

## Youth Mental Health First Aid



### What is Youth Mental Health First Aid Training?

The Youth Mental Health First Aid program is an interactive session which runs 8 hours. It can be conducted as a one day seminar, or two half day events. Youth Mental Health First Aid certification must be renewed every three years, and introduces participants to mental health challenges and disorders in youth and young adults and incorporates the latest evidence on treatments and services available to them as relevant resources.

### Who should learn Youth Mental Health First Aid?

A mental health crisis is more common than most people realize. You are more likely to come across a person having a mental health crisis than a person having a heart attack. Where CPR is common and many people have been trained, the same is not true of Youth Mental Health First Aid. It is crucial that we prepare to help our neighbors, friends, relatives and coworkers when they need help.

This course is designed for members of the public who have frequent contact with youth and young adults, such as parents, school staff, sports coaches, youth workers/volunteers, professional caregivers, police officers, firemen, church leaders and volunteers, paramedics, case managers, and volunteers or paid staff in any of a hundred different kinds of human service organizations. Since it is impossible for family doctors, counselors and mental health professionals to know everyone who needs help, the answer to the question:

### Who needs to know Youth Mental Health First Aid?

### Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

#### Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Optum at 1-877-370-8953.

Everyone

Everyone...

In eight hours, you can become a

“Youth Mental Health First Aider”

Youth Mental Health First Aid will hopefully become as common as CPR and First Aid. It has the potential to reduce the stigma associated with mental illness, improve mental health literacy, and empower individuals.

In Youth Mental Health First Aid training you will learn:

- The course of typical adolescent development along with the prevalence, and age of onset of mental health problems.
- The potential risk and protective factors and the signs and symptoms for a range of mental health problems, including: depression, anxiety/trauma, psychosis, substance use disorders, and self-injury
- An understanding of the latest evidence on treatments and services available for youth and young adults.
- A 5-step action plan encompassing the skills, resources and knowledge to assess the situation, to select and implement appropriate interventions, and to help the youth or young adult in crisis connect with appropriate professional care.

If you would like to schedule a Youth Mental Health First Aid training or would like more information, call:  
Robyn Emery – Family Support Specialist  
Optum Salt Lake County  
877-370-8953 ext. 63103  
[robyn.emery@optum.com](mailto:robyn.emery@optum.com)

### Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

#### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

#### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

#### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** [lori.maxfield@optum.com](mailto:lori.maxfield@optum.com). You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** 1-801-538-6805, or **Email:** [medicaidmemberfeedback@utah.gov](mailto:medicaidmemberfeedback@utah.gov)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:** [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov).

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

## **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

## **Navajo**

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiiik'eh, éí ná hółq, koji' hódíłłnih 1-877-370-8953.

## **Nepali**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

## **Tongan**

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

## **Serbo-Croatian**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

## **Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

## **German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

## **Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

## **Cambodian**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

## **French**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

## **Japanese**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

## **Arabic**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-370-8953.