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**Union County Warming Station:
Best Practices**

Working with vulnerable populations in Eastern Oregon

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Warming Station: Overview

- Who We Are/Who We Serve
- Mental Health First Aid
- Resources
- Questions/Conversation



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Who We Are/Who We Serve

Our Mission: The Union County Warming Station provides a welcoming, safe and compassionate place where all people can stay the night and are offered resources and pathways toward housing stability.”

- Established in 2017
- Serve over 200 homeless/houseless guests to date (average of 60-65 individuals per year)
 - 10-15 guests per night in 2020-2021 season
 - Over 70 volunteers trained to cover nightly shifts (5 volunteers needed each night)



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Mental Health First Aid



- Suicide Risk:
 - Are you having thoughts of suicide?
 - Are you thinking about killing yourself?
 - **If yes to either, then call the suicide hotline number or if the person is behaving aggressively or has the means to act on their decision call 911.**
 - **Continue the conversation:**
 - Do not express negative judgment
 - Do not ask questions without dread
 - Appear confident, this can be reassuring
 - Let the person know you are willing to help
 - Involve them in decision making
 - **Do not: agree to keep their plan a secret, leave them alone, use guilt or threats.**



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Mental Health First Aid



- Action Plan:
 - Assess for risk of suicide or harm
 - Listen nonjudgmentally
 - Give reassurance and information
 - Encourage appropriate professional help
 - Encourage self-help and other support strategies
- What not to do:
 - Give advice
 - Confront the individual
 - Criticize or blame
 - Use sarcasm
 - Speak fast
 - Assume they can't understand you
 - Threaten or guilt
 - Leave any one alone
 - Panic or forget to breathe
 - Baby talk or patronize
 - Touch people
 - Stand over or posturing
 - Block someone from an exit



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Mental Health First Aid



Mental Health First Aid training is available at no cost to all Umatilla Special Library District members



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Resources

- National Suicide Prevention Lifeline: 1-800-273-TALK
- Veterans Crisis Line: 1-800-273-8255 (press 1)
- Mental Health Crisis Line: 541-240-8030 (Lifeways)
- Lifeways Warmline: 1-800-698-2392
- Police Department Non-Emergency Line: 541-966-3600



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Questions/Conversation

Thanks for your time!

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