer, video games or other device, this addiction becomes such a distraction that it negatively affects our interaction and productivity at school, work and home. Common technological sources of addiction include games such as Candy Crush, social media sites like Facebook, Twitter, and Instagram, or pornographic movies.

Pornography is the constant need to look at or seek, sexual information, movies, materials, or conversation for sexual arousal. Much of pornography is shared on the internet or over the phone. People who are addicted to porn can't stop on their own, even if they try, and often become stressed or anxious if they can't access it. Like all addictions, even when it begins causing problems at work and with relationships at home, the pornography addict will continue to do whatever is necessary to access porn until they are ready for treatment.

Eating Disorders are food-related addictions, a dependence on food or a desire to reduce food consumption. There are a range of addictions. Some people will eat compulsively, meaning that they eat without control. Others may eat very little or starve themselves because they are extremely obsessed about their weight. Below are the most common food disorders:

Bulimia: People who experience this disorder often eat large amounts of food in a short period of time. This is called binge eating. Then, they proceed to make themselves vomit, fast or exercise excessively in order to rid themselves of all the calories consumed. This is called purging. This disorder is a life-threatening health issue with difficult emotional and physical dangers. It can cause physical crises ranging from gastric ruptures to apparent tooth decay.

Anorexia: a form of starvation. People with anorexia are obsessed with being thin and have problems with their self-image and perceiving their own weight, even if it is normal. In addition to their poor eating habits they also use diet pills, diuretics and laxatives to control their caloric intake. There are severe mental health and physical dangers including the risk of heart and kidney failure, osteoporosis, muscle and hair loss and a weakened immune system.



Chapter 5: Tools for Positive Coping

Coping with challenges can be a process that requires patience and self-love. Whether struggling to recover from a trauma or simply trying to get through a difficult week, *Promotores(as)* are a trusted source of support and guidance for sharing tools for positive coping.

Tips for Self-help:

Though it is often far from the mind of someone who is struggling, making changes to one's lifestyle can drastically improve a person's well-being. Most important is how we face our problems. Sometimes it's an effort to act and feel hopeful and positive, but we can all learn skills to manage our stress. Aside from thinking positively, we can feel better by spending time outdoors, choosing healthier foods, getting exercise and spending time with someone whose company we enjoy.

Healthy foods provide nutrients that are important in our recovery. Unfortunately, when we are stressed, we tend to choose foods that we think are comforting, but often they are not healthy. Sweets, starches, alcohol and sugary drinks will not allow our body to heal. Foods that are nutritious provide our body with the minerals and vitamins that are necessary to strengthen our health, keep our mind clear and give us needed energy to face our challenges. Everyday we should choose the healthiest foods available for every meal and snack.

Allowing the body to rest is also key to overcoming difficult times. When we are tense or experiencing stress, rest is often hard to achieve. It is important to set up a daily schedule so our body gets into a routine and begins to expect rest. Additionally, it is helpful to spend our last hour before bedtime distancing ourselves from the stimulation of crowds, noise, physical exercise and work.

Coping with challenges can be a process that requires patience and self-love.

Universal Suggestions

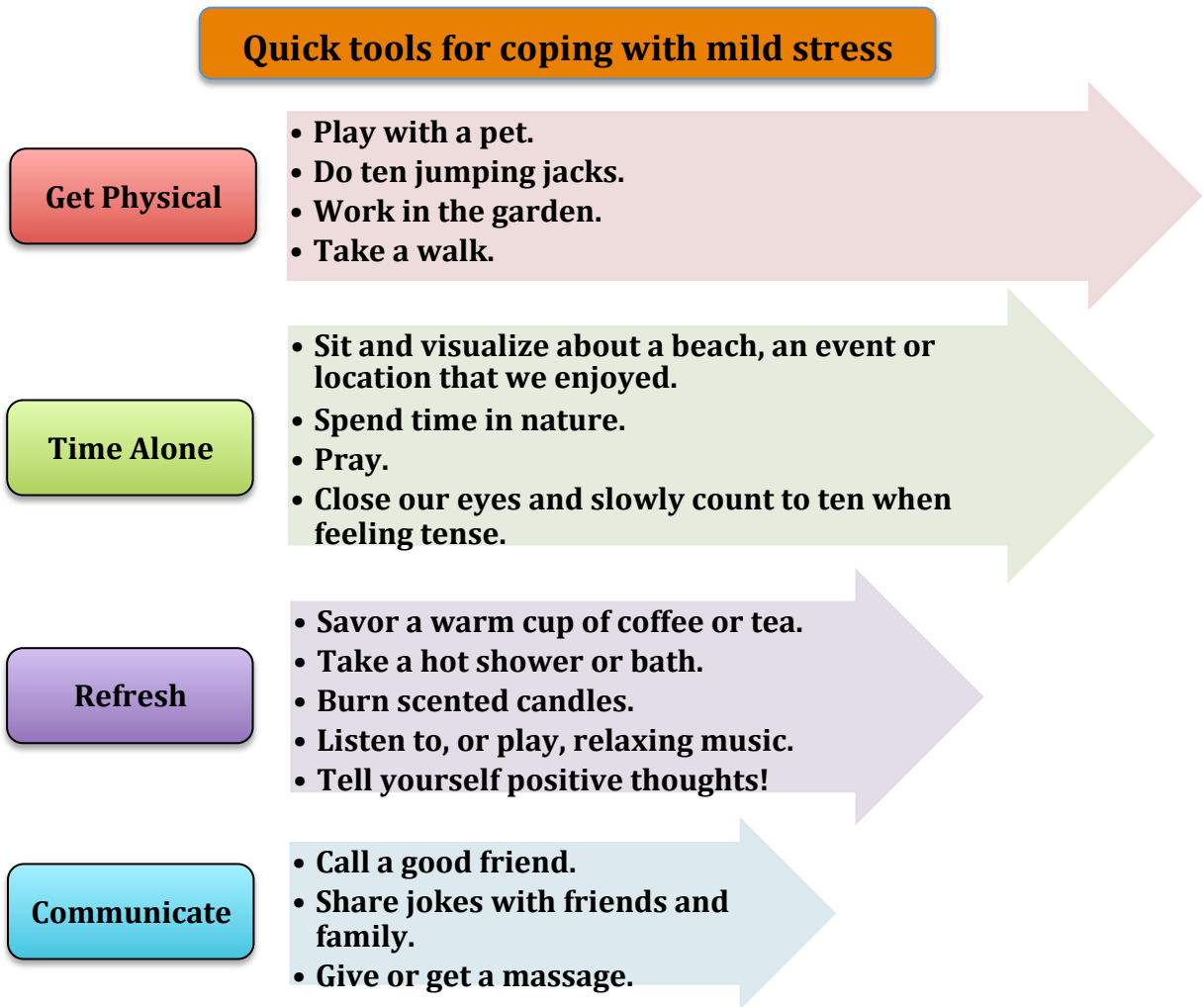
Distancing oneself from negative behaviors and thoughts are crucial for a healthy recovery. There are six universal reminders that we should emphasize to our community!

