



GUARDIANS MENTAL HEALTH LIVE-STREAMING SUPPORT PROGRAM

STAFF

Now Playing

Gholdengo defeated a Wattrel

Wattrel Feather x 1

Audio for portions of this video has been muted as it appears to contain copyrighted content owned or controlled by a third party.

Miraidon Lv. 100

Charlie Lv. 100

Ting-Lu Lv. 100

Slowbro Lv. 100

Gholdengo Lv. 100

AMBASSADOR

YOU ARE NOT ALONE

Donation Incentives

Roll a D12 for Oracle callouts!

Roll a D20 for a loadout / Challenge!

Thank you for the donation!

STAFF

WAITING FOR PLAYERS 59s

killzone7369

Sir_Farix: 15700

GUARDIANS MH

A 501c3 Non-Profit

DICE ROLL FOR EVERY DONATION

- WEAR HELMET FOR 1 MIN
- MELEE ONLY FOR 1 MIN
- IMMEDIATELY END GAME AND START OVER
- ONLY ALT WEAPON FOR WHOLE ROUND
- TAKE EXPL. PORTAL FIRST AVAILABLE CHANCE
- IMMEDIATELY USE ALL EQUIPMENT

DAILY SUB GOAL: 11/10

Lord Shaax

Crucible Hunter

Grenade Slayer

Maltingal

POWER 1337

Maltingal

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GUARDIAN DOWN

WAITING TO REVIVE

Revive

CHANGE VIEW

BUNBIE.NET

Guardians MH Winter benefit stream

Matt, he/him GuardiansMH

TheLadyBird, she/her Creator, Fundraiser

Dr. Goku, he/him GuardiansMH

Ashley, she/her Tittify, Community

STAFF

WAITING FOR PLAYERS 59s

killzone7369

Sir_Farix: 15700

AMBASSADOR

Benefiting Guardians MH

Top Donation: Mullyfunk donated \$236.00

Goal \$2,000

Support@GuardiansMH.org

Losses: 0

Hand-drawn sketches of Guardians MH characters.

AMBASSADOR

Person in a black shirt with a beard, possibly a streamer or staff member.

Guardian Down

GuitarMusic +1007

Spare Platforms

Revive

CHANGE VIEW

KING ALLAN

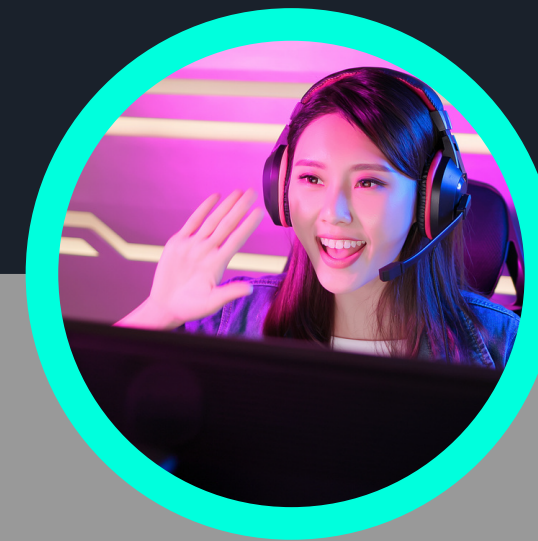
WHO IS THIS FOR?

Focused resources tailored for Veterans in Transition and those in the gaming community



Game Streamers

Casual gamers who utilize gaming for self-care and social interaction



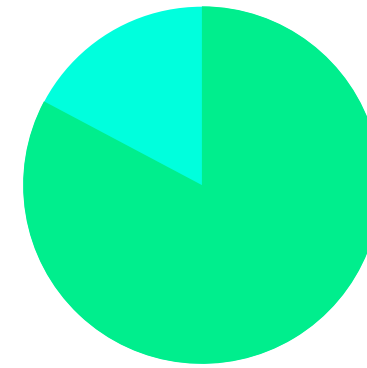
Content Creators

Dedicated Streamers who create content for others on a regular basis, with large communities



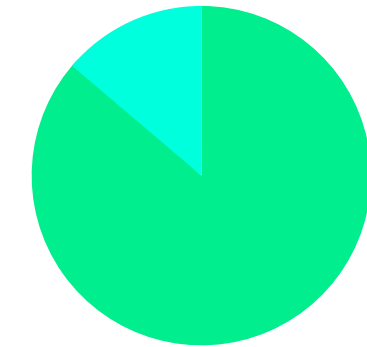
WHY THIS IS NEEDED?

