

FAMILY & SUPPORTER RESOURCE KIT

Support that helps the *whole* family.

Plain-language guidance and nine printable tools for families, partners, friends and caregivers supporting someone with a mental health or memory concern.

Version 1.0 · November 2026 · Free to print and share

WELCOME

You don’t have to figure this out alone.

Supporting someone with a mental health or memory concern can bring questions, uncertainty and strong emotions. This kit helps you understand what is happening, talk without judgment, find care and protect your own well-being. Family support can play an important role in helping people connect with treatment and recovery.

WHO THIS KIT IS FOR

Families and partners

Parents, spouses, siblings and adult children supporting a loved one.

Friends and chosen family

Anyone a person trusts and leans on.

Family caregivers

People caring for an aging parent, partner or relative.

HOW TO USE IT

- Read the short guides on understanding mental health and starting a conversation.
- Print only the tools you need. Fill them in alone or together with your loved one.
- Keep the contact list (Tool 9) somewhere easy to find, such as the fridge or your phone.
- Revisit the kit as needs change. Support is a process, not a single conversation.

IF SOMEONE MAY BE IN DANGER

Call or text **988**, or chat at 988lifeline.org, any time. Call **911** if a life is in immediate danger.

About this kit. These tools help families offer practical support and connection to care. They are not a substitute for professional assessment, diagnosis or treatment. NeuroBloom is not an emergency service.

INSIDE THIS KIT

Contents

01 Understanding Mental Health 4

02 Starting a Supportive Conversation 5

Tool 1 · Conversation Preparation Worksheet 6

Tool 2 · Conversation Cards 7

03 Navigating Care Together 8

Tool 3 · Appointment Questions and Notes 9

Tool 4 · Weekly Check-in Sheet 10

Tool 5 · Practical-Help Checklist 11

04 Memory, Aging and Family Care 12

Tool 6 · Preparing for a Memory Appointment 12

Tool 7 · A Caregiver's First Week 13

05 Support the Supporter 14

Tool 8 · Caregiver Well-Being Plan 14

06 Urgent Help and Contacts 15

Tool 9 · Support and Crisis Contact List 15

SECTION 01

Understanding Mental Health

> *Lead with respect, not labels. Learn the facts, listen to the person's experience, and remind them that help is available.*

SIX FACTS TO KEEP CLOSE

01

You are more than a diagnosis

A mental health condition does not define who someone is. Everyone deserves respect, compassion and support.

02

It is common

About 1 in 5 U.S. adults lived with a mental illness in 2022. Your family is not alone.

03

Help works

Mental health conditions can be treated. Support may include therapy, medication, peer support and care tailored to each person.

04

Changes are worth noticing

Changes in sleep, mood, concentration, appetite or daily functioning that last can be a sign it is time to seek support.

05

One conversation can start it

A primary care provider, counselor or 988 can help you explore what is happening and find next steps.

06

Urgent help does not need to wait

If someone is thinking about suicide, call or text 988. Call 911 if a life is in immediate danger.

CHANGES WORTH NOTICING

- Persistent sadness, emptiness or irritability
- Pulling away from friends, family or activities
- Changes in sleep, appetite or energy
- Trouble concentrating or keeping up at work or school
- More alcohol or drug use
- Talk of hopelessness, being a burden or wanting to die

Sources: NIMH: Mental Illness Statistics: https://www.nimh.nih.gov/health/statistics/mental-illness · NIMH: Depression: https://www.nimh.nih.gov/health/publications/depression · SAMHSA: For Families and Friends: https://www.samhsa.gov/mental-health/how-to-talk/friends-and-family-members · SAMHSA: 988 Frequently Asked Questions: https://www.samhsa.gov/mental-health/988/faqs

SECTION 02

Starting a Supportive Conversation

You don't need perfect words. Listen without judgment, express concern, ask questions and offer practical help rather than dismissing what the person is going through.

TO OPEN

"I've noticed things have been hard lately. How are you feeling?"

"I care about you, and I'm here to listen."

"You don't have to have the words. We can just sit together."

TO LISTEN

"That sounds really hard."

"Tell me more about that."

"It makes sense that you feel that way."

TO OFFER HELP

"What kind of support would feel useful?"

"Would you like help finding someone to talk to?"

"Can I drive you, or sit with you while you call?"