1. Stay away from alcohol, sweets and tobacco.
2. Avoid others who encourage us into behaviors that we want to change.
3. Set aside time each day for yourself. Learn how to say "no."
4. Prioritize your schedule, responsibilities and daily tasks between what should be done and what must be done.
5. Communicate your feelings and be willing to compromise with others.
6. Remember, and accept, that there will be some days that are better than others.



Quick Tools for Positive Coping

Most of the time, we can cope with problems by creating healthy distractions and taking a break from our routine. These are good, easy techniques to help us quickly feel good! We can share these quick actions to help with mild stress and to calm down. When combined with other strategies, these same actions can assist with more serious issues. These activities would be done in combination with any recommended professional strategies.



Coping Skills for Better Communication

Oftentimes our stress, anger or worries are directly associated with people in our lives such as relatives, children, spouses, bosses and friends. Sometimes we may not see eye-to-eye on an issue or we may have had a difficult experience with that person. Arguments can arise creating frustration and stress for everyone involved. In situations where we feel safe, we can learn to handle tense situations or confrontations by using effective communication and compromising strategies. This can help us to resolve our problems with others in a calm manner without engaging in negative behaviors.

How to communicate effectively and compromise:

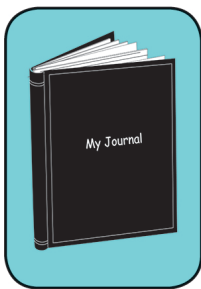
1. The most important thing to do during an argument, or when we disagree with someone, is to stay calm and take a few deep breaths.
2. Remember to be an active listener and allow each person a chance to express how he or she is feeling, without interrupting. By modeling politeness, we have a better chance of receiving that behavior.
3. It is okay to agree to disagree, try to compromise with the other person and find a solution that both of you can agree on.
4. It is very important to avoid physical violence, yelling or making offensive comments when arguing with someone. These are negative coping behaviors that don't help to heal anyone.
5. If an interaction is too stressful or unsafe, step away from the situation. Taking a walk provides an opportunity to relax and return to a calm state.

Tools for Positive Coping

Coping means that there are actions we can take to try to resolve our problems or situations. In other words, there are tools or exercises we can use to help regain personal control. Someone who is trying to cope, with or without professional assistance, can use the following tools. As *Promotores(as)*, it will be useful for us to take the time to explain the tools and also to guide someone through the different exercises that you recommend. To make this process easier, there are half-page descriptions along with the steps for each of the exercises described below and at the end of the chapter. These sheets can be printed out and shared with the community member as a reminder.

Journaling

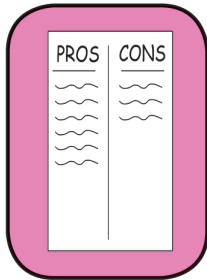
Journaling is writing down our thoughts in a notebook or journal. This is a good way to express our emotions without fear of other's responses. Your journal doesn't need to be shared with anyone. Sometimes people throw them out or shred them after they have completed filling their journal. This can be part of a path to getting rid of negative feelings or experiences.



How to begin journaling: Find a notebook or paper and a quiet place to think. We then allow ourselves to write down any thoughts or dreams that come to mind. Remember, we are writing for ourselves, this is not for anyone else. To make it more personal, we can cut out pictures and place them into our journal or even draw pictures. We can use colored pens, markers or crayons to add a personalized look. Our journal is where we can write down things that are hard to say out loud or things we just don't want to say to someone. We can write poems or songs too! It is suggested that we write daily.

Lists of "Pros and Cons"

Making a list of pros and cons is a tool that can help us to examine our options when trying to make a decision. By listing all of the potential benefits of a decision, we can have a better understanding of positive outcomes from our choices. A list of consequences, for our decision, allows us to anticipate potential negative outcomes. Therefore, this tool allows us to weigh the benefits against the consequences of our decisions. We can then consider what might be of greater benefit and why.



How to make a list: The simplest way to do this is to make two columns on a piece of paper; one, "Pros" and the other titled "Cons." Write down every thought that comes to you. At first, just make the list by placing an idea in the column that you feel is the best place for it without thinking too deeply. After you have written your list, review each column. Should ideas be moved to the other column? If so, move them. Then ask yourself, "Does your decision benefit you more than the potential consequences that you have identified?"

Deep breathing

Deep breathing, sometimes called focused breathing, is an activity that leaves the body relaxed, and focused. Deep breathing increases the supply of oxygen going to the brain and promotes a state of calmness. Breathing from the abdomen for 20 to 30 minutes each day will reduce anxiety and stress. We can do this while performing another activity, such as taking a walk, riding a bus or as a separate quiet exercise.



How to achieve deep breathing: Sit on the edge of a chair. Keep your head, neck, and spine straight. Place one hand on the belly and the other hand below your belly button. Take a deep breath in through your nose and, as you exhale through your mouth, gently pull in your abdomen. Then, inhale through your nose and expand your abdomen. Allow your chest to stay still. Repeat for about 5 minutes and gradually work up to 20 minutes a day.

Exercise

In addition to helping us sleep better, achieve and maintain a healthy weight and reduce the risk of developing a serious health problem, regular exercise also improves our emotional well-being. Aerobic exercise (which increases your heart rate) like jogging, dancing, walking quickly, cycling, and swimming have been shown to reduce symptoms of anxiety and depression. It is suggested that people exercise 30 minutes a day, 3 to 5 days a week. However, start slow and work up to increasing your strength.