Many gamers suffer in silence, and we can do our part to help guide them and remind them they are not alone by providing them with meaningful resources and tools.



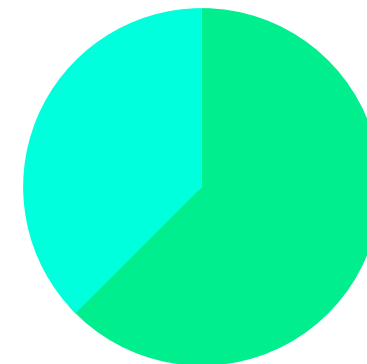
132

Individuals succumb to suicide each day



1 - 4

Face Mental Health Challenges



75%

of individuals who experience mental health problems do not seek help



WHY FOCUS ON VIDEO GAMES

Recent studies have shown that utilizing video games as a form of self-care can have several positive effects on individuals with

- Adaptive Coping
- Managing Moods
- Stress Relief
- Eudaimonia
- Socialization



What is the Guardians MH LSSP?

The Guardians MH LSSP (Live-Streaming Support Program) is built as a framework for Streamers and Moderators on how to better interact with a viewer who may be presenting as being in some form of psychological distress or crisis. This program also hopes to help Streamers and Moderators establish guidelines on how to discuss specific mental health topics, while also providing helpful resources to individuals in need. These interactions aim to help and guide the individuals to find proper and appropriate mental health support and treatment they need.



LSSP Steps

Curated over several months with the help of our clinical staff, civilian/military clinicians, Veterans/Active service members within the gaming community, and several veteran focused orgs to make it one of the most comprehensive kits available today.

- Boundaries & Guidelines
- Assess the situation
- Validating & Guiding to proper support
- Things to remember
- Tools and resources



What is the Guardians MH LSSP?

We have seen and heard so many reports of situations where viewers opened up about their psychological distresses to a Streamer or their Mods as they would to a therapist, explaining in considerable detail the difficulties they are going through. Very often, these moments of disclosure do not end well for the individual as they tend to be somewhat overwhelming for the Streamer and their Mods. They can often become uncomfortable when presented with someone in crisis. The easy response for them is to often mute, ban or kick the individual in question, which can add to their crisis. We believe that there can be another way. One that does not involve years of study and an expensive degree.



What is the Guardians MH LSSP Cont.

Live streams tend to create very positive, safe and comfortable spaces where people feel connected to the Streamer, as if they were IRL friends. This phenomenon is called a parasocial relationship (PSR) or parasocial interaction (PSI). In short, they are a unidimensional psychological relationship formed between a viewer and the Streamer. The viewer, while watching the Streamer, starts to feel closer to them as they share experiences, hobbies and generally having a great time. This can often lead the viewer to perceive the Streamer as their IRL friends. More often than not, the Streamers may have had little to no interactions with the person. Nevertheless, they may feel more emboldened to open up about their current struggles due to the nature of the relationship that has been built.



What is the Guardians MH LSSP Cont.

We know most Streamers and their Mods are not mental health professionals or have very little to no mental health training. You are not the viewers' therapists, and we never intend on you being their therapist. However, having viewers open up about their psychological distress is becoming a more common occurrence, certainly with the world's current circumstances. This program is designed to help educate and better you and your mod team to deal with these situations. Rather than banning, muting or kicking the individual, guiding them to the proper resources or assistance can have a much more positive impact on them, creating an even stronger bond between you and your audience.

The program is divided into multiple parts but in general, we'll touch on basic knowledge that can help you, your Mods on Twitch and Discord, as well our RTS Bot, which is a 24/7 on-demand mental health/ crisis resource bot that can help provide meaningful resources to individuals when they need it most across these platforms.



