

# Mental Health First Aid

There is  
no health  
without  
mental health.

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# Mental health needs first aid, too

**Why is first aid for mental health such an important topic for pro mente Austria?**

**Werner Schöny:** Everyone can suffer of a mental illness, so everyone should also have basic knowledge of handling and helping people with mental health problems. More knowledge can prevent bad things from happening and reduce fears.

**Günter Klug:** First aid only works if, in case of emergency, every ordinary person can start helping immediately up until professionals take over, if necessary. The member organizations of pro mente Austria – as professionals - do their part as much as possible. But often, there's a missing link: Anyone can become a "mental health first aider", without much effort.

**What are the task areas of first responders and what's their value in cases of psychosocial crises?**

**Werner Schöny:** During a crisis, it's important that people passing by do the right thing at the right time. Basic knowledge prevents people from looking the other way out of uncertainty - and that can ultimately save lives.



Prof. Uni.-Doz. Dr. **Werner Schöny**,  
Honorary President of pro mente Austria  
and pro mente OÖ



PDoz. Dr. **Günter Klug**,  
President of pro mente  
Austria and chairman  
of the Society for the  
Promotion of Mental  
Health in conversation

**As with medical emergencies, too, Mental Health First Aid can be challenging. Is it really manageable by non-professionals?**

**Günter Klug:** Everyone can do something for their neighbors to become a "savior in emotional distress" – sometimes it's an open ear, sometimes by involving professional help. With this, it is also important to be aware of your own limits.

**Mental illnesses are increasing. What role do preventive measures play?**

**Werner Schöny:** This brochure is also a preventive measure. It provides information about mental illnesses, educates, deconstructs taboos. It should become normal talking about mental crises. People around you shouldn't look the other way when others are not doing well.

**Günter Klug:** Prevention always also means to take care of your own resources. The "10 steps for Mental Health", which are also presented in this brochure, help to become more resilient to crises. We want to show, that mental crises can be prevented and no one is helpless.



# Why is mental health so important?

When it comes to health, we usually think of our body. We protect it from toxic environments, accidents, from diseases. But do we also take care of our mental state to the same extent?

*There is no health without mental health.*

A healthy mind is important for a person's overall wellbeing. Mental health makes us robust, lets us enjoy life, it even helps to better cope with pain and disappointment.

Today we know what a huge impact mental health has on overall health. This does not only apply to psychosomatic illnesses, but every mental disease affects the life of the person suffering: its relationships, professional and social opportunities, short: the entire personal environment.

Mental crises and illnesses can affect anyone, and the number of people suffering from mental health problems is increasing. Even so, many people still find it difficult to talk about it or even ask for help.

In the event of a crisis, do not look the other way, but offer your fellow human beings your help. Everyone can benefit from first aid for mental health. This brochure from pro mente Austria aims to support you in this. If you have emotional problems, do not keep your worries to yourself. Of course, sometimes you can get out of a crisis on your own, but in many cases it is better to seek support. Then, talking to a friend is often the first step in the right direction.



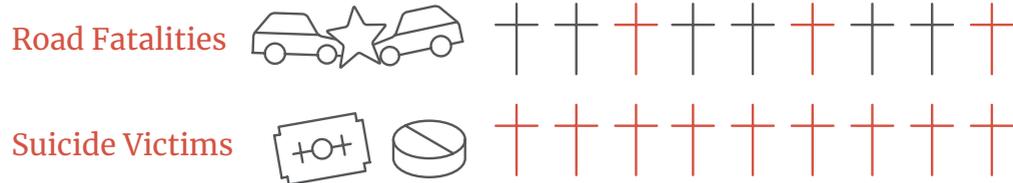
According to the World Health Organization (WHO), one in 15 people a year already develops **severe depression**.



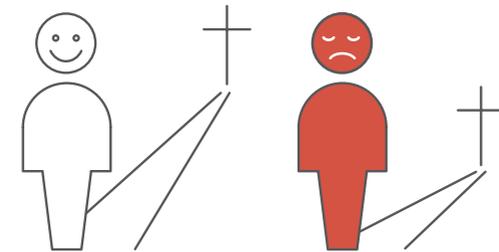
By 2030, **among the "Top 5" illnesses worldwide, three will be mental illnesses.**



The WHO assumes that **almost every third person** will be affected by at least one mental illness at some point in their life.



In Austria there are **three times as many suicide victims** as road fatalities.



Serious mental illness can **shorten the lifespan by 10 to 25 years.**

# Mental Health First Aid – how is that supposed to work?

An open, bleeding wound of an injured person is immediately recognizable. We all know, that the blood needs to be stopped and the emergency units called. Mental wounds are often not that visible. Crises also arise insidiously, occur irregularly and are often covered up by those affected.

In an accident, first responders are often afraid of doing something wrong. Being confronted with mental crises can also make you feel insecure, fearful and it may even push you to your own limits. But: *Mental Health First Aid* can be learned. One can learn to recognize crises in people, learn how to react appropriately and to protect one's own resources in the process.

As at a scene of an accident, the first responders take care of the victim until professionals arrive. It's the same with *Mental Health First Aid*: careful support is crucial and often life-saving.

But don't forget: there is professional help for every psychological crisis (see page 74), which in many cases is urgently needed. If you feel unable to cope with a situation, it is better to get professional help.

## What can I do to help?

A successful „first aid“

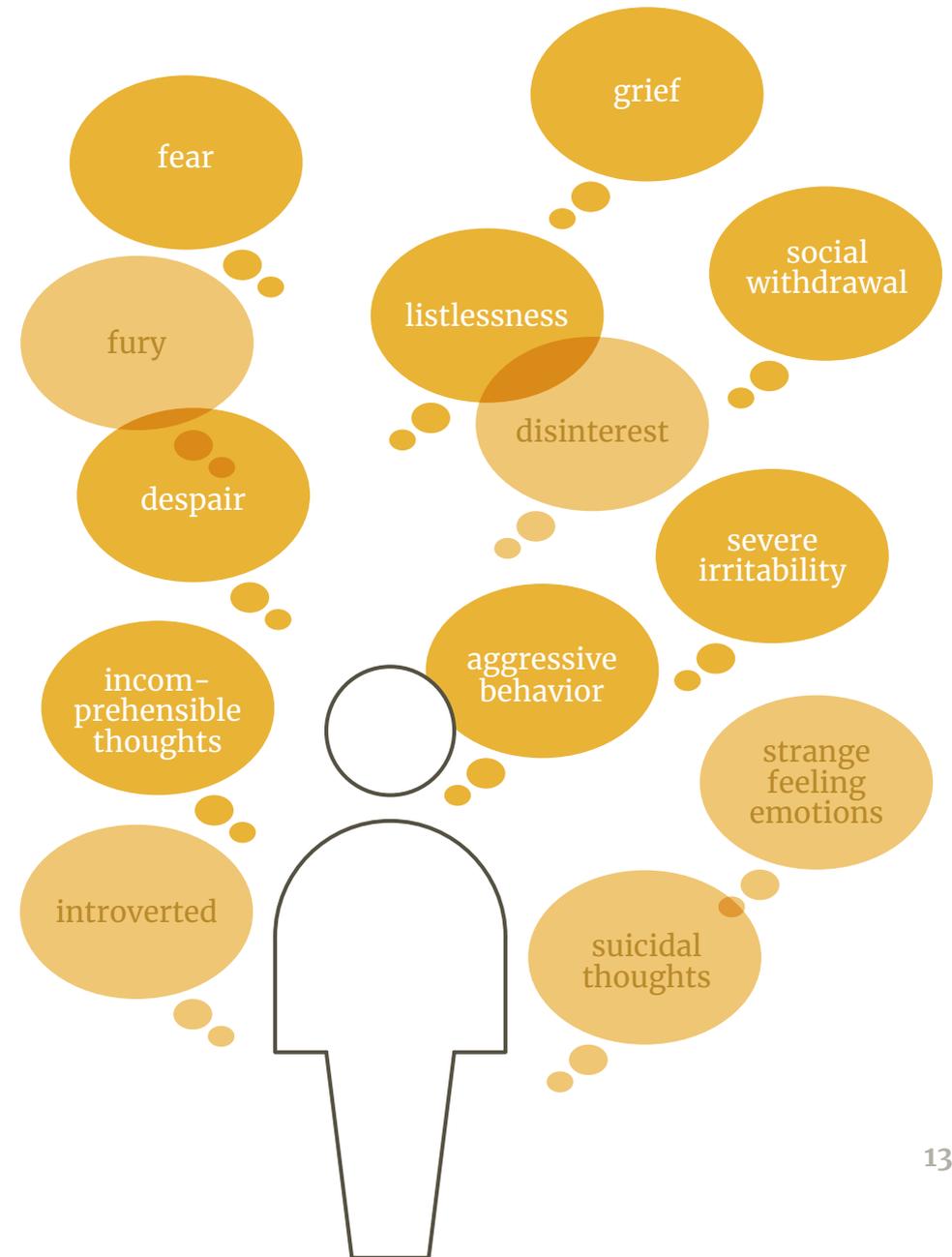
- can cushion or mitigate worse consequences
- gives those affected a feeling of not being alone in the situation
- encourages to seek professional help if necessary
- also gives you, the first responder, the feeling that you did not avoid the problem, but that you did something about it

*Mental Health First Aid* can prevent many secondary illnesses. It can reduce Post-Traumatic Stress Disorder after a crisis, if people get support in their environment. Also, Depression or dangerous situations such as acts of violence or suicide can also be prevented by acting soon enough.