How to exercise for well-being: We can exercise for 20 to 30 minutes by simply taking a walk around our neighborhood or going to a park. These exercises can also be split throughout the day. So perhaps we walk in the morning for 10 minutes and then play soccer with our children in the afternoon. To avoid getting hurt or becoming too tired to exercise the next day, don't exercise beyond your ability. What is important is that we exercise daily!

Prioritizing Hobbies or Interests

Focusing on doing things that we enjoy is a positive activity for healing. Taking time each day to focus on something that interests us is a positive way to remove our attention **from** our worries. This connection with something pleasurable also improves our mood, our feeling of satisfaction and helps to relieve exhaustion. Hobbies can be a craft such as beading necklaces, gardening or playing an instrument.



How to begin a hobby: Dedicate at least 30 minutes every other day to focusing on an activity or craft that gives us pleasure. We should find a place where we feel comfortable and can focus. If we are not sure what type of hobby to start with, we can think about things we have taken time to do alone that have been enjoyable such as listening to music, scrapbooking, baking, etc. If our hobby requires supplies, it is helpful to keep all of the materials together in one place or in one container so that we can easily do this hobby in the time we have.

Grounding Exercises

Grounding exercises are about using our senses. They help to keep our thoughts and body focused on the present. This is a way to take our attention away from overwhelming negative thoughts, flashbacks or anxiety. The idea is to just take time to focus on the present and allow our mind to get a rest from stressful thoughts.



How to do grounding exercises: We begin by sitting straight on a chair with our feet on the ground, listening attentively to our body and feeling our breath come in and go out. Now, shift away from focusing on your breath or any body discomforts or worries. Turn your listening to the sounds around you (a car passing by, air conditioning, birds or children). This quiet listening will help us to connect outside of ourselves. Sometimes we can keep our eyes closed for better concentration. Other times, we might find that by keeping them open we can pay attention to the details around us. There is no wrong way to do this exercise. Our goal is to focus on what is around us and not think about our physical discomforts or thoughts.

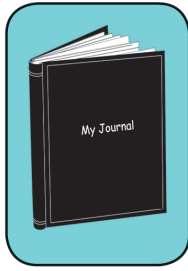
Volunteering

Turning our sadness, anger, pain or frustration into something positive can reap many benefits. By channeling our negative feelings into something that would help others, we can help to heal ourselves. There are many organizations in our community that are always in need of volunteers. Schools, hospitals, churches and non-profit organizations have opportunities for volunteers. Trying something new and exciting allows us to explore and experience new interests, meet new people and feel good about ourselves!



How to find volunteering opportunities: We can speak with faith leaders or ask at our child’s school or daycare. Organizations such as United Way can link people to volunteer opportunities. We can also organize a small group of people to clean up the neighborhood park, prepare holiday foods for elderly neighbors or teach children music or crafts.

The following are half-page handouts that you can print out and share with community members.



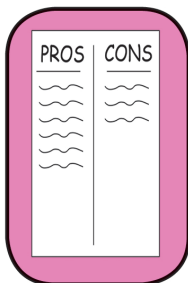
Journaling

Journaling is writing down our thoughts in a notebook or journal. This is a good way to express our emotions without fear of other's responses. Write for yourself, this is not for anyone else. This journal doesn't need to be shared with anyone. Sometimes people throw them out or shred them after they have completed filling their journal. This can be part of getting rid of negative feelings or experiences. It is suggested that you write daily!

How to begin journaling:

1. Find a notebook or paper and a quiet place to think.
2. Allow yourself to write down any thoughts or dreams that come to mind.
3. You can draw pictures or cut out pictures and place them into your journal.
You can even use colored pens, markers or crayons.
4. The journal is where you can write down things that are hard to say out loud or things you just don't want to say to someone.
5. You can write poems or songs too!

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Lists of "Pros" & "Cons"

Making a list of "pros" and "cons" can help us to examine our options when trying to make a decision. By listing all of the potential benefits of a decision, we can have a better understanding of positive outcomes of our choices. A list of consequences for our decision allows us to anticipate potential negative outcomes. Therefore, this tool allows us to weigh the benefits against the consequences of our decisions. We can then consider what might be of greater benefit and why.

How to make a list:

1. The simplest way to do this is to make two columns on a piece of paper; one titled "Pros" and the other titled "Cons".
2. Write down every thought that comes to you. At first, just make the list by placing your ideas in either the "Pros" or "Cons" column, which ever you feel is the best place for it, without giving it a great deal of thought.
3. After you have completed your list, review each column.
4. Should some of the ideas be moved to the other column?
5. Once you have your ideas in the preferred column, you can clearly review the benefits and the consequences of an action or decision based on your list.
6. Then ask yourself, "Does your decision benefit you more than the potential consequences that you have identified."

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Deep Breathing

Deep breathing, sometimes called focused breathing, is an activity that leaves the body relaxed and focused. Deep breathing increases the supply of oxygen going to the brain and promotes a state of calmness. Breathing from the abdomen for 20 to 30 minutes each day will reduce anxiety and stress. We can do this while performing another activity such as taking a walk, riding a bus or as a separate quiet exercise.

How to do deep breathing:

1. Sit on the edge of a chair. Keep your head, neck and spine straight.
2. Place one hand on the belly and the other hand below your belly button.
3. Take a deep breath in through your nose, as you exhale through your mouth, gently pull the abdomen in.
4. Then, inhale through your nose and expand your abdomen.
5. Allow your chest to stay still. Repeat for about 5 minutes and gradually work up to 20 minutes a day.

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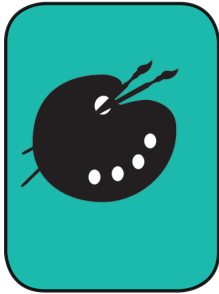
Physical Exercise

In addition to helping us sleep better, achieve and maintain a healthy weight and reduce the risk of developing a serious health problem, regular exercise also improves our emotional well-being. Aerobic exercise (which increases your heart rate) such as jogging, dancing, walking quickly, cycling and swimming have been shown to reduce symptoms of anxiety and depression. It is suggested that people exercise 30 minutes a day, 5 days a week. However, start slow and work up to increasing your strength.