Boundaries & Guidelines

Setting clear boundaries for your Twitch stream, Discord server and for your Mod team on how to interact with a viewer in distress is strongly suggested. Here are some basic guidelines to aid in peer support:



Assess the situation:

- When initiating initial contact with an individual that may present as being in crisis, the most important thing to do is building rapport with them. Building a rapport with the individual is one of the most important parts of any helping relationship, and you don't need any formal training for it. Being attentive and empathetic go a long way in building this rapport.
- Being aware of suicidal ideation statements can be beneficial. These can be a variety of statements like, but not limited to:
 - “I want to disappear”
 - “I want to die”
 - “I want to or am going to hurt myself”
- If the person is in imminent danger, it is paramount they should be referred to a suicide or crisis hotline like 741741. RTS Bot will also help provide additional crisis resources and hotlines.



Empathy, not Sympathy:

- It is important that you do not make it personal, that you don't take the person's difficulties as your own and that you try to save the person.
- The conversation should be about the individual and their needs and difficulties at the moment



Listen, do not try and solve

- Active and reflective listening are essential tools to utilize during these conversations.
- Before replying to the individual, please make sure you fully understand their message, this can be done by, but not limited to:
 - **Paraphrasing**
 - **Summarize**
 - **Get confirmation from the other individual that you fully understand their current predicament**
- Take your time, don't rush to type/speak.
Try to avoid sentences revolving around solution focused statements, like, but not limited to the following:
 - **"You should"**
 - **"You need"**
 - **"I would do"**
 - **Etc.**
- If the individual is lashing out, do not react to it.
 - **Stay calm and convey we are there to help, not to judge their outburst.**



Useful Tools:

- During the conversation and information-gathering process try and start pulling useful and pertinent resources that may be beneficial to the individual.
 - Get information with regard to their location and specific to their age bracket.
 - Start pulling some resources from the Mental Health Professionals folder which may benefit the individuals present needs and difficulties.
 - Grounding techniques
 - Breathing techniques
 - Pro bono support in their area
 - Etc



Help, don't save:

- During the conversation, be aware that many individuals may not be ready or willing to accept help.
- Try to be a sounding board for them, let them vent and know when to pull back.
- Sometimes it's more important to help the person stabilize, calm down and reset rather than providing "**help**".
- Rapport with the individual should be a priority at this time, build trust in the hopes they will continue to positively engage in the peer support community.



Validating and Guiding to proper support:

- With having a basic understanding on how to approach someone reaching out in your chat. The next step is to validate their feelings and guide them to proper support channels (crisis text line, National Peer Support Line, peer support group).
- Validate/Rapport: Acknowledge them in the chat but attempt to move the conversation to a more private means of communication (a whisper on Twitch or direct message). Thank them for opening up and feeling safe to do so in your channel but it might not be the best place to share at that moment. This will build rapport with the person as well.



Explore:

Take a moment if you don't already know from what they shared to see why they are reaching out.

- "Thank you for sharing in the chat, it takes a lot to open up like you did before you should be proud. Can I ask, what's going on? Thanks for sharing that, as much as I am here to listen I'm a little busy at the moment and you seem like you want to talk so why don't I get you some resources with people that are available to listen".

- "Thanks for sharing that, as much as I am here to listen I'm a little busy at the moment and you seem like you want to talk so why don't I get you some resources with people that are available to listen".

"I really appreciate you reaching out to me. I know it isn't easy to be vulnerable. While I have to go back to the main chat/ streaming now, please feel free to stay and hang out. If you continue to feel bad or that you would like to share what is going on, here are some resources!"

This was an example of what to say to a person reaching out in your live stream chat. In addition, gauge your own spoon level and decide whether to redirect to support resources or rely on reflexive listening.

Guide to resources:

Let them know you hear them, but you are not a mental health professional and that they seem like they would like to talk more and you want to get them to someone who is available to listen. The RTS Bot has many resources available for on-demand guidance, utilizing this to provide on the spot resources and links so that person can get in touch with the proper persons as soon as possible.

Ending the conversation:

Now that you connected and provided resources it's time to end the conversation. Thank them again for sharing and summarizing what they shared earlier to let them know you were listening and to reinforce the rapport you built with them in this time. Let them know that you appreciate them reaching again and that you are going to be ending the conversation now bc you are in the middle of streaming or creating some content for others to enjoy together. Let them know they are welcome to stay in the channel and continue to watch if they would like but the public chat is not the best place to share those conversations and let them know you are ending the convo then.