## Important

Don't be offended if your support is turned down. Perhaps the person concerned will come back to you later. Knowing, that there are offers of help is already comforting for many of those affected.

# How do I recognize a mental crises?



# What can I do?

Those who provide *Mental Health First Aid* do not need a first aid kit, medication or a defibrillator. You already have everything you need for *Mental Health First Aid*: your voice, your ears, your eyes, your hands, your intuition.

Don't look the other way when someone is not doing well. Go up to that someone and ask how it's going. Listen and be patient. People in emotional crisis need space to tell their stories. Talking about problems, can already be very relieving and helpful.

Therefore, an open ear can make a big difference. But you shouldn't go beyond your own limits. If you are not confident enough, feel anxious or uncomfortable or even feel overwhelmed - get support from someone else or call for professional help.

»You can't go wrong. The only wrong thing is to look away.«



Post Card *What can I do?*  
simply order online:  
[www.erstehilfefuerdieseele.at](http://www.erstehilfefuerdieseele.at)

# First aid kit for the soul

How you can help in an emotional crises



1.  
Reach out to one another



2.  
Take your time



3.  
Avoid overdoing well-meaning advice



4.  
Listen, talk to each another or sit quietly



5.  
Simply be there, and be patient



6.  
Don't judge



7.  
Know your own limits



8.  
Make a note of emergency numbers

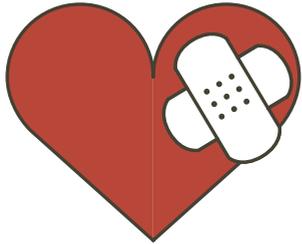


9.  
If necessary, get help



10.  
Don't be offended if your help is not accepted

## 12-hour seminar



### Mental Health First Aid

Almost everyone knows someone who is not feeling well mentally or who has not been doing well for a long time. With the seminar *Mental Health First Aid*, you will learn how to provide first aid for mental health problems. This includes recognizing problems early, approaching people and offering help.

With the scientifically based seminar *Mental Health First Aid*, basic knowledge of mental illnesses and practical first aid measures are learned and trained within 12 hours. (breaks excl.)

The seminar is for everyone up from the age of 18 and costs 170 euro, including the handout. For a confirmation of participation, attendance of at least 80% is required. For a certificate, an additional knowledge check is required. You can find more information and the range of courses at:

[www.erstehilfefuerdieseele.at](http://www.erstehilfefuerdieseele.at)

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## How can I help myself as a helper?

Anyone who has already flown with an airplane knows the emergency instructions from flight attendants for passengers with children: if there is negative pressure in the cabin, adults should first put on the oxygen mask themselves and after that help their child. Irritating at first, but vital. Because, how can you help someone else while struggling with your own strength?

This principle applies especially to *Mental Health First Aid*. Only those who pay attention to their own resources will be able to support others. Only those who are there for themselves can also be there for others without exhausting themselves. To take care of yourself first - that is not selfish, but important. It is precisely this self-care that makes you strong and prepared for crises.

### Resilience and self care – what is that?

Resilience comes from "resilire", the Latin word for "bounce", and stands for psychological resilience that helps to overcome crises. In very stressful situations or crises, in which some people would despair or break down, resilient people do not give up, but carry on.

On the one hand, you learn resilience in your childhood and external factors, but you can also actively strengthen it. Those who do good for their body and mind also prepare themselves for crisis situations.

## »Self-care means taking good care of yourself and paying attention to your own needs.«

On the physical level, it is essential to eat and drink enough and to get enough sleep. On a social level, it means taking time out, saying “no” once in a while and treating yourself with loving care.

### How to strengthen myself

- I treat myself like a good friend.
- I take time for exercise and nature.
- I pursue my hobbies.
- I meet friends.
- I say no, if needed.
- I take care of my health.
- I take time off from everyday life.
- I am grateful for the good things in my life.
- I'm trying something new.
- I have a positive outlook on the future.
- I try to enjoy, laugh, and relax.
- I pay attention to my resources.

## »Talking about mental health is worthwhile! 10 steps for mental health, developed by *pro mente Austria*, raise awareness and provide practical tips for everyone.«

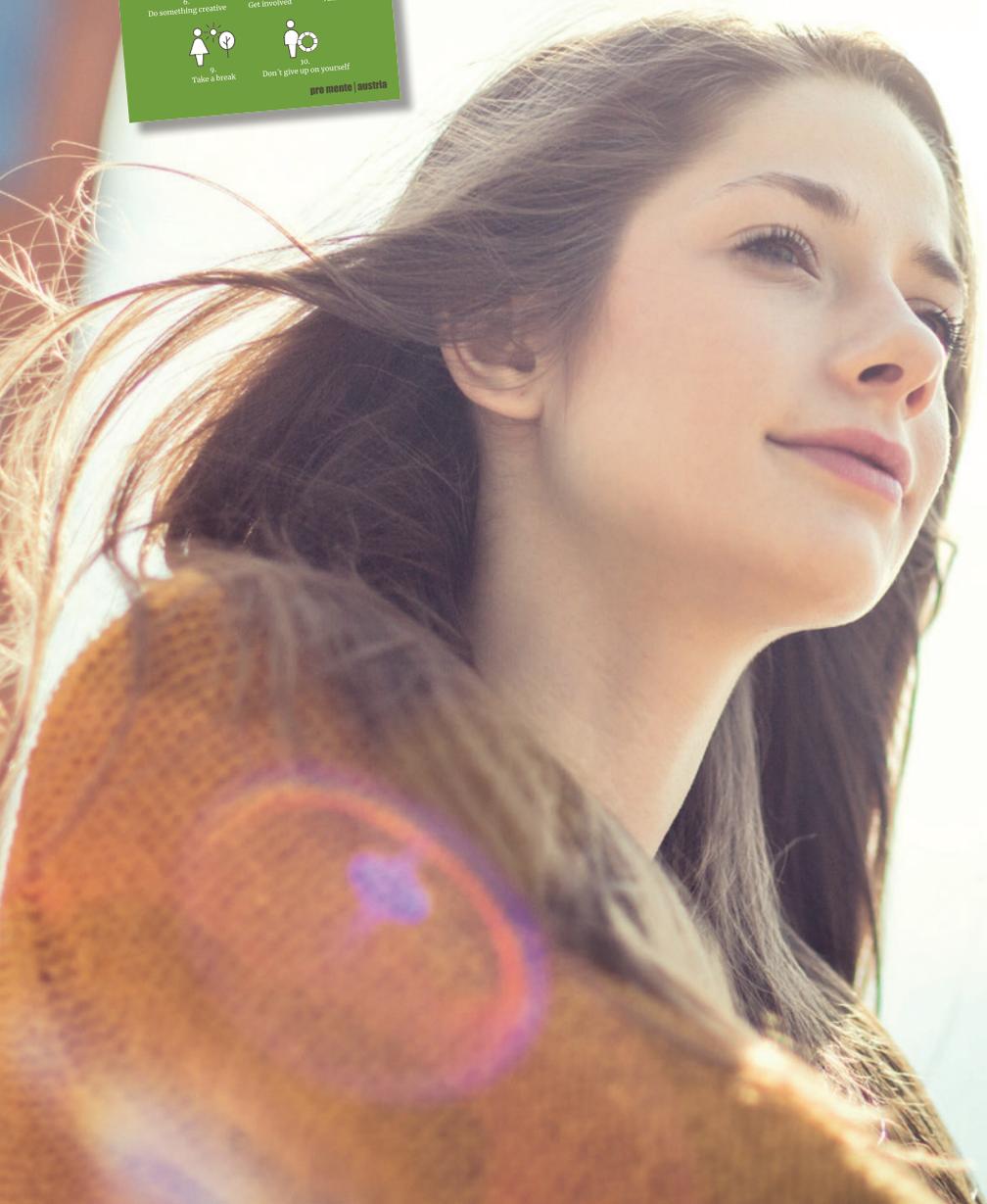
Brushing your teeth, nutrition, an annual doctor's appointment - we all pay attention to our physical health, some more conscientiously, others less. But you can also strengthen your mental health and tighten your defense against stress. We'll give you tips on how to do this.

