

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

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## Tips for Interacting with a Person with Depression

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### Communication

- Speak in a calm voice.
- Focus on one thing at a time.
- Show sincere concern in order to build trust.
- Listen and let the person know that you have heard what he or she has said.
- Don't feel you have to offer solutions - listening is more important.