How to exercise for well-being:

1. You can exercise for 20 to 30 minutes by simply taking a walk around your neighborhood or going to a park.
2. These exercises can also be split throughout the day. So perhaps you walk in the morning for 10 minutes and then play soccer with your children in the afternoon.
3. Remember to not over exercise in one day, so that you are not hurt or too tired to get out the next day.
4. What is important is to get out daily!

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Prioritizing Hobbies or Interests

Focusing on doing things that we enjoy is a great tool for healing. Taking time each day to focus on something that interests us is a positive way to remove our attention from our worries. This connection with something pleasurable also affects our mood, our feelings of satisfaction and can help relieve exhaustion.

How to begin a hobby:

1. You should dedicate at least 30 minutes every other day to focusing on an activity or craft that gives you pleasure.
2. Find a place where you feel comfortable and can focus.
3. If you are not sure what type of hobby to start, think about things you have taken time to do alone that have been enjoyable, such as listening to music, scrapbooking, baking, etc.
4. Keep all of your materials together in one place or in one container so you can easily do this hobby in the time you have.

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Grounding Exercises

Grounding exercises are about using our senses to help us to focus our mind and body on the present. This exercise is helpful if we are experiencing overwhelming negative thoughts, flashbacks or anxiety. The idea is to just take time to focus on “now” and to allow our mind to get a rest from stressful thoughts.

How to do grounding exercises:

1. Sit straight on a chair with your feet on the ground.
2. Listen attentively to any surrounding sounds (a car passing by, air conditioning, birds or children).
3. This quiet listening will help you to reconnect with the present. Another option is to think about how your clothes feel on your body and how you can feel your breath going in and out.
4. Sometimes you can keep your eyes closed for better concentration. Other times you might find that by keeping them open you can pay attention to the details around you.
5. There is no wrong way to do this exercise. Your goal is to think about what is around you.

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~~~~~ Volunteering ~~~~~

Turning our anger, pain or frustration into something positive can reap many benefits. By channeling negative feelings into something that would help others, we can help to heal ourselves. There are a lot of organizations in our community that are always in need of volunteers such as schools, hospitals, churches and non-profit organizations. Trying something new and exciting will allow us to explore and experience new interests, meet new people and feel good about ourselves!

How to find volunteering opportunities:

1. Speak with faith leaders, ask at your child's school or daycare.
2. Organizations like United Way can link people to volunteer opportunities.
3. Organize a small group of people to clean up the neighborhood park, prepare holiday foods for elderly neighbors or teach children music or crafts.

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Chapter 6: Community Resources, Responses and Referrals

Promotores(as) serve as a bridge, linking the community with social and medical services. At times there may be people we talk to who have problems and are aware that there are services to assist them, others just may not know where to go for help. In many communities, mental health resources are often hard to find or there may be limited options. We need to be prepared to efficiently refer community members when a need arises. When we connect people with others in the community who can help them, it called making a referral.

Mental health referrals, like all other referrals that we make as *Promotores(as)*, should be kept confidential. This means that we must not share information about a person's mental health problems with anyone who does not need to know about it. We should share general information about the person with our Coordinator, health care providers, social workers or whomever is going to offer help.

To make an efficient referral, we need to have all of our resources in a Resource List. It is recommended to know if services are offered in Spanish or other dialects or if professional translation is available. We will also want to know the hours of services, locations and any special requirements for receiving assistance.

In this chapter, in addition to learning how to develop a Community Resource List, we will explore how to respond to crises as *Promotores(as)* and the role of using Response Sheets to document our work. Combining our response along with resources and referrals can move an individual into positive ways of coping with the challenges they face.

Developing a Community Resource List

It doesn't require a lot of work to prepare our Community Resource List. Key information for our list might include the following elements for each service provider:

1. Phone number, street address and suite or office number
2. Availability of translation or interpretation services, and if it is necessary to request this assistance in advance of an appointment.
3. Hours and days of service
4. Cost of services and payment plans
5. Key information, such as:
 - specific services offered by the provider
 - documents that might be needed to receive services:

◆ health records	◆ professional referral
◆ photo identification	◆ proof that you live in the city limits
◆ proof of income	◆ current immigration status

To carry out our work, we need to be familiar with the services and resources that we share with the community. The sample template below will help us to prepare our resource listing, which includes the key information necessary to make a smooth referral in our area. In this way, we are ready to respond.

Making a Resource List: Helpful Reminders

This sample below can serve as a template of how we might want to develop our local list. The Community Resource List serves as a tool to find local resources that will help us to serve our community members. The list is divided into sections. Each section focuses on just one type of service. The third column for additional information is a great place to highlight important guidelines for making referrals, addressing confidentiality, cost, etc.

Community Resource List Sample Template

Here you write the type of service.

Crisis Lines	Hours and Days	Additional Information
Domestic Violence Shelter 1722 Main St. My Town, FL 1-800-000-0000	Everyday 24 hours a day	Offer free assistance to victims of domestic abuse for women and children. Offer shelter, legal help and counseling. The people suffering can make call themselves, have assistance from others in contacting the shelter. Note: You do not need to involve police to use these services.
Suicide Hotline 1-800-000-0000	Everyday 24 hours a day	Offer free phone counseling for people depressed and at risk for suicide. Can refer to in person services!
Medical Clinics	Hours and Days	Additional Information
Children's Medical Clinic 400 S. Main St My Town, FL 1-800-000-0000	Monday, Wednesday and Friday 8:00 - 1pm 2:00pm - 6:00pm	Offer medical care to newborns through 18 year olds only. Have x-ray services, on-site lab and offer mental health counseling for teens Note: Must have health insurance, KidCare or Medicaid! Referral necessary only for teen counseling from school or other doctor.

Green triangle means there is a Spanish-speaker at this location.

Write critical information in bold!




Tips to setting up a Resource List:





1. Including an index will make it easier to find the group of resources needed.
2. It is recommended to use a phrase such as “Take Note” to bring attention to any special information related to the services.
3. It might also be useful to use a symbol to help the non-English speakers to easily identify locations with Spanish-speakers. (An example is the green triangle in the chart.)