Things to Remember:

- You are not their therapist and cannot force them to seek out help. You are recognizing that a viewer might not be doing okay and you are providing a safe and inclusive place to express those feelings and going one step further and providing a place where they can seek help.
- Just acknowledging and validating someone's feelings can mean the world to someone. You cannot fix their issue, but you can put a virtual hand on their shoulder and let them know that you hear them.
- Make sure communication is positive and non-judgemental. If someone is expressing their feelings it means that they trust you and feel somewhat comfortable in confiding in you.
- As much as possible minimize “trolls” as they may make comments after someone does express their feelings. Make sure the person knows that you are focused on them and thank them for sharing their feelings.
- Doing this for your viewers not only sets you apart from others, but you also continue to integrate Mental Health in the twitch community and continue the fight to normalize mental health issues.



GUARDIANSMH RTS BOT



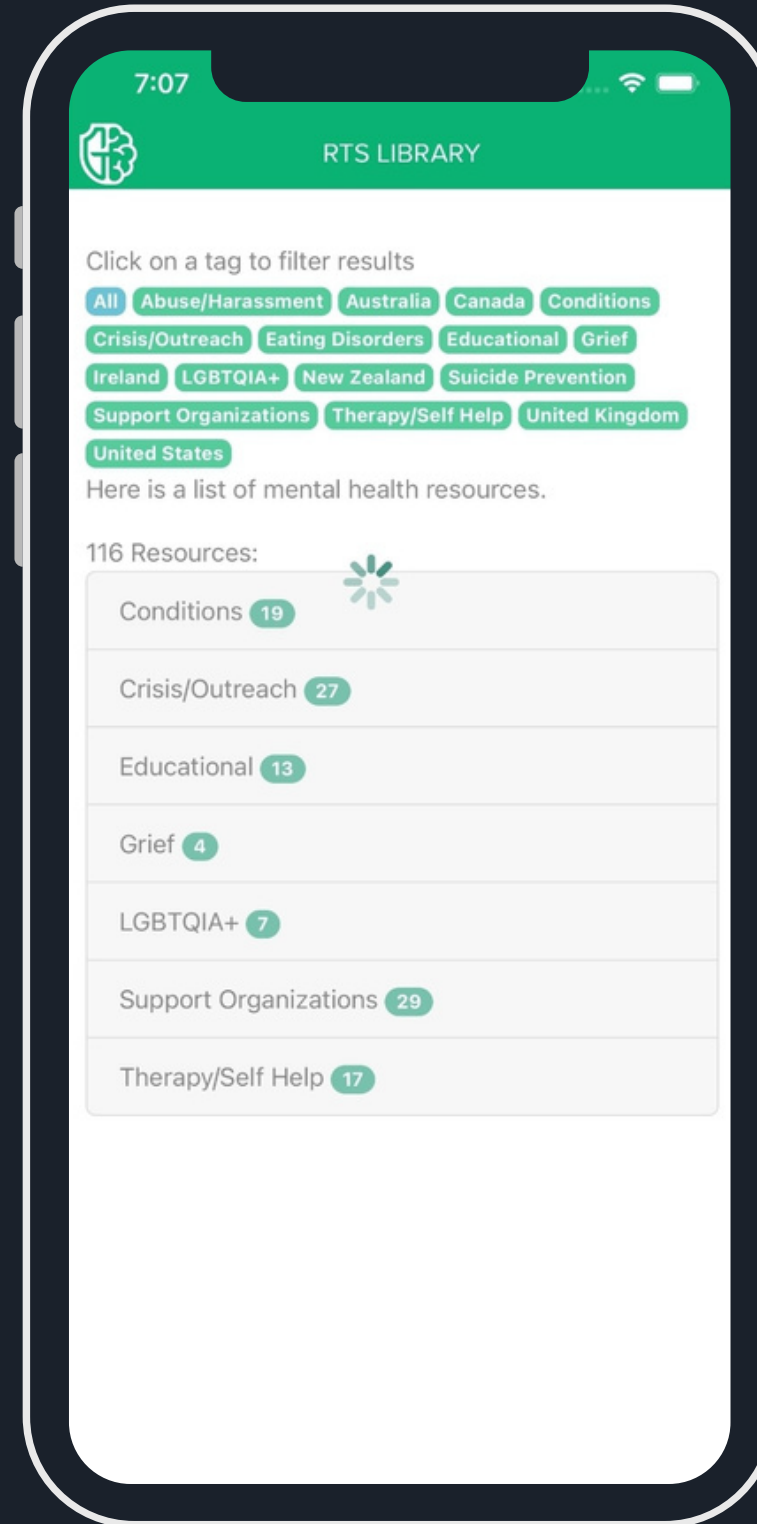
Bringing access to mental health resources wherever you are.

