

Accessible Customer Service for Emergency Responders

An Emergency Management Ontario E-Learning Utility

Tips for Interacting with a Person in a Manic State

Communication

- Keep conversations brief.
- Deal only with immediate issues – don't try to reason or argue.
- Try not to tell the person what to do, but be firm and practical.

Environment/Surroundings

- Reduce activity around the person.
- Have fewer people around.
- Keep the noise level down.