National Resources




The tables on the following pages have national resources to support our work. A list of National Emergency Hotlines includes resources that can be contacted for immediate counseling and support for each specific type of crisis. For many of us in rural areas, these national hotlines may be the only immediate counseling we have available. Look for the green triangle, which indicates that Spanish-language services are available.

The second table, National Resource Centers is a listing that we can turn to for additional information on prevention and treatment, referrals to programs in our state and even information on advocacy opportunities. Many of these sites can also refer us to assistance in developing our local Resource List.

National Emergency Hotlines	Days/ Hours
<p style="text-align: center;">Suicide</p> <p>National Suicide Prevention Lifeline 877-784-2432 http://www.suicidepreventionlifeline.org http://www.suicidepreventionlifeline.org/gethelp/spanish.aspx</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Sexual Assault, Rape and Sexual Harassment</p> <p>Rape, Abuse & Incest National Network (RAINN) 800-656-4673 (Press 2 for Spanish) https://rainn.org/get-help https://ohl.rainn.org/es/</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Child Abuse</p> <p>The Child Help National Child Abuse Hotline 800-422-4453 (Press 1 to reach an operator) https://www.childhelp.org/hotline https://www.childhelp.org/hotline/?lang=es</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Elder Domestic Abuse</p> <p>National Center on Elder Abuse 800-677-1116 (Press 2 for Spanish) http://www.ncea.aoa.gov/Stop_Abuse/Get_Help/index.aspx</p>	<p style="text-align: center;"></p> <p>Monday - Friday 9am - 8pm</p>
<p style="text-align: center;">Domestic/IPV Abuse</p> <p>The National Domestic Violence Hotline 800-799-7233 http://www.thehotline.org/help</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Youth Violence</p> <p>Speak Up 866-773-2587 http://www.speakup.com/hotline</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Trafficking</p> <p>National Human Trafficking Resource Center 888-373-7888 http://traffickingresourcecenter.org</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>
<p style="text-align: center;">Bullying</p> <p>National Suicide Prevention Lifeline 877-784-2432 http://www.suicidepreventionlifeline.org http://www.suicidepreventionlifeline.org/gethelp/spanish.aspx</p>	<p style="text-align: center;"></p> <p>24 hours a day</p>

<p style="text-align: center;">Stalking</p> <p>The National Domestic Violence Hotline 800-799-SAFE 800-799-7233 http://www.thehotline.org/help</p>		<p style="text-align: center;">24 hours a day</p>
<p style="text-align: center;">Prostitution/ Sex Work</p> <p>National Human Trafficking Resource Center 888-373-7888 http://traffickingresourcecenter.org</p>		<p style="text-align: center;">24 hours a day</p>
<p style="text-align: center;">LGBTQ Discrimination</p> <p>GLBT National Help Center 888-THE-GLNH 888-843-4564 http://www.glbtnationalhelpcenter.org/hotline/index.html</p>		<p style="text-align: center;">Monday -Friday 4pm- midnight Saturday Noon- 5pm</p>
<p style="text-align: center;">Mental Health</p> <p>National Alliance on Mental Illness (NAMI) 800-950-6264 (Press 2 for Spanish) http://espanol.nami.org/</p>		<p style="text-align: center;">Monday - Friday 10am-6pm</p>
<p style="text-align: center;">Poison Control</p> <p>Poison Help Centro Nacional de intoxicaciones y envenameintos 800-222-1222 http://poisonhelp.hrsa.gov/es/index.html</p>		<p style="text-align: center;">24 hours a day</p>

National Resource Centers	Days/ Hours	
<p style="text-align: center;">Immigration</p> <p>National Immigrant Law Center 213-639-3900 (Press 5 for Spanish) http://www.nilc.org/</p>		<p style="text-align: center;">Monday - Friday 9am-5pm</p>
<p style="text-align: center;">Rights/Safety Plan/Protection Orders</p> <p>The National Domestic Violence Hotline 800-799-SAFE 800-799-7233 http://www.thehotline.org/help/path-to-safety/#legal</p>		<p style="text-align: center;">24 hours a day</p>
<p style="text-align: center;">Discrimination: Immigration Status</p> <p>United States Department of Justice/Civil Rights Division 800-255-7688 (Press 2 for Spanish) http://www.justice.gov/crt/about/osc/htm/Webtypes2005.php</p>		<p style="text-align: center;">Monday - Friday 9am-5pm</p>

<p style="text-align: center;">Workplace Victimization</p> <p>U.S. Equal Employment Opportunity Commission 800-669-4000(Press 2 for Spanish) http://www.eeoc.gov/employees/index.cfm</p>		Monday – Friday 9am-5pm
<p style="text-align: center;">Legal Rights/Assistance</p> <p>National Crime Victim Law Institute—Referral Line 888-768-6556 https://law.lclark.edu/centers/national_crime_victim_law_institute</p>		Monday – Friday 9am-5pm
<p style="text-align: center;">Criminal Assault</p> <p>National Organization for Victim Assistance 800-TRY-NOVA 800-879-6682 http://www.trynova.org</p>		Monday – Friday 9am-5pm
<p style="text-align: center;">Victim Notification</p> <p>Victim Information Notification Everyday (VINE) https://www.vinelink.com/vinelink/initMap.do?lang=es</p>		24 hours a day
<p style="text-align: center;">Alcoholism</p> <p>Alcoholics Anonymous http://www.aa.org/pages/es_ES</p>		24 hours a day
<p style="text-align: center;">Drug Abuse</p> <p>Narcotics Anonymous http://www.na.org/meetingsearch</p>		24 hours a day

Additional Suggestions for Resources:

1. Resource services may occasionally change their hours and the way that they process requests. Therefore, remember to update the Community Resource List every few months. Also, remind community members that the information can change. Our community list is simply a guide. A call to the service provider prior to seeking services can save time and money!
2. We find that it is important to know if there are Spanish interpreters available at each of the services we list and when those services are available. This is critical for accurate medical consultations.
3. Many in our community may not be familiar with how to use this type of a Community Resource List or with the medical and social service systems in the United States. They may never have used a phone guide in the past or they may simply feel hesitant or scared. With patience and clear training, we can empower the community to seek services! Orient every community member on how to use this tool.

Useful Tool

When you distribute the Community Resource List to community members, present them with a clear, organized copy of the listing.