The RTS Bot (Real Time Support Bot), provides 24/7 on-demand mental health/crisis resources. It has a library of 150+ resources available to individuals when they need it most, vetted by Mental Health professionals.

Available on Discord, Twitch, GMH App and any web browser



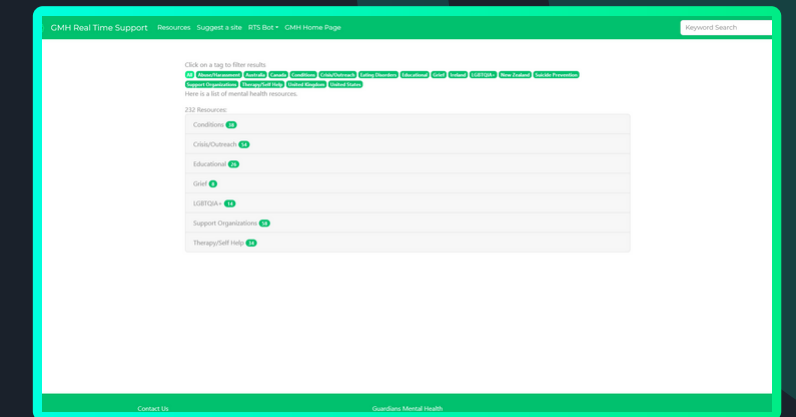
GMH APP



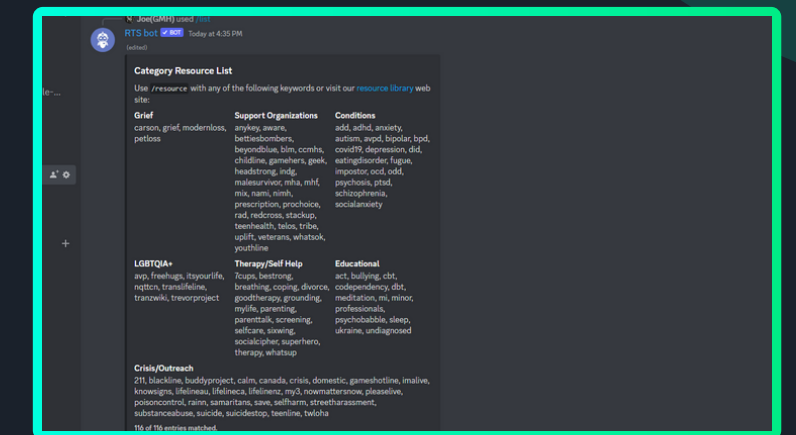
TWITCH



WEB BROWSER



DISCORD



Support@GuardiansMH.org

APP Ready

Our Digital Veterans Mental Health Kit with every digital mental health kit we have created and more is intergrated into our own Guardians MH App available on IOS and Android, bringing accesssiblity to the next level

