

Tips for Helping Friend:

Isolation from friends and family, job insecurity or loss, fear of sickness, fear of death, worrying about the people we know, worry about health care workers, first responders --- these are challenges we're all facing during these days of COVID-19. You are not alone. COVID-19 is affecting families across the world.

We encourage you to stay connected with your loved ones while practicing physical distancing.

It's important that you support one other during this difficult time, especially if your loved ones may be facing a mental health concern.

Again, try to stay connected!

- 1. Treat the person with respect and dignity.**
Listen nonjudgmentally, and respect the person's privacy and confidentiality.
- 2. Offer consistent emotional support and understanding.**
In difficult times, we all need additional support and understanding. Remember to be empathetic and kind.
- 3. Have realistic expectations.**
People do not get better immediately, it takes time.
- 4. Give the person hope.**
Remind your friend that with time and treatment, they will feel better and there is hope for a more positive future.
- 5. Provide practical help.**
Offer help with overwhelming tasks, but be aware of your own limits and know that it's ok to set boundaries. For example, offer to bring groceries over.
- 6. Offer information.**
Provide information and resources for additional support, including self-help strategies and professional help.

Explore online support communities

- NAMI hosts [online communities discussion groups](#) where people exchange support and encouragement. [Create a free NAMI account](#) to join one. Contact your [local NAMI affiliate](#) to see what online and other resources are in your area.
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- 7 Cups: [7cups.com](https://www.7cups.com)
Free online chat for emotional support and counseling. Also offers fee-for-service online therapy with a licensed mental health professional.

Find support over the phone

A warm line is a confidential, non-crisis emotional support telephone hotline staffed by volunteers. To find a warm line that serves your area, visit the [NAMI HelpLine Warmline Directory](#) on the [NAMI Resource Library](#).