Mental health is not a given thing. Just as we keep our body in shape, we can also do it with our mental health. There are many ways to do it - the important thing is, to feel comfortable and have fun.

PDoz. Dr. *Günter Klug*  
President of *pro mente Austria*



Postcard *10 steps to mental health* simply order online:  
[www.erstehilfe fuer diese seele.at](http://www.erstehilfe fuer diese seele.at)



# 10 steps to better mental health



1.  
Accept yourself



2.  
Talk about it



3.  
Stay active



4.  
Learn something new



5.  
Keep in touch



6.  
Do something creative



7.  
Get involved



8.  
Ask for help



9.  
Take a break



10.  
Don't give up on yourself



### step 1 Accept yourself

- Look at yourself in the mirror in a loving way and consider which part of your body you particularly like.
- Write down 50 success stories of your life. That sounds like a lot, but you will succeed. These can be big successes, but also the small, inconspicuous successes of everyday life.
- Ask people who are close to you what they particularly appreciate about you.
- Make a habit of writing down three things each evening that you did well that day.
- Speak positively about yourself - to others, but also to yourself.
- Accept yourself as you are with humor and try to laugh at your mistakes and mishaps.
- Do not compare yourself to others. Nobody has a perfect life, we only ever experience partial aspects of others.

#### *Questions you could ask yourself*

What do I like about myself? Where am I satisfied with myself? What makes me happy and satisfied in my environment? What did I achieve today, can I laugh at a mistake?



### step 2 Talk about it

- When a friend or family member asks you how you are, don't automatically say "I'm fine, thank you!" But tell them how you are actually feeling. Perhaps this will lead to a pleasant conversation.
- Meet people who are kind to you on a regular basis and bring your thoughts and feelings into conversation.
- Use "I-messages", especially in conflict situations; Example: "I feel offended when you talk to me in such a degrading tone" (instead of: "You always talk to me in such a degrading tone!")
- Write it from your soul: keeping a daily diary can have a therapeutic effect.
- If you feel stressed and your worries take up a lot of your time: contact a psychotherapist or a psychologist.
- If you have experienced something traumatic, find like-minded people to talk about – like in support groups.

#### *Questions you could ask yourself*

Who are the people around that could support me?  
Do I have an open ear for the concerns of my fellow human beings? Who can I express my joy and gratitude to?



### step 3 Stay active

- Keep moving on an everyday basis. It is better to cover short distances by foot than by car or public transportation. Take the stairs rather than the elevator.
- Not everyone is a sports enthusiast, but there is the right kind of exercise for everyone! This can range from yoga, Pilates or swimming to running and lifting to martial arts or juggling.
- Take a walk in the woods! In Japan, “forest bathing” is a recognized form of therapy and the beneficial effects of the forest have already been proven in numerous studies.
- Find sport buddies! Exercising is more fun together – and your inner weaknesses can be tackled better as a team. This may also lead to new friendships.
- Try to see household and garden work as a welcome invitation to exercise, not a burden.
- If you have children in the family, let their natural drive for exercise infect you – and play, run and fool around with them.

#### *Questions you could ask yourself*

Which errands and activities of my everyday life can I use to get more exercise? What kind of exercise do I enjoy (dancing, running, walking the dog, ...)? Where / with whom / at what time of day is it easier for me to exercise?



### step 4 Learn something new

- Build in adventures in your everyday life – or take an excursion. Use a different kind of transportation than usual.
- Go on different routes. Cook an exotic dish for which you have to get unusual spices. Call someone you haven't spoken to in a long time. Take a night walk. Watch a movie you've never heard of before.
- Try to live your day through the eyes of a child more often. Wonder about what you see: about phenomena like gravity, rain or snow; about animals or plants.
- What did you get excited about as a child? Maybe now is the right time to pursue this fascination as a hobby again.
- Is there something you would really like to be able to do? Maybe there are people around you, that can teach you! Maybe your granddaughter will explain online banking to you, your neighbor how to properly cut trees, your nephew how to make the perfect roast. With this, not only do you learn, but you can also make people happy for being able to pass on their knowledge.

#### *Questions you could ask yourself*

What do I want to be able to do?

And what do I need for that?

Who or what could help me to discover new things?



### step 5 Keep in touch

- Call instead of texting: Call your friends again instead of just texting them.
- Listen when friends tell you how they are doing. Take part and ask.
- Who haven't you spoken to in a long time? Pick up the phone and call an old friend and take the time to talk.
- If you have the feeling that you only have few or no good friends at all: ask yourself who you'd like to surround yourself with, who is important to you and who is good for you, with whom you would like to have more contact.
- Try to talk personal things with someone every day: at a meeting, an encounter, a phone call - staying in contact with friends depends on regularity and can be practiced.
- Write a letter or a postcard! Everyone is happy about lovely mail in the mailbox, which is usually full of ads and bills.

#### *Questions you could ask yourself*

Which friend would be happy if I gave them a call?

Which friendships are good for me and enrich my life?

Who do I like to spend my time with?



### step 6 Do something creative

- Creativity is in all of us. By being creative you can express yourself. Many people are full of longings, thoughts, fears and needs that they can not put into words. These often become clear through creativity. It creates a balance to the many tensions that constrict us.
- Creating a living space outdoors or making music together is experienced by many people as particularly relaxing and works as a source of strength.
- Pick up a musical instrument that you once learned to play it again
- Paint a mandala
- Redesign a room or the balcony
- Make a photo collage: often there are photos on our hard drives that we haven't looked at for years. Order prints of a particularly beautiful moment and make a collage of it on a canvas.
- There are no boundaries for your imagination.

#### *Questions you could ask yourself*

How can you be creative? What are you particularly good at (e.g. cooking, singing, painting, repairing, gardening, carpentry, sewing, designing)? When and how often do you take the time for being creative?



### step 7 Participate

- To participate means to contribute strengths, interests, wishes and hopes to a cause or community that is important to you.
- Being part of a community and experiencing solidarity is one of the most important life experiences. Volunteering in a community is proven to increase your well-being.
- Volunteering is good for the soul - it reinforces the feeling of doing something useful and you are part of a social network that works towards a good cause.
- It is perfect, if the voluntary commitment matches one's own talents, education or inclinations. By that, everyone brings something that they can do well and thus support society.
- Warning: Not all voluntary work is good for the soul. Working with sick people can also be stressful and difficult. In addition, volunteers should pay attention to their time and psychological resources.

#### *Questions you could ask yourself*

In which group do you feel accepted and valued?  
 What way can you get involved in your community?  
 Is there a community, an association, an organization that you would like to participate in?



### step 8 Ask for help

- Accepting help is an act of strength. There are people who want to help you if you confide in them. You can get help and still not be a pushover. Getting help also means having trust.
- You can learn to accept help from others. Start small: say yes if someone offers you a seat on the bus. Say yes if someone wants to help you carry heavy shopping bags. Let the door be held open for you. You don't have to do everything yourself.
- If you would like more help from someone, such as your partner or children, let them know and share your feelings. Often people around you have no idea that you want more support.
- There are numerous clubs and organizations that often work on a voluntary basis that are good contacts for your concerns. The phone counseling service (Telefonseelsorge) also has an open ear and can recommend experts or the right places.
- In support groups you meet like-minded people and people with similar problems and you talk in a protected setting.

#### *Questions you could ask yourself*

Do you believe that help will be available when you ask for it? Can you accept that people solve tasks differently than you would?