*** Guardians MH App is 100% free and collects zero data from users**



Includes access to all digital Mental Health Kits



Affordable Therapy finder from the App



Access to the full RTS library of resources



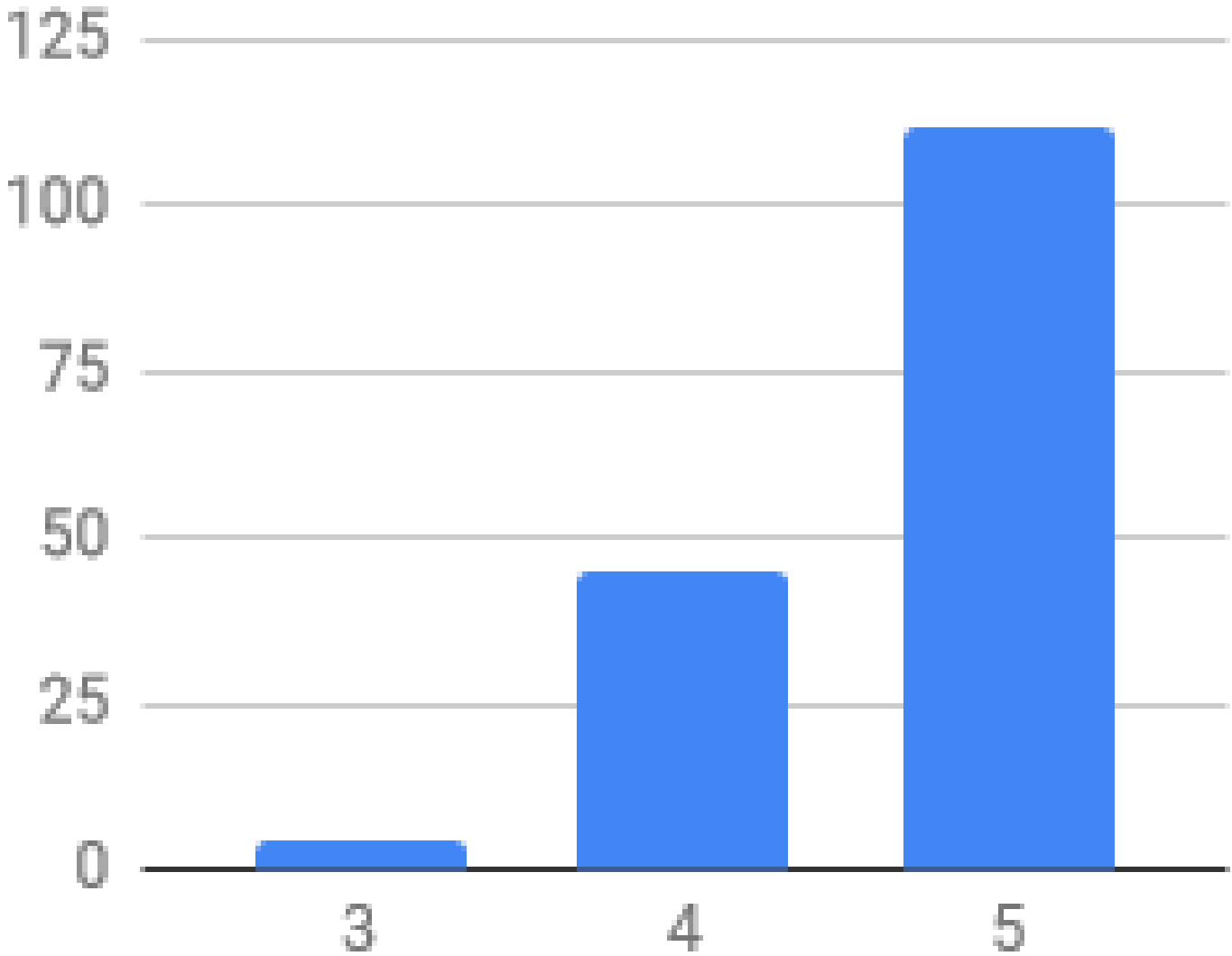
Access to more information and programs on the Guardians MH Website



Support@GuardiansMH.org

RECOMMENDED

We scored an average of 4.8 out of 5 on a scale of 1 to 5 in a survey of 161 random individuals who received one of our curated Mental Health Kits.



Crisis Contacts

Add:

Trevor Project - Text 'START' to 678-678

SAMHSA National Helpline - 1-800-662-4357

Games & Online Harassment Hotline - Text 23368

RAINN Abuse Hotline - 1-800-656-4673

Veteran Crisis Line - Dial 988 then press 1

Therapy Finder:

<https://openpathcollective.org/>

<https://www.psychologytoday.com/>

988

National Suicide lifeline

741-741

Crisis text line

911



THANK YOU

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