Communicating with Someone Who Has a Psychiatric Illness

**PROCEED TO INTERACT AS YOU:**

- **BE CALM and GIVE FIRM, CLEAR INSTRUCTIONS;**
- **ASSESS THE SITUATION** for safety;
- **MAINTAIN ADEQUATE SPACE** between you and the person;
- **RESPOND TO APPARENT FEELINGS,**
  - by talking about the person's feeling rather than what he is saying;
- **BE HELPFUL, ENCOURAGING and SUPPORTIVE.**

**REINFORCING** behavior related to the person's illness;
- **STARING** at the person, this may be interpreted as a threat;
- **CONFUSING** the person;
- **GIVING MULTIPLE CHOICES,** this increases confusion;
- **WHISPERING, YELLING, RIDICULING, DECEIVING or TOUCHING,** this may cause more fear and lead to violence.

**AVOID:**

- **BE CALM and GIVE FIRM, CLEAR INSTRUCTIONS;**
- **ASSESS THE SITUATION** for safety;
- **MAINTAIN ADEQUATE SPACE** between you and the person;
- **RESPOND TO APPARENT FEELINGS,**
  - by talking about the person's feeling rather than what he is saying;
- **BE HELPFUL, ENCOURAGING and SUPPORTIVE.**

**REINFORCING** behavior related to the person's illness;
- **STARING** at the person, this may be interpreted as a threat;
- **CONFUSING** the person;
- **GIVING MULTIPLE CHOICES,** this increases confusion;
- **WHISPERING, YELLING, RIDICULING, DECEIVING or TOUCHING,** this may cause more fear and lead to violence.

Communicating with Someone Who Has a Psychiatric Illness

**PROCEED TO INTERACT AS YOU:**

- **BE CALM and GIVE FIRM, CLEAR INSTRUCTIONS;**
- **ASSESS THE SITUATION** for safety;
- **MAINTAIN ADEQUATE SPACE** between you and the person;
- **RESPOND TO APPARENT FEELINGS,**
  - by talking about the person's feeling rather than what he is saying;
- **BE HELPFUL, ENCOURAGING and SUPPORTIVE.**

**REINFORCING** behavior related to the person's illness;
- **STARING** at the person, this may be interpreted as a threat;
- **CONFUSING** the person;
- **GIVING MULTIPLE CHOICES,** this increases confusion;
- **WHISPERING, YELLING, RIDICULING, DECEIVING or TOUCHING,** this may cause more fear and lead to violence.

**AVOID:**

- **BE CALM and GIVE FIRM, CLEAR INSTRUCTIONS;**
- **ASSESS THE SITUATION** for safety;
- **MAINTAIN ADEQUATE SPACE** between you and the person;
- **RESPOND TO APPARENT FEELINGS,**
  - by talking about the person's feeling rather than what he is saying;
- **BE HELPFUL, ENCOURAGING and SUPPORTIVE.**

**REINFORCING** behavior related to the person's illness;
- **STARING** at the person, this may be interpreted as a threat;
- **CONFUSING** the person;
- **GIVING MULTIPLE CHOICES,** this increases confusion;
- **WHISPERING, YELLING, RIDICULING, DECEIVING or TOUCHING,** this may cause more fear and lead to violence.

Cut on dotted line then fold in half to form a two-sided card.