- Strength lies in peace. Conscious movements, conscious in- and exhalation are ways to include short relaxation phases during the day.
- If you are stressed and tense, active relaxation (hobbies, sport, nature) is more effective than passive resting.
- Try out a relaxation method - autogenic training, yoga, Qigong - and include it into your everyday life.
- The enemy number one of taking breaks is usually the smartphone. Try not to spend the breaks that open up with your smartphone, but rather look out the window or read a good book.
- Get used to smartphone hygiene. For example, only use it from 8 o'clock in the morning and switch it off at 7 o'clock at night. At least two hours before going to bed, the cell phone should no longer be used because its blue light disrupts our sleep cycle.
- In order to relax well and sustainably, you do not need a long weekend in a wellness resort that you are longingly working towards - there are also daily opportunities for relaxation on a small scale. Relaxing briefly and regularly is more effective than a long vacation.

### *Questions you could ask yourself*

What are the best activities for you to just "switch off"? Is there space for conscious relaxation in your everyday life? What activities such as writing, running or handicrafts give you strength and momentum?



- Think about your strengths, which accompany you through crises. Even in phases of life when nothing seems to go well, use your strengths and resources every day to keep going.
- Think about situations in which you have already overcome crises. What helped you back then, which people or which rituals supported you?
- When situations are complicated or sad, it is good to set goals for a better future. It is important to break these goals down into small steps. Many small steps lead to many successes, and many small hurdles are easier to overcome than one huge one.
- Shock, sadness and strokes of fate need time and space to deal with. There is no "right" duration for mourning and no yardstick for how much one may or may not suffer from a situation. Take all the time you need.
- Concentrate more on your basic vital needs during challenging times: to eat healthily and to drink enough, to move, to get enough sleep and to breathe calmly.

### *Questions you could ask yourself*

What life rafts are there for me in a crisis?  
 Who is there for me in an emergency?  
 Do I know where to get professional help?

# The tasks of life

Every phase of life has its own tasks ready. While on the one hand, mental crises often arise because a milestone in life could not be achieved, on the other hand crises themselves are often the reason why a step could not be mastered. However, mastering these tasks well is essential for a successful life. In some phases, getting support is important in order not to get stuck, but to be able to move on in the flow of life.

## *Phase 1* childhood and adolescence

Childhood is characterized by comprehensive basic learning tasks such as speaking, walking, writing, reading, hygiene... During this time, children learn social values and cultural techniques, as well as being able to establish and maintain relationships.

In adolescence, there are other challenges. They learn to cope with the physical and mental transition from child to adult; experiencing gradual separation from home, grades, preparation for vocational training, independence and self-organization, first sexual experiences and partnership relationships, but they also experience their failures. Many people succeed in these steps at a young age, some take a little longer. Regardless of the time, these milestones are important to be well prepared for a life as an adult. diese Meilensteine wichtig, um gut für das Leben als Erwachsene/r gerüstet zu sein.

Special:  
phases  
of life

## *Phase 2* adulthood

Tasks as adults are largely related to taking on responsibility, on the one hand for one's own life, but also for others. What should be emphasized here is the entry into professional activity with all its challenges, choice of partner, starting a family and a home. In the parenting role, you bear the associated responsibility in terms of upbringing and role model function, as well as financial responsibility. In many cases, separations, reorganization of relationships and blended family constellations have to be managed. The growing up of the children brings challenges, just like a demanding job with increasing age. If your own parents need care, this task also needs to be mastered, plus provision for your own old age.

## *Phase 3* old-age

When you retire, at the latest, a new phase of life begins. It becomes necessary to organize everyday life without the structure of professional activity. The children are already out of the house and there is an unusually large amount of time with the partner. Despite the initially high energy, life has to be fundamentally reorganized, meanings and structures have to be redeveloped, and the partnership has to be designed differently. As you get older, you may experience additional stress in the form of physical complaints, descending mobility and the loss of family members and friends. You also have to cope with your own aging, the decline in physical and possibly mental abilities. Doing this while main-

taining full self-worth is not an easy task. But all of this is important in order not to suffer from loneliness and withdrawal of one's own choice in old age. In addition, with increasing physical problems, there is also the confrontation with one's own death.

Coping with all of these tasks poses a major challenge, even for basically healthy people. However, when psychological problems arise at a given age, it becomes much more difficult. This also means that unsolved tasks will affect and postpone subsequent phases.

Small delays are usually easy to cope with, but getting stuck makes a satisfactory development impossible. That is why it makes sense to seek help from relatives, friends, but also from external experts in such crises.



# My child is not doing well

When children and young people cannot cope with everyday challenges or development tasks on their own, or develop mental problems, this is usually first noticed by relatives or teachers.

Any problems that arise should be taken seriously. Early professional advice is advisable to promote the child's mental health and build resilience.

Relatives should always be involved as relieving, protective and supportive systems. During the consultation, it may turn out that therapy is necessary.



Frequent abnormalities for which professional advice is useful:

## *small child (0-3 years)*

Impaired calmness, excessive crying, feeding problems, difficulty sleeping, attachment disorders, etc. Some of these symptoms also occur in small children.

## *toddler (3-6 years)*

Withdrawal behavior, defiance, problems in toilet training, abnormalities in language (vocabulary development, sentence formation, language comprehension) and physical problems, etc.

## *school child (approx. 6-12 years)*

Problems with self-control (impulsiveness, aggressiveness), changing behavior due to stressful situations (divorce of parents, bullying, school entry), learning difficulties (pronunciation, reading, spelling, arithmetic, attention, concentration) etc.

## *youth (approx. 12-18 years)*

Depressed mood, loss of interest or reality, joylessness, fear of social and / or performance situations, criminal or incipient addictive behavior, obsessive thoughts and actions, problematic eating behavior, etc.

## »Optimism means a lot to those affected.«

### How do relatives of people with mental health problems feel?

**Angelika Klug:** Insecurity, fear, anger, despair, feelings of guilt and many more. Especially at the beginning, relatives often lack information and support - left alone, many are overwhelmed. Unfortunately, the feeling of having to protect the person affected prevents some relatives from seeking help.

### How do relatives protect their boundaries?

Those who support a family member in need often go beyond their own limits. In the long run, however, this cannot go well - neither for the relatives nor for the sick person who feels that they are overwhelmed. Protecting one's own emotional balance - also with the help of others - is healthy and serves as a role model.

### Your recommendations for *Mental Health First Aid*?

To be there for the sick person. Keep calm and seek professional help if necessary. Do not lose hope - the hope of a loved one can also re-germinate hope in the sick. After *Mental Health First Aid*, one should recharge one's own energy reserves.

**Mag.<sup>a</sup> Angelika Klug** is a member and chairwoman of the association "HPE Austria - Help for relatives of the mentally ill". [www.hpe.at](http://www.hpe.at)

## »The fear of being labeled as 'crazy'.«

### How does a person know that it's time for professional help?

**Michaela Wambacher:** In principle, it's the pressure of suffering and the fact that you no longer know what to do. Experience has shown that it takes the longest when someone has a mental crisis for the first time. Pressure coming from outside to put yourself in professional hands is usually counterproductive. The decision to do so must come from the person concerned.

### Why do people get help so late in a crisis?

The reason for this is very often the fear of being labeled as "crazy". The assumption that you are ill only comes when the symptoms are very pronounced. From our point of view, this is due to the widespread stigmatization and tabooing of mental illness.

### How can friends and relatives support people in a crisis?

By signaling that they are there for the person affected and repeatedly asking about their well-being, but without pressure. There is also nothing wrong with obtaining information about offers of help for those affected and pointing them out. What happens with it is up to him or her alone.

**Michaela Wambacher** is the deputy chairwoman of the "Verein Achterbahn", a platform for people with mental health problems. [www.achterbahn.st](http://www.achterbahn.st)

# Disease patterns

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## Anxiety, panic, phobia

Fear is the human reaction to threatening situations or uncontrollable events. Thus, it is a protective mechanism. If fear becomes independent and occurs without an external cause, an anxiety disorder is present.

### How do I recognize a panic attack?

Panic attacks happen suddenly - and are accompanied by a racing heart, sweating, shortness of breath and dizziness. The dominant thought of the people affected is to escape from the situation. People with social anxiety disorder avoid anxious situations or eye contact.

### How can I help?

People with anxiety disorders are also afraid that their anxiety disorder will be recognized. Accept them in their situation. Talk to the person concerned calmly and clearly. Don't give well-intentioned advice.

