

Accessible Customer Service for Emergency Responders An Emergency Management Ontario E-Learning Utility

Tips for Interacting with a Person who is Experiencing Delusions

Communication

- Talk about feelings caused by the delusion rather than the delusion itself (for example, "It must be frightening to feel someone is watching you").

Behaviour

- Don't try to change the person's belief.
- Try to avoid supporting or "going along with" the delusion.