4. United Way is a national resource referral system with regional programs all throughout the United States. Dialing 211 from anywhere in the U.S., 24 hours a day, a caller can connect with their local United Way agency. United Way will provide the caller with the names and numbers of social and medical providers, connect the caller with crisis services (domestic abuse, human trafficking, etc.), disaster relief, assist those recently released from correctional facilities and veterans as needed. This number normally has multilingual operators. One can also access their local services on the internet at www.call211.org.

Critical Situations

As a *Promotor(a)*, we may be called upon by family, friends and neighbors to help deal with crises. A crisis can be an emergency situation or a very stressful event. Crises are usually emotionally upsetting and hurtful for people experiencing them. In some cases, a family member may come to us worried because a loved one is acting strangely. A request for help might be the result of a crisis or an on-going problem. As a *Promotor(a)*, it is important that you are sensitive to the various needs of the community and then to use resources that we have in the best way possible. We always need to remember that each situation is different and requires a unique response.

The following tips might be helpful:

1. Assist the person with their immediate needs and concerns first.
2. Call emergency services if necessary.
3. Help the person get in touch with their families or friends for support.
4. Connect people with community resources that can help them.
5. Follow-up with the person or with the family after the crisis has passed. It's important to make sure that the person gets the support they need to deal with the problem.

The Role of Critical Service Providers

As discussed previously, it is important to understand the specific benefits of each provider within the guide. We want to know which services can play a role in the professional documentation of cases. For example, a woman suffering sexual harassment at work and seeking emotional support might also benefit from working with legal services that can assist in defending her employee rights.

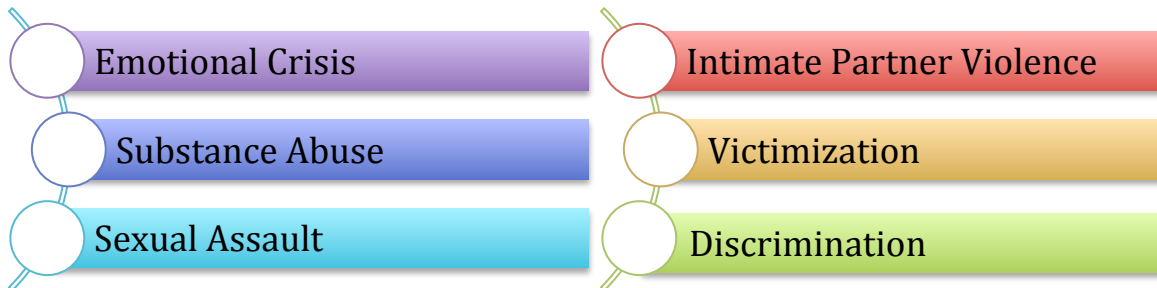
To offer us a clearer understanding of the services that critical resource providers offer, we can refer to the table below:

<p>Mental Health Services</p> <ol style="list-style-type: none"> 1. Assess emotional effects. 2. Their documentation is an important record for criminal and civil court cases. 3. Offers linkage to follow-up counseling and support services. 4. Provides family and friends of a victim support services for their healing. 	<p>Poison Control Center</p> <ol style="list-style-type: none"> 1. Offers free, confidential medical advice 24-hours a day, seven days a week. 2. Reduces costly emergency department visits through guided in-home treatment.
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<p>Victim Services</p> <ol style="list-style-type: none"> 1. Provides linkage to a safe place to stay for victims and their children. 2. Offers victim accompaniment to the hospital and assistance in reporting the crime to law enforcement. 3. Face-to-face counseling and support in all court-related matters of a reported case. 4. Assistance in applying for Victim Compensation, linkage to legal support to apply for VAWA, U-visa and T-visa. 5. Offers family, and friends of a victim support services for their healing. 	<p>Alcoholic Anonymous (AA) and Al-Anon (for friends and family)</p> <ol style="list-style-type: none"> 1. Provides fellowship for men and women who have a drinking problem. 2. Chapters are located in most communities. 3. Meetings have no age or education restrictions. 4. Offers support to friends and families of those with a drinking problem.
<p>Law Enforcement</p> <ol style="list-style-type: none"> 1. Their documentation is an important record for criminal and civil court cases. 2. Ensures safety from immediate threats. 3. Linkage to further investigations and case management. 	<p>Crisis Center</p> <ol style="list-style-type: none"> 1. Provides telephone crisis intervention and counseling. 2. Offers face-to-face counseling and support. 3. Gives referrals to mental health.
<p>Medical Services</p> <ol style="list-style-type: none"> 1. Assess health effects of survivors. 2. Their documentation is an important record for criminal and civil court cases. 3. Offers linkage to follow-up medical care and payment plan services. 	<p>Consulates</p> <ol style="list-style-type: none"> 1. Offers legal advice on immigration, labor, civil and criminal cases. 2. Provides attention to those individuals facing deportation and coordinates visits to Detention Centers.
<p>United Way</p> <ol style="list-style-type: none"> 1. Free and confidential phone service 24-hours a day, seven days a week, that helps people across the U.S. find local resources and services they need. 2. They have Spanish-speaking operators in many locations. 	<p>Suicide Hotline</p> <ol style="list-style-type: none"> 1. Provides confidential suicide prevention to anyone in suicidal crisis or emotional distress. The call is connected to the nearest Crisis Center.
<p>Legal Services</p> <ol style="list-style-type: none"> 1. Provides guidance on legal protections. 2. Guides and assist with VAWA, U-Visa and T-Visa. 	<p>Children and Family Services</p> <ol style="list-style-type: none"> 1. Provides food assistance, temporary cash assistance and Medicaid programs. 2. Serves adults that have been abused or neglected, are refugees or victims of human trafficking with protective services. 3. Provides family assistance, foster care and children's legal services. 4. Assists services for people suffering from mental health, homelessness and substance abuse.

Critical Situation Response Forms

The Critical Situation Response Forms provide a tool to document *Promotores(as)* interactions with community members who are in crisis as well as the support and referrals offered. Response Forms should be a part of every agency's crisis response plan. Feel free to use this form or revise it for your program. The Response Forms cover the following issues:



The Response Form is divided into five sections:

1. Client Data:

- Space is provided for the collection of basic data from the client.