»When I'm in a queue, I suddenly feel hot and cold!«

Phobias are fears of certain situations or animals such as snakes or spiders. Fear of heights, fear of flying or fear of necessary examinations also are phobias. Fear of open spaces or social phobia are particularly limiting.

# Depression

Depression is a treatable disease, not a weakness to hide. Not every sad mood and every depressed phase is a depression. It is only when symptoms such as listlessness, sadness, anxiety, inner restlessness and sleep disorders last for at least two weeks that one speaks of depression.

## Signs

- Gloomy mood
- Lack of drive, interest, and joy
- Increased exhaustibility
- Troubled sleep and tiredness
- Feelings of inferiority and guilt
- Weight loss or gain
- Aggression and easy irritability
- Thoughts of death and suicide

»There's a tunnel  
with no light  
at the end.«

»Nobody  
can help me.«

»I haven't  
been out of bed  
for days.«

## How can I help?

Depressed people need understanding and support from those around them. It is important that they can talk about their suffering. A person affected needs immediate medical help, which then leads to further measures: medication and psychotherapy achieve very good results.

Things *not to say* to a depressed person:

Stop feeling sorry for yourself! Others are much worse off. Pull yourself together. I know that, I am often so depressed too. It will be alright!

*You should rather say:*

- You are not alone.
- You are important to me.
- I am on your side.

## Depression can be fatal.

If a fellow human being expresses that they no longer want to live, rapid medical help is necessary!

# Bipolar disorder

“Exulting heavily, saddened to death” – this quote from Goethe describes the feelings of people suffering from bipolar disorder. The disease used to be called "manic-depressive". In bipolar disease, those affected suffer from conditions in which drive and mood are severely derailed. In between there are phases of balanced mood.

## Signs

*(see also depression und mania)*

In the manic phase there is carelessness, restlessness, excessive self-confidence, lack of distance, lack of inhibition. Those affected speak a lot and quickly, spend excessive amounts of money, consider themselves invulnerable, have an increased libido and a reduced need for sleep.

In the depressive phase, those affected have the same symptoms as those who are depressed: They are listless, joyless, have little interest, and have an increased need for sleep. Often there are also feelings of guilt after the manic excesses.



»Yesterday everything was wonderful, today it's just gruesome.«

## What can I do?

In a manic phase, do not get involved in discussions with the person affected. Stay calm and level-headed. If you feel overwhelmed, call a professional or get someone else to help.

## Therapy

For bipolar disorder, drug treatment in combination with psychotherapy is recommended. There are now several preventive medications, so-called mood stabilizers, which can cushion any lapses in the direction of mania or depression.

# Mania

Mania is described as the opposite of depression – drive and mood are far above normal. It does not run continuously, but breaks through again and again, in so-called "manic phases". Hypomania is a weakened form or preliminary stage of mania. Mania and hypomania can also be signs of various mental illnesses.

## Signs

- Increased energy
- Insufficient need for sleep
- Volatility
- Many ideas
- Exaggerated exuberance
- Euphoria
- Excessive need to talk
- Lack of distance
- Excessive behavior (e.g. when shopping, smoking, alcohol, sexuality)
- Unreality

»I'm bursting with ideas, all of which I want to work on, that's why I don't need sleep!«

»Tomorrow I'll quit my job and open a bar in the South Pacific.«

## What can I do?

Mania is not only exhausting for those affected. The social environment also suffers from the symptoms of the disease. People in a mania rarely have disease awareness because they feel particularly good and energetic at first. Medicine is necessary for therapy. Psychotherapeutic and psychosocial measures are also recommended. Today, like bipolar disorder, mania is very treatable. Do not get involved in stressful discussions with those affected and pay attention to your limits.

If manic and depressive phases alternate in short intervals, one speaks of a **bipolar disorder** (formerly: manic-depressive).

# Compulsion disorder

Did I really lock my front door? Is the iron still switched on? Isn't this picture crooked? Everyone knows harmless obsessive-compulsive thoughts from everyday life. In extreme cases, as an obsessive-compulsive disorder, they can cause great suffering in those affected and their relatives. People feel compelled to repeat certain actions or thoughts over and over again.

People who suffer from obsessive-compulsive illness withdraw strongly from social life, everyday situations become nearly impossible. Relatives are also repeatedly included in the system and have to go along with the rituals.

## Typical compulsions

- Washing and cleaning compulsions
- Technical control compulsions
- Repetition compulsions
- Counting compulsions
- Retention compulsions

## Therapy

A combination of psychotherapy and medication (antidepressants).

»Before I leave the house, I double-check if all devices are switched off.«

# Delusions

Delusions are unreal ideas that are held to be absolutely real by those affected. They defend their point of view, although others do not see their reality and there are no or hardly plausible explanations for their ideas.

Those affected are not aware of their own delusion. The insight into the disease, which is urgent for treatment, is therefore not possible in acute phases. Delusions can occur once, but they can also become chronic and / or lead to psychoses.

»Aliens live in my garden.«

## Signs

Unrealistic things like Martians or flying cars are easily considered delusional ideas to recognize. Others are less easy to identify: For example, when someone is convinced of the obsession that their partner is being unfaithful.

## How do I help?

It is completely pointless to argue a delusion into question. The person concerned will reject every argument, perceive you as an opponent and defend the position even more aggressively. Playing along with the delusional ideas to ease the situation and seemingly agreeing is also the wrong way to go. Stick to your position and say that you seem to have different points of view. Discussed in a calm atmosphere, this can usually be accepted by those affected.

# Suicidal behavior

There are three times more suicide victims than road fatalities per year in Austria. Many people could be saved from suicide if the danger is recognized in good time.

“Anyone who talks about suicide doesn't do it.” “He or she just wants to draw attention to himself.” “Anyone who really wants to kill himself cannot be stopped anyway.” Dangerous clichés like these are firmly anchored in the ideas of many. Fact is, that eight out of ten people who commit a suicide announce it in advance - they send out a cry for help.

## Particularly at risk are...

- People who suffer from depression
- People with addictions
- People with emotional crises after separation, job loss, strokes of fate
- Elderly and lonely people
- People who have attempted suicide before

## How do I recognize suicidal tendency?

If someone complains of depression and hopelessness, feels powerless and desperate, can no longer be happy, these are indicators of a serious threat.

## What can I do?

Speak openly if you feel that someone around you is in danger of killing himself. Speak objectively and directly: “I am afraid that you might harm yourself.” You cannot induce suicide with this, on the contrary. It is a relief for those affected to talk to someone about thoughts of suicide. Provide quick and appropriate professional help in the event of a problem.



»You're better off without me.«

»I want everything to stop.«

# Trauma and post-traumatic disorder

The loss of close relatives through accidental death or suicide, involvement in a serious accident or a violent crime, stressful escape or war experiences – traumatic events can throw people off course.

A severe state of shock can lead to a temporary “being stepped away”, unconscious wandering around, speechlessness and loss of memory. A stressful experience can (often not until years later) lead to post-traumatic stress disorder (PTSD). It is a delayed psychological response to an extreme crisis situation. Symptoms of “reliving” are typical, which force themselves on those affected in the form of memories, fear and daydreams or flashbacks. Avoidance symptoms such as indifference and emotional dulling also occur. Affected people also consciously avoid activities and situations that are reminiscent of the trauma.



»I think about the accident all day and night.«

## Signs

- Sleep disorders
- Irritability
- Difficulty concentrating
- Increased vigilance
- Imposing memories of the event
- Jitteriness

## Therapy

The goals of therapy are coping with what has been experienced and reducing the stress reaction. This can be done as outpatient psychotherapy or, in severe cases, as an inpatient. If necessary, medical assistance can also help.

