

# **Accessible Customer Service for Emergency Responders**

## **An Emergency Management Ontario E-Learning Utility**

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### **Tips for Interacting with a Person with Mental Illness or Mental Health Disabilities**

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#### **Communication**

- Listen without judgment.
- Be careful with language - avoid labels by putting the person before the illness (For example, say "person with schizophrenia" instead of "schizophrenic").
- Be encouraging as the person tries to make changes.

#### **Behaviour**

- See the whole person, not just his or her mental health problem.
- Learn the facts about mental illness.
- Challenge myths about mental illness when you see or hear them.