2. Response Recommendations:

- List of the most common steps needed to respond to the unique aspects of each of the six crises.
- These responsibilities are divided into those that are immediate, should be completed within 24 hours and those that correspond to follow-up.

3. Steps taken:

- A column, located in the center of the table, offers a space for us to check off actions taken to assist the community member. A check mark can be used, or a date noted when the action was completed.

4. Safety Reminders:

- This is a checklist of recommendations for the safety and confidentiality of the client and *Promotor(a)*.

5. Critical Resources

- This is a list of the recommended services for providing support to the client.

				Emotional Crisis	
Client name:			Client phone number:		
Date of contact:			Type of emotional crisis:		
Location of client:			Additional contact information:		
Timeline	Steps	✓	Your key responsibilities:		
Immediate	1.		Check if the person is safe. 1. Ask who is with them. 2. Get the address of where they are located.		
	2.		If the person discloses suicidal thoughts or attempts, request that they try to not harm themselves while you're on the phone with them.		
	3.		If injuries are present, assess if they require immediate medical attention.		
	4.		Ask if they have contacted law enforcement.		
	5.		Confirm if their children, vulnerable adults or elders have care.		
	6.		Ask if they have a friend or family member they can contact for support.		
	7.		Refer the individual to the local Crisis Center, the Suicide Hotline or United Way hotline.		
	8.		Contact your supervisor.		
	9.		Referrals made:		
Within 24 hours	1.		Link to counseling, community members or faith-based emotional support.		
	2.		Referrals made:		
Follow-up			Offer ongoing support and understanding.		
<p style="text-align: center;">Safety Reminders:</p> <ol style="list-style-type: none"> 1. Always maintain confidentiality. 2. The goal of crisis intervention is to reduce the levels of anxiety. 3. If the person is harmful to themselves or others, contact your local law enforcement agency or dial 911. 			<p style="text-align: center;">Critical Resources:</p> <ol style="list-style-type: none"> 1. Crisis Center 2. Suicide Prevention Center 3. United Way 4. Mental Health Services 5. Medical Services 		

			Substance Abuse
Client name:		Client phone number:	
Date of contact:		Type of substance abuse/addiction:	
Location of client:		Additional contact information:	
Timeline	Steps	✓	Your key responsibilities:
Immediate	1.		Check if the person is safe. <ul style="list-style-type: none"> ▪ Ask who is with them. ▪ Get the address of where they are located.
	2.		If the person is unconscious or experiencing physical or mental reactions get medical assistance immediately.
	3.		Assess if there is a harm or threat to themselves, or others, and call law enforcement if necessary.
	4.		Refer the individual to the Poison Control Center, Alcoholic Anonymous or United Way hotline.
	5.		Contact your supervisor.
	6.		Referrals made:
Within 48 hours	1.		Link to counseling or faith-based emotional support.
	2.		Referrals made:
Follow-up			Offer ongoing support and understanding.
<p style="text-align: center; color: red;">Safety Reminders:</p> <ol style="list-style-type: none"> 1. Always maintain confidentiality. 2. A person, who has overdosed with medication, household cleaning items or controlled substances can die or suffer long-term effects, especially children. 3. Erratic, violent behaviors can be dangerous and caution must be exercised. 			<p style="text-align: center;">Critical Services</p> <ol style="list-style-type: none"> 1. Poison Control Center 2. Crisis Center 3. Alcoholic Anonymous/Al-Anon 4. United Way 5. Mental Health Services 6. Medical Services

Sexual Assault

Client name:	Client phone number:
Date of contact:	Type of violence:
Location of client:	Additional contact information:

Timeline	Steps	✓	Your key responsibilities:
Immediate	1.		Check if the person is safe. <ul style="list-style-type: none"> ▪ Ask who is with them. ▪ Get the address of where they are located.
	2.		Assess if injuries require immediate medical attention.
	3.		Ask if they have contacted law enforcement.
	4.		Confirm if their children, vulnerable adults or elders have care.
	5.		Refer the individual to the Office of Victims Services and Rape Crisis Center, the closest law enforcement or county program.
	6.		Contact your supervisor.
	7.		Referrals made:
Within 48 hours	1.		Link to counseling or faith-based emotional support.
	2.		Refer to social services for economic services.
	3.		Assess if your community member can benefit from an Order of Protection and the Victim Notification System (VINELink).
	4.		Referrals made:
Follow-up			Offer ongoing support and understanding.

Safety Reminders:

1. Always maintain confidentiality.
2. Contact the National Child Abuse Hotline or the Department of Children and Families if you have knowledge or suspicion of child abuse.
3. If applicable, remind the victim of the importance of preserving evidence such as clothing and not showering.
4. A victim of a sexual assault may or may not show signs of trauma.

Critical Services

1. Victim Services
2. Law Enforcement
3. Mental Health Services
4. Medical Services
5. National Child Abuse Hotline (if children involved)
6. Department of Children and Families (if children involved)

Intimate Partner Violence

Client name:	Client phone number:
Date of contact:	Type of victimization:
Location of client:	Additional contact information:

Timeline	Steps	✓	Your Key Responsibilities
Immediate	1.		Check if the person is safe. <ul style="list-style-type: none"> ▪ Ask who is with them. ▪ Get the address of where they are located.
	2.		Assess if injuries require immediate medical attention.
	3.		Ask if they have contacted law enforcement.
	4.		Confirm if their children, vulnerable adults or elders have care.
	5.		Refer the individual to Victims Services, the closest law enforcement, county program and/or domestic violence shelter.
	6.		Contact your supervisor.
	7.		Referrals made:
Within 48 hours	1.		Link to counseling or faith-based emotional support.
	2.		Refer to social services for economic services and housing support.
	3.		Assess if your community member can benefit from an Order of Protection and the Victim Notification System (VINElink).
	4.		Referrals made:
Follow-up			Offer ongoing support and understanding.

Safety Reminders:

1. Always maintain confidentiality.
2. On average, a victim of IPV/Domestic Violence will leave and return to the aggressor several times before leaving for good, and the last time is the most dangerous.
3. Contact the National Child Abuse Hotline or the Department of Children and Families if you have knowledge or suspicion of child abuse.
4. The victim's safety is the most important issue and sometimes requires careful planning.