# Psychosis

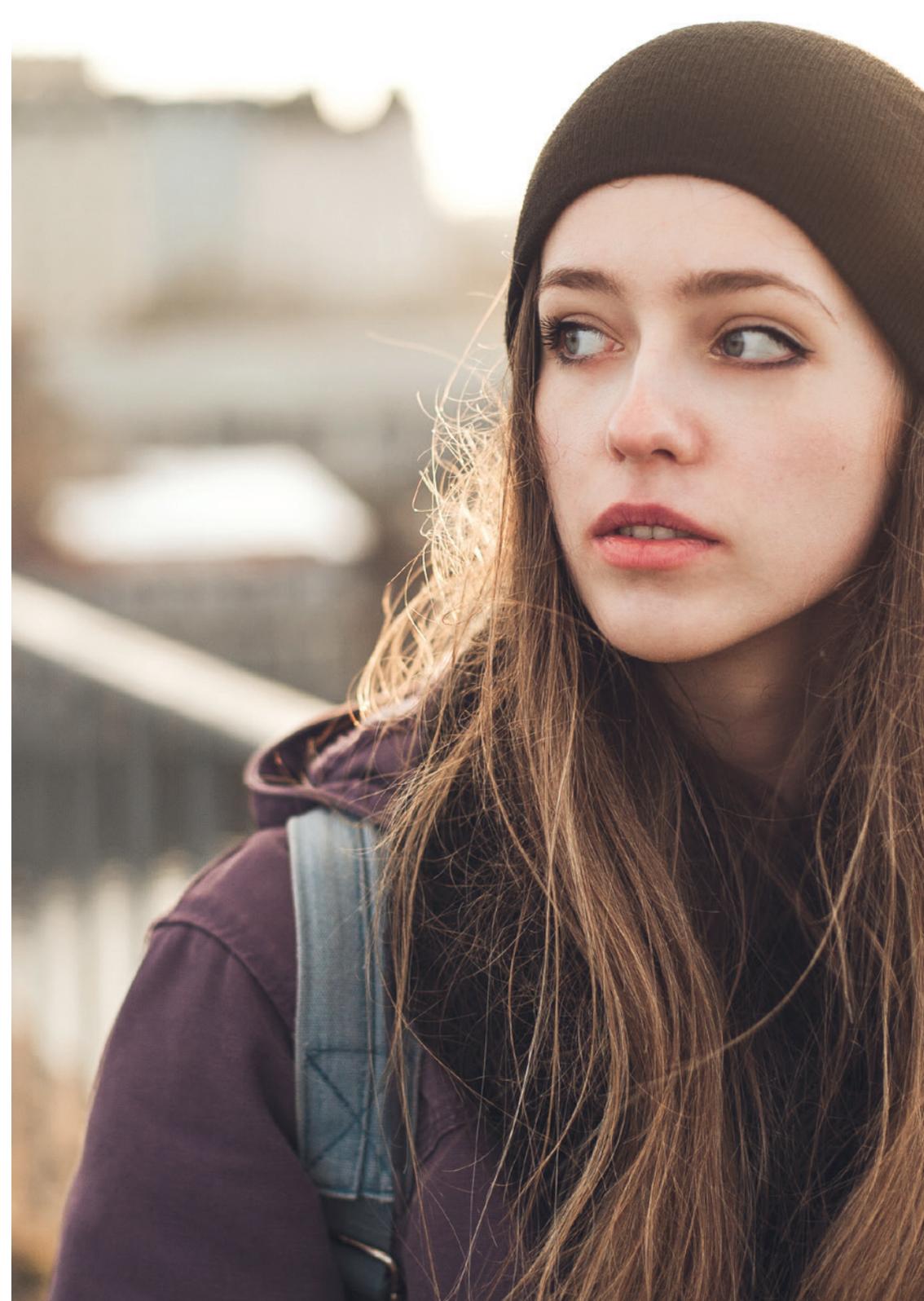
Delusions, hallucinations, and thought disorders are the three main symptoms of psychosis. Delusional ideas are ideas and thought patterns that have little or nothing to do with reality, but the person is firmly convinced of. Hallucinations are sensory perceptions without a corresponding stimulus from the environment, such as hearing voices without someone actually speaking. Disjointed and illogical thinking is a thought disorder.

## Signs

Psychoses are easier to recognize for others than for the person concerned. The “crazy” world is currently a reality for him or her. Humans expect to be able to rely on their senses. People in a psychosis are therefore unaware of their mental disorder. However, you sometimes notice from the reaction of the environment that something is wrong. Psychoses are often announced by symptoms such as irritability, depressive mood, sleep disorders, anxiety or difficulty concentrating. From experience of past psychoses, those affected can recognize an impending psychotic disorder at an early stage.

## Therapy

In the acute crisis, drug treatment is in the foreground. However, this should be accompanied by special psychotherapeutic treatment and good information for those affected and their relatives.



# Schizophrenia

People with schizophrenia live in a distorted world. They suffer from hallucinations, delusional ideas and thought disorders, a special form of psychosis. Those affected are usually not able to recognize their experience and behavior as pathological. Symptoms such as hallucinations or delusions usually only appear in phases - in the long term, those affected suffer from withdrawal and reduced social performance.

## Signs

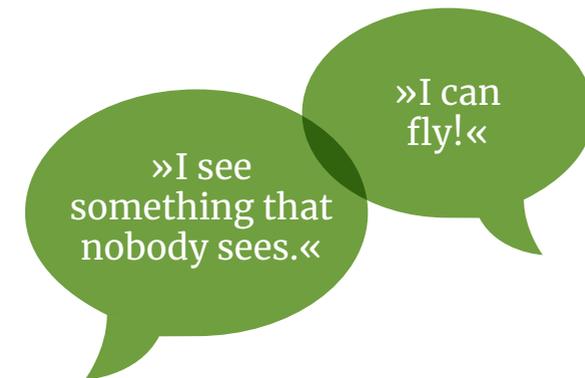
- Disorganized behavior
- Inner unrest
- Sleep disorders
- Social withdrawal
- Irritability
- Mistrust
- Difficulty concentrating and thinking

## What to know about schizophrenia

Even if the disease is often chronic, ten percent of those affected have one single episode. Half of all those affected can live with little or no disabilities in the long term. With a recurring schizophrenia illness, many secondary problems can arise: job loss, social decline, isolation, criminal behavior (sometimes caused by commanding voices), substance abuse or addiction.

## Therapy

Long-term drug treatment can in many cases improve the symptoms of the disease and should be accompanied by appropriate psychotherapy and information during stable phases. Care is also important for relatives, for example in the form of a support group.



# Personality disorders

Personality disorders include ingrained, persistent, inappropriate, or inconvenient behavior patterns. They also result from clear deviations in perception, thinking, feeling and in the formation of relationships, starting in childhood or adolescence and continue into adulthood.

## Forms

### Borderline

Typical for people with borderline are unnatural impulsiveness, unstable interpersonal relationships, strong mood swings and a distorted self-image. Those affected have problems assessing or shaping closeness and distance in relationships.

### Self-harming behavior

In order to be able to experience feelings better, those affected injure themselves, for example by massive scratching or cutting.

### Aggressions

People with personality disorder have trouble controlling their emotions. Strong impulses such as aggression can break out.

### What can I do?

- Offer stable and reliable relationships
- Adhering to boundaries and exemplifying respect
- Do not act rashly



## ADHD

Attention Deficit Hyperactivity Disorder (ADHD) is a disease that begins in childhood and lasts into adulthood in some cases. It is not a personality disorder per definition and manifests itself in problems with attention, impulsiveness and self-regulation, and sometimes also in severe physical restlessness. The disobedient "Fidgety Philip", is the prototype, so to speak. Boys are more often affected than girls, men more often than women.

### What can I do?

Bring structure and prudence – instead of chaos and unrest.

### Therapy

A combination of exercises, psychotherapy and - if necessary - medication helps best. A precise diagnostic clarification in advance is a basic requirement.

# Burn-out

Those who burn for something can also burn out. Burn-outs usually affect people who are more committed to their work, identify strongly with their tasks, consider themselves irreplaceable and hardly take breaks. Activities that were once enjoyable become a burden over time and are ultimately no longer possible. People suffering from burn-out are exhausted, overwhelmed and at risk of developing other clinical pictures such as depression or addictions.

»I cannot do this anymore!«

## How do I recognize a burn-out?

- Sleep disorders
- Exhaustion
- Fear of the next working day
- Feeling overwhelmed
- Loss of commitment and enthusiasm
- Numbness
- Indifference
- Cynicism
- Social withdrawal
- Difficulty concentrating
- Reduced performance
- Feelings of inferiority
- Attacked immune system

»I feel exhausted and burned out.«

## Causes and risk factors

- High commitment and high level of identification
- Occupational overload
- Little appreciation and support
- People in psychosocial or teaching professions are particularly at risk, as well as people who care for relatives.

## How can I help?

Encourage the person concerned to take time for relaxation and rest. Help him / her not to neglect opportunities for compensation such as sports, hobbies and friends. Determine the stress factors together. As an employer, pay attention to the performance limits of your employees and avoid excessive demands.