Try to avoid

- "Just snap out of it."
- "Others have it worse."
- "It's all in your head."
- Labels like "crazy" or "psycho"

TIPS FOR A BETTER CONVERSATION

01 Choose a private, unhurried moment, such as a walk or a drive.

02 Describe specific changes you've noticed, without labels or diagnoses.

03 Let silence happen. Listening matters more than having answers.

04 If they aren't ready, say the door is open and check in again soon.

Source: SAMHSA: For Families and Friends: https://www.samhsa.gov/mental-health/how-to-talk/friends-and-family-members

TOOL 1

Conversation Preparation Worksheet

Plan what you've noticed, when to talk and how to open a caring conversation.

WHAT I'VE NOTICED

Specific changes, with when and where. Example: "You've skipped dinner most nights this week."

WHEN AND WHERE WE COULD TALK

Private, calm and unhurried.

HOW I'LL OPEN THE CONVERSATION

WHAT I MOST WANT THEM TO KNOW

For example: I care, you're not alone, help is available.

QUESTIONS I COULD ASK

"How have you been feeling?" "What would help right now?"

IF THEY'RE NOT READY TO TALK, I WILL...

WHO SUPPORTS ME THROUGH THIS

> If they mention thoughts of suicide, stay with them and call or text 988 together. Call 911 if a life is in immediate danger.

TOOL 2

Conversation Cards

Cut-out cards with phrases to open, listen and offer help, plus what to avoid.

OPEN “I’ve noticed things have been hard lately. How are you feeling?” NEUROBLOOM	**OPEN** “I care about you, and I’m here to listen.” NEUROBLOOM
LISTEN “That sounds really hard.” NEUROBLOOM	**LISTEN** “It makes sense that you feel that way.” NEUROBLOOM
OFFER HELP “What kind of support would feel useful?” NEUROBLOOM	**OFFER HELP** “Would you like help finding someone to talk to?” NEUROBLOOM
OFFER HELP “Can I drive you, or sit with you while you call?” NEUROBLOOM	**REMEMBER** Lead with respect, not labels. Listen more than you speak. NEUROBLOOM

Cut along the dashed lines. Keep a card in your wallet or on your phone case as a reminder.

SECTION 03

Navigating Care Together

Your role is to support your loved one's choices and help remove barriers, not to replace professional care.

1. **Understand**
   Ask what help your loved one wants, in their words.
2. **Explore**
   Identify possible providers or services together.
3. **Remove barriers**
   Talk through cost, insurance, transport, language, time and privacy.
4. **Connect**
   Offer to help make the call or come to the first appointment.
5. **Check in**
   Agree on how and when you will check in afterward.

WHERE TO START LOOKING

Primary care

A primary care provider can help explore what is happening and refer to mental health care.

findtreatment.gov

Search for mental health and substance use treatment near you.

1-800-662-4357

SAMHSA National Helpline: free, confidential referrals, 24/7.

Sources: FindTreatment.gov: https://findtreatment.gov/ · SAMHSA: Mental Health and Substance Use Helplines: https://www.samhsa.gov/find-help/helplines

TOOL 3

Appointment Questions and Notes

Questions to bring to a provider and space to capture answers and next steps.

DATE AND PROVIDER

WHO IS ATTENDING

QUESTIONS TO CONSIDER ASKING

- [ ] What might be causing these changes?
- [ ] What are the treatment options, and how long do they take to help?
- [ ] What are the possible side effects of any medication?
- [ ] What can we do at home to help?
- [ ] What signs mean we should call you or seek urgent help?
- [ ] How will we know if treatment is working?
- [ ] What will this cost, and what does insurance cover?
- [ ] What role, if any, would you like family to play?

WHAT WE LEARNED

NEXT STEPS AND WHO WILL DO THEM

NEXT APPOINTMENT

TOOL 4

Weekly Check-in Sheet

A gentle weekly look at sleep, mood, connection and what helped, focused on needs and preferences.

WEEK OF

FILLED IN BY

Ideally together, at their pace.

Area	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Sleep							
Mood (1–5)							
Energy							
Meals							
Connection							
Activity / outside							
What helped							

THIS WEEK, WHAT FELT BETTER?

WHAT SUPPORT WOULD HELP NEXT WEEK?

> This is a conversation tool, not a symptom tracker for diagnosis. Share patterns with a provider if your loved one agrees.

TOOL 5

Practical-Help Checklist

Share the load: meals, rides, childcare, appointments and errands, with who and when.

Task	Who can help	When	Done
Meals or groceries			
Rides to appointments			
Childcare or school pickup			
Picking up prescriptions			
Scheduling appointments			
Bills and paperwork			
Housework or laundry			
Pet care			
Company or a regular check-in call			
Time off for the main caregiver			

> Asking for specific help (“Could you drive on Tuesday?”) is easier for others to say yes to than a general request.