Critical Services

1. Victim Services
2. Law Enforcement
3. Mental Health Services
4. Medical Services
5. Legal services
6. National Child Abuse Hotline (if children involved)
7. Department of Children and Families (if children involved)

Victimization

Client name:	Client phone number:
Date of contact:	Type of victimization:
Location of client:	Additional contact information:

Timeline	Steps	✓	Your Key Responsibilities
Immediate	1.		Check if the person is safe. <ul style="list-style-type: none"> ▪ Ask who is with them. ▪ Get the address of where they are located.
	2.		Assess if there are injuries and if immediate medical attention is required.
	3.		Ask if they have contacted law enforcement.
	4.		Confirm if their children, vulnerable adults or elders have care.
	5.		Refer the individual to the Office of Victims Services, the closest law enforcement, legal services or county program.
	6.		Contact your supervisor.
	7.		Referrals made:
Within 48 hours	1.		Link to counseling or faith-based emotional support.
	2.		Refer to social services for economic services.
	3.		Assess if your community member can benefit from an Order of Protection and the Victim Notification System (VINELink).
	4.		Referrals made:
Follow-up			Offer ongoing support and understanding

Safety Reminders:

1. Always maintain confidentiality.
2. Contact the Child Help National Child Abuse Hotline or Department of Children and Families if you have knowledge or suspicion of child abuse.
3. If a minor is a victim of bullying or if there is suspicion of possible gang affiliation or violence, local law enforcement should be contacted. In addition, the School Resource Officer and Counselor may be of assistance.

Critical Services

1. Victim Services
2. Law Enforcement
3. Mental Health Services
4. Medical Services
5. Legal Services
6. Child Abuse Hotline (if children involved)

		Discrimination
Client name:	Client phone number:	
Date of contact:	Type of victimization:	
Location of client:	Additional contact information:	

Timeline	Steps	✓	Your Key Responsibilities
Immediate	1.		Check if the person is safe. <ul style="list-style-type: none"> ▪ Ask who is with them. ▪ Get the address of where they are located.
	2.		Ask if they have contacted law enforcement.
	3.		Refer the individual to the Office of Victims Services, the closest law enforcement, legal services (ACLU, migrant legal services) or county program.
	4.		Contact your supervisor.
	5.		Referrals made:
Within 48 hours	1.		Link to counseling or faith-based emotional support.
	2.		Refer to social services for economic services.
	3.		Referrals made:
Follow-up			Offer ongoing support and understanding

Safety Reminders:
<ol style="list-style-type: none"> 1. Always maintain confidentiality. 2. For discrimination in the workplace contact the EEOC (Equal Employment Opportunity Commission) or refer to the Department of Labor for further information on workers' rights.

Critical Services
<ol style="list-style-type: none"> 1. Legal Services 2. Mental Health Services 3. Medical Services 4. Consulate and Embassies

Client Referral Form

When a person has suffered a trauma or an experience in which they feel powerless, it is useful for us to give the person we are serving a Referral Form. This Referral Form is a list of resources that provides them with the information related to the service our agency recommends and it also gives them the power to be in control of their well-being.

The following is a multi-page Referral Form that might be useful for our work. Space is provided for the name, phone and address of the agency.

Suggested Referrals

Please consider contacting the services that have information on the contact person, agency and location. These services offer additional support with your situation.

**Let us know if you need assistance in contacting these agencies.
We are here to support you!**

Victim Services	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Provides linkage to a safe place to stay for victims and their children. 2. Offers victim accompaniment to the hospital and assistance in reporting the crime to law enforcement. 3. Face-to-face counseling and support in all court-related matters of a reported case. 4. Assistance in applying for Victim Compensation, linkage to legal support to apply for VAWA, U-visa and T-visa. 5. Offers family and friends of a victim support services for their healing. 	
Police	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Their documentation is an important record for criminal and civil court cases. 2. Ensures safety from immediate threats. 3. Linkage to further investigations and case management. 	
Mental Health Services	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Assess emotional effects. 2. Their documentation is an important record for criminal and civil court cases. 3. Offers linkage to follow-up counseling and support services. 4. Provides family and friends of a victim support services for their healing. 	
Medical Services	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Assess health effects of survivors. 2. Their documentation is an important record for criminal and civil court cases. 3. Offers linkage to follow-up. 	

Poison Control Center	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Offers free, confidential medical advice 24 -hours a day, seven days a week. 2. Provides a primary resource for poison information and helps reduce costly emergency department visits through in-home treatment. 	
Crisis Center	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Provides telephone crisis intervention and counseling. 2. Offers face-to-face counseling and support. 3. Gives referrals to mental health 	
Alcoholic Anonymous (AA) & Al-Anon (for friends & family)	Agency: Location: Contact Info:
<ol style="list-style-type: none"> 1. Provides fellowship for men and women who have a drinking problem. 2. Chapters are located in most communities. 3. Meetings are nonprofessional, self-supporting, multiracial and apolitical. There are no age or education restrictions. 4. Offers support to friends and families of those with a drinking problem. 	
United Way Hotline	Agency: Location: Contact:
<ol style="list-style-type: none"> 1. Provides free and confidential 24/7 phone service that helps people across the U.S. find local resources and services they need. 2. They have Spanish-speaking operators in many locations. 	
Suicide Hotline	Agency: Location: Contact:
<ol style="list-style-type: none"> 1. Provides confidential suicide prevention to anyone in suicidal crisis or emotional distress. The call is routed to the nearest Crisis Center. 	

Legal Services	Agency: Location: Contact:
<ol style="list-style-type: none"> 1. Provides guidance on legal protections. 2. Guides and assists with VAWA, U-Visa and T-Visa. 	
Consulates	Agency: Location: Contact:
<ol style="list-style-type: none"> 1. Offers legal advice on immigration, labor, civil and criminal cases. 2. Provides attention to those individuals facing deportation and coordinates visits to Detention Centers. 	
Department of Children and Families	Agency: Location: Contact:
<ol style="list-style-type: none"> 1. Provides food assistance, temporary cash assistance and Medicaid programs. 2. Provides adults that have been abused or neglected, are refugees or victims of human trafficking with protective services. 3. Provides family assistance, foster care and children’s legal services. 4. Provides services for people suffering from mental health, homelessness and substance abuse. 	



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