## Therapy

Burn-out does not come out of the blue. It comes in several stages: from strong commitment to neglecting one's own needs to withdrawal and changes in behavior. The final stages of burn-out are inner emptiness, depression and total exhaustion. You can take countermeasures in every phase! Quick, professional help, e.g. Talk therapy can help with long-term behavior changes.

# Bullying

Bullying is not a disease, but more and more people are suffering from it. Bullying is targeted psychological terror, when the victims are harassed and exposed at work, school, at home or on the Internet (cyber-bullying). Bullying can affect any age group.

## Signs

Victims of bullying suffer from various symptoms, including distrust, nervousness, inner emptiness, performance- and thinking blockades, anxiety, listlessness or aggressiveness. Social withdrawal and isolation are also part of it, as the victims no longer want to expose themselves to the situation. If nothing is done about bullying, victims often develop depression, which can also result in post-traumatic stress disorders - or even suicide.

## What can I do?

If you suspect a case of bullying, do not look away and take actions. Quick professional help such as mediation or psychotherapy is important here.

»So-called friends have posted intimate photos of me online. I would like to disappear into thin air.«

»I'm scared of going to school tomorrow.«

# Sleep disorders

Humans spend about a third of their lives sleeping. We need a peaceful and long enough sleep to regenerate our body and mind at night. If worries, problems or an illness prevent you from getting a good night's sleep over a long period, this can lead to a sleep disorder.

»I often fall asleep just before the morning alarm goes off.«

»I'm awake for several hours every night.«

Everyone knows the feeling when you haven't slept well. You're more irritable and sensitive, less productive and less able to concentrate. In general, the body and mind can cope well with phases of disturbed sleep, but if you do not get a restful sleep for a long period of time, you should seek professional support.

Due to the stress, sleep disorders occur in many life situations, such as in people who are very stressed by work or family, disposition, very irregular lifestyle (working shifts), but also as an accompanying problem of many mental illnesses.

## Forms of sleep disorders

- Problems to fall asleep and stay asleep (insomnia)
- Increased need for sleep (hypersomnia)
- Behavioral problems during sleep such as sleepwalking, crying out at night, or having nightmares, e.g. (parasomnia)
- Sleep-related breathing disorders (e.g. sleep apnea)
- Sleep-related movement disorders (e.g. restless legs syndrome or teeth grinding)
- Disorders of the sleep/awake rhythm

## Possible effects and consequences

- Daytime sleepiness
- Irritability
- Difficulty concentrating
- Decreased efficiency
- Increased risk of accidents
- Stomach discomfort
- High blood pressure
- Depressions
- Cardiovascular diseases
- Weakened immune system
- Premature aging
- Reduced life expectancy

## Therapy

Anyone who cannot fall asleep or cannot stay asleep at least 3 times a week should seek support. A sleep disorder is treated with psychotherapy, learning of sleep hygiene and, in some cases, medication. A "sleep diary" about sleeping times, symptoms and substance consumption (alcohol, nicotine) is also helpful.

# Psychosomatic illnesses

When the heart is racing or the back hurts, it is often caused by psychological problems. In Psychosomatic illnesses physical and psychological symptoms are related to one another. Just as physical illnesses can also be mentally stressful, mental problems can also manifest themselves in physical problems. Often the line between body and soul disappears.

## Forms

Physical complaints that have no physical cause or physical illnesses that would explain the extent of the psychological suffering (somatization disorders).

The most common complaints are joint or back pain, stomach problems, headaches and heart problems. Some mental illnesses show up only through physical symptoms without the person noticing any psychological changes. These symptoms then respond poorly to normal treatment for physical symptoms.

So-called conversion disorders are caused by traumatic experiences and express themselves through the partial or complete loss of memory, identity awareness, sensory perceptions or the uncontrollability of the musculoskeletal system.



»Why do I have this pain?«

## Therapy

The diagnosis of psychosomatic illness is often difficult because the symptoms can vary. Once a psychosomatic diagnosis has been made, it can usually be treated well with therapy, psychosocial help, and medication. In general, it should always be asked whether a disease or a problem from the respective other area (physical, psychological) also contributes to the existing situation.



»I've had a stomach ache since I lost my job.«

# Eating disorder

Eating disorders usually first appear during puberty. Girls and boys deal with their body image and compare themselves with idols on television, the Internet and magazines. Diets can lead to pathological eating disorders.

»I hate my body when I look in the mirror.«

## Forms

### Anorexia

Those affected are severely underweight, but perceive themselves to be too fat. They avoid nutritious foods, are overly active, and / or take appetite suppressants. The result is a hormonal disorder that leads to the absence of menstruation or loss of potency.

### Eating and vomiting addiction (bulimia)

Bulimics also experience themselves as being too fat and suffer from the fear of getting bigger and bigger. The clinical picture includes frequent binge eating and the irresistible urge to eat in combination with the urge to take countermeasures afterwards: through self-induced vomiting, starvation, the use of laxatives, appetite suppressants e.g.

## Therapy

If outpatient therapy does not lead to stabilization, there is also the possibility – and sometimes also the necessity – of therapy in the hospital. Understanding the illness and the desire to change something are essential. The earlier therapy is started, the higher is the likelihood of successful treatment.

Eating disorders mainly affect girls and women, but the numbers of boys and men are increasing.

»When I have eaten, I feel disgusted and immediately vomit all over again.«

# Addictive behavior

Steve needs his daily glass of wine to calm down after a stressful day. When Anne is sad, she buys clothes at random, afterwards the clothes hang unworn in her closet. Fred and Susanne check their cell phones every minute, they use every free moment to comment on social media. Helen smokes two packs of cigarettes a day, although she already has serious health problems. Max spends his nights in front of his computer, he hardly ever meets his friends.

The term addiction has long been associated with substances such as alcohol, drugs, and nicotine. Meanwhile, the term has been expanded to include behavioral addictions such as gambling addiction, shopping addiction, technology addiction or sex addiction e.g.

But not everyone who enjoys a glass of wine, and not everyone who uses a smartphone, also becomes addicted. The causes of addictions are complex psychological processes that communicate with our inner reward system, lack of intact relationships or genetic predisposition.

»I check my cell phone every two minutes. Doesn't everyone?«

»When I'm worried, shopping makes me happy.«

»Once I start drinking, I can't stop.«

## Addiction criteria (according to WHO)

- Compulsion to consume
- Increased consumption for the same effect
- Withdrawal symptoms with less / no consumption
- Carrying on despite harmful consequences
- Neglecting other interests
- Loss of control: you can't stop once you've started

If you experience at least three of these criteria at the same time over several months, one speaks of addiction.

## Therapy

Depending on the type of addiction, outpatient or inpatient substance-withdrawal, psychological withdrawal through changes in behavior and living conditions, psychotherapy. Without complete treatment, relapse rates are very high.

Not only the addict suffers from his addiction, the family and social environment is also suffering from it. It is therefore important to include the people around you.

# Dementia

As western societies are getting older, dementia is becoming an increasingly common disease. There are a number of diseases that lead to dementia, the most common being Alzheimer's disease. With all dementia there is a loss of memory, language, judgement, everyday skills and behavior control.



## Course

The course of the disease is gradual and is often associated with ambiguous symptoms. Most of those affected experience a deterioration in memory at first, while coping with everyday life seems relatively well at the beginning. As the disease progresses, there are more and more memory losses, often added by symptoms of depression and aggression.

## Signs

People who suffer from Dementia

- have trouble remembering recent events and conversations.
- can't find objects anymore, forget appointments.
- have difficulty following a conversation and finding the right words.
- give imprecise answers to questions.
- can no longer find their way in foreign surroundings.
- can no longer manage complex routines such as cooking or banking.

## Prevention

Dementia prevention is possible. A balanced diet, lifelong learning, sport and exercise as well as maintaining social contacts have a preventive effect. It is also important to treat high blood pressure correctly, to optimize diabetes and to avoid high blood lipids and smoking.

## How do I deal with it as a relative?

Dementia usually begins insidiously. The first signs are believed to be signs of age, but early diagnosis is particularly important. Forms of therapy are aimed at relieving symptoms and slowing down the progression.

Help your relatives who suffer from dementia to walk themselves through a clear daily routine. Do not keep correcting or commenting on the forgetfulness of those affected. As a caring relative, take good care of your own resources and take time off whenever possible.