SECTION 04 · MEMORY, AGING AND FAMILY CARE

TOOL 6

Preparing for a Memory Appointment

Track changes, medications and questions to bring to a medical evaluation.

Dementia is not a normal part of aging, and memory changes can also come from treatable causes. NeuroBloom does not diagnose; this tool helps you prepare for a medical evaluation.

CHANGES NOTICED

- [ ] Trouble with familiar tasks (bills, cooking, driving a known route)
- [ ] Repeating questions or losing track of conversations
- [ ] Difficulty finding words or following a plan
- [ ] Changes in mood, judgment or personality

EXAMPLES, WITH DATES

CURRENT MEDICATIONS AND SUPPLEMENTS

RECENT ILLNESS, FALLS, SLEEP OR MOOD CHANGES

QUESTIONS FOR THE DOCTOR

Source: National Institute on Aging: Memory and Aging: https://www.nia.nih.gov/health/memory-loss-and-forgetfulness/memory-problems-forgetfulness-and-aging

TOOL 7

A Caregiver's First Week

Four first steps for families beginning to care for an older loved one.

1

Get a medical evaluation scheduled

If your loved one hasn't had one, book it. Bring Tool 6.

2

List what you're already doing

Rides, meals, bills, medications. Seeing it on paper shows where help is needed (Tool 5).

3

Find local services

Your Area Agency on Aging can connect you with in-home help, adult day programs and more. Call the Eldercare Locator at 1-800-677-1116.

4

Book one session for yourself

Caregivers need care too. Support for you is part of good care for them.

SUPPORT FOR FAMILY CAREGIVERS

- Caregiver counseling for stress, guilt, grief and burnout
- Guided family conversations about roles, decisions and sharing the load
- Understanding care options, from in-home help to adult day programs and memory care
- Strategies for communication and changes in behavior
- Respite planning so you can rest

800-272-3900

Alzheimer's Association 24/7 Helpline. TRS: dial 711.

1-800-677-1116

Eldercare Locator: call or text for local services.

nia.nih.gov

National Institute on Aging guidance on memory and aging.

Sources: Alzheimer's Association 24/7 Helpline: https://www.alz.org/help-support/resources/helpline · Eldercare Locator: https://eldercare.acl.gov/ · National Institute on Aging: Memory and Aging: https://www.nia.nih.gov/health/memory-loss-and-forgetfulness/memory-problems-forgetfulness-and-aging

SECTION 05 · SUPPORT THE SUPPORTER

TOOL 8

Caregiver Well-Being Plan

Your own warning signs, supports, routines and respite plan.

Caregivers have support needs of their own. Support groups, counseling and family peer support can offer information, referrals and connection with people who understand.

My early warning signs

Poor sleep, irritability, skipping meals, isolating...

What helps me recharge

A walk, faith, music, a friend, quiet time...

PEOPLE I CAN LEAN ON

MY WEEKLY NON-NEGOTIABLE (ONE THING JUST FOR ME)

MY RESPITE PLAN: WHO COVERS, AND WHEN

PROFESSIONAL SUPPORT FOR ME (COUNSELOR, GROUP, EAP)

Source: SAMHSA: For Families and Friends: https://www.samhsa.gov/mental-health/how-to-talk/friends-and-family-members

SECTION 06 · URGENT HELP AND CONTACTS

TOOL 9

Support and Crisis Contact List

Providers, trusted supporters and crisis lines in one place.

Contact	Name	Phone	Notes
Primary care provider			
Therapist or counselor			
Psychiatrist or prescriber			
Pharmacy			
Trusted family member			
Trusted friend or neighbor			
School counselor or workplace EAP			
Faith or community leader			

RECOGNIZE WHEN URGENT HELP IS NEEDED

Thoughts of suicide or a mental health crisis: call or text **988**, or chat at 988lifeline.org. A life in immediate danger: call **911**.

1-800-662-4357

SAMHSA National Helpline

1-800-985-5990

Disaster Distress Helpline (call or text)

800-272-3900

Alzheimer's Association Helpline

Sources: SAMHSA: 988 Frequently Asked Questions: https://www.samhsa.gov/mental-health/988/faqs · SAMHSA: Mental Health and Substance Use Helplines: https://www.samhsa.gov/find-help/helplines · SAMHSA: Disaster Distress Helpline: https://www.samhsa.gov/find-help/disaster-distress-helpline



NeuroBloom

TECHNOLOGIES

“Support for you is part of good care for them.”

Care · Compassion · Cultural Sensitivity · Competence · Community

In crisis? Call or text 988 · Emergency: 911

FAMILY & SUPPORTER RESOURCE KIT · VERSION 1.0 · NOVEMBER 2026