# Where can I get help?

*Mental Health First Aid*  
Contacts for mental crisis situations  
throughout Austria

Get advice and help from

- General Practitioners
- Specialists in Psychiatry
- Psychologists
- Psychotherapists
- Crisis Intervention Centers  
("Kriseninterventionszentren")
- Clinics for psychiatry



## Nationwide

### Phone counseling **142 (emergency call)**

available 24/7

[www.telefonseelsorge.at](http://www.telefonseelsorge.at)

### Police **133**

In case of danger and prevention in the event of harm to oneself or others

[www.polizei.gv.at](http://www.polizei.gv.at)

### Ambulance services Austrian Red Cross **144**

[www.rotekreuz.at](http://www.rotekreuz.at)

### Support groups

and help for relatives of the mentally ill **01 / 526 42 02**

Mon, Wed, Thu 10 a.m. to 3 p.m.; Tues, Fri 10 a.m. to 12 noon

[www.hpe.at](http://www.hpe.at)

### Support groups (per federal state) on all topics

[www.selbsthilfe.at](http://www.selbsthilfe.at)

### General health counseling **1450**

[www.1450.at](http://www.1450.at)

### "Rat auf Draht" **147**

Help for children, young people and their caregivers

[www.rataufdraht.at](http://www.rataufdraht.at)

### Women's helpline against violence **0800 222 555**



## Vienna

### Crisis Intervention **01 / 406 95 95**

Advice by telephone, in person or by e-mail, Mon to Fri 10a.m. to 5 p.m.

[www.kriseninterventionszentrum.at](http://www.kriseninterventionszentrum.at)

### Social psychiatric emergency service and mobile crisis service

in Vienna (PSD) available 24/7 **01 / 31330**

[www.psd-wien.at](http://www.psd-wien.at)

### Social call Vienna Social Fund Vienna daily 8 a.m. to a p.m. **01 / 24 5 24**

[www.fsw.at](http://www.fsw.at)

### Emergency number for women and girls **01 / 71719**

available 24/7

**Vienna** Fortsetzung**Responsible psychiatric hospital departments in Vienna**

by district

1., 5. -9.	Otto-Wagner-Hospital 1. Psychiatric Department	<b>01 / 91060 - 20108</b>
2., 22.	"Donauspital"	<b>01 / 28802 - 2956, - 2957</b>
3., 4., 11.	Rudolf-foundation	<b>01 / 711 65 -2907, - 2908</b>
10.	Kaiser-Franz-Josef-Hospital	<b>01 / 601 91 - 2950</b>
12., 13., 23.	Hietzing Hospital 1. Psychiatric Department	<b>01 / 801 10 - 4308</b>
14., 15.	Hietzing Hospital 2. Psychiatric Department	<b>01 / 801 10 - 4408</b>
16.	depending on the first letter of the surname: KH Rudolf-foundation, Otto-Wagner-Hospital, Donau-Hospital, Hietzing-H.	
17., 18., 19.	Otto-Wagner-Hospital 3. Psychiatric Department	<b>01 / 91060 - 20308</b>
20., 21.	Otto-Wagner-Hospital 4. Psychiatric Department	<b>01 / 91060 - 20408</b>

**General Hospital, Psychiatric Emergency Clinic** **01 / 40400 35470**

Sat, Sun, Public holidays all day, Mon to Fri 0 to 8 a.m. and 2 p.m. to midnight

**Lower Austria****Lower Austria Crisis hotline** available 24/7 **0800 / 202016**[www.no.e.gv.at](http://www.no.e.gv.at)**Psychosocial Service of Lower Austria**[www.psz.co.at/schnelle-hilfe](http://www.psz.co.at/schnelle-hilfe)**Caritas of the diocese of St. Pölten**[www.caritas-stpoelten.at](http://www.caritas-stpoelten.at)**Burgenland****Hospital of the Merciful Brothers Eisenstadt** **02682 / 601 0**[www.barmherzige-brueder.at](http://www.barmherzige-brueder.at)**Psychosocial Service Burgenland (PSD)** **05 / 7979 20 100**

Locations: Eisenstadt, Neusiedl, Mattersburg, Oberpullendorf, Oberwart, Güssing, Jennersdorf

[www.psd-bgld.at](http://www.psd-bgld.at)**Styria****Psychosocial care in Styria**

Health Fund Styria

[www.plattformpsyche.at](http://www.plattformpsyche.at)**GO-ON Suicide Prevention Styria**

Center for suicide prevention

[www.suizidpraevention-stmk.at](http://www.suizidpraevention-stmk.at)**Carinthia****KABEG Clinic Klagenfurt** **0664 / 300 70 07**

Psychiatric emergency and crisis service, 24/7

[www.klinikum-klagenfurt.at](http://www.klinikum-klagenfurt.at)**KABEG Clinic Villach** **0664 / 300 90 03**

Psychiatric emergency and crisis service, 24/7

[www.klinikum-klagenfurt.at](http://www.klinikum-klagenfurt.at)**pro mente: children adolescence family GmbH****Outpatient clinics** including therapy support pointsSt. Veit a. d. Glan and Klagenfurt **04212 / 36950**Wolfsberg and Völkermarkt **04352 / 37700****Crisis intervention centers** for children and young adultsKlagenfurt **0463 / 310021**Spittal an der Drau **04762 / 37440**[www.promente-kijufa.at](http://www.promente-kijufa.at)**Psychosocial counseling centers of Caritas Carinthia****0463 / 50 06 67**[www.caritas-kaernten.at](http://www.caritas-kaernten.at)**Salzburg****pro mente Salzburg crisis hotlines**

for people in acute situations

**Emergency and crisis situations and their relatives**crisis hotline Salzburg **0662 / 433351**, 24/7crisis hotline St. Johann **06412 / 20033**, 24/7crisis hotline Zell am See **06542 / 72600**, 24/7[www.promentesalzburg.at](http://www.promentesalzburg.at)



## Upper Austria

Crisis Aid Upper Austria [0732 / 2177](tel:07322177)

available 24/7

[www.krisenhilfeooe.at](http://www.krisenhilfeooe.at)



## Tyrol

KIZ crisis intervention center [0512 / 580059](tel:0512580059)

available 24/7

[www.kiztirol.at](http://www.kiztirol.at)

University Hospital Innsbruck

[050504 / 23648](tel:05050423648)

Psychiatry control center in the State Hospital Hall

[050504 / 88263](tel:05050488263)

Mon - Thu 8 a.m. - 4 p.m., Fri 8 a.m. - 12 p.m.

pro mente tirol – psychosocial services

Locations: Innsbruck, Schwaz, Kufstein, Imst, Reutte, Landeck, Lienz

[www.promente-tirol.at](http://www.promente-tirol.at)



## Vorarlberg

LKH Rankweil – Psychiatric outpatient clinic

[05522 / 403-4630](tel:055224034630)

[www.lkhr.at/rankweil](http://www.lkhr.at/rankweil)

Social Psychiatric Service (SpDi)

Locations: Bregenz, Bregenzerwald, Bludenz, Dornbirn, Feldkirch

[www.spdi.at](http://www.spdi.at)

pro mente Vorarlberg

[05572 / 32421](tel:0557232421) und [05572 / 36673](tel:0557236673)

[www.promente-v.at](http://www.promente-v.at)

AKS health

[05574 / 202 - 0](tel:055742020)

[www.aks.or.at](http://www.aks.or.at)

# pro mente | austria

is the Austrian umbrella organization of mental and social health associations and societies. The goals of pro mente Austria are to sustainably improve the life and care of people with mental health problems and to support and strengthen them and their social environment.



Order more brochures:  
[www.erstehilfefuerdieseesele.at](http://www.erstehilfefuerdieseesele.at)

# Member organizations of pro mente Austria

by March 2022



1	aks gesundheit GmbH	Bregenz <a href="http://www.aks.or.at">www.aks.or.at</a>
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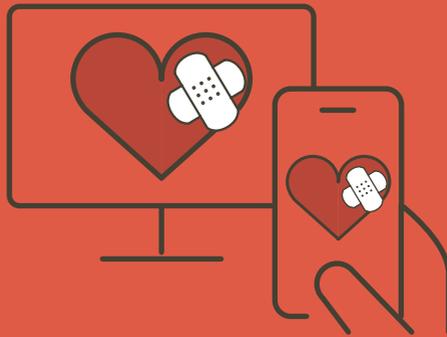
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