



# MIEUX ACCUEILLIR

## LES PERSONNES HANDICAPÉES

### DISABILITY ETIQUETTE: PEOPLE WITH MENTAL DISORDERS



Good mental health enables people to overcome life's difficulties, achieve their potential, be productive and participate in various activities.

Mental disorders, which are usually invisible, are characterized by altered thinking, mood or behaviour causing dysfunction, suffering or distress.

Some people with mental disorders may have trouble carrying out daily activities, especially in interacting with other people or in their work.

#### **Mental disorders can present as:**

- mood disorders;
- anxiety;
- psychosis.

#### **DISABILITY ETIQUETTE TIPS**

- If the person seems stressed or confused, stay calm. Let them set the pace and respect their need to be understood.
- Let the person know that you heard their request, but clearly and politely explain what you can and can't do.
- If the person doesn't seem to want to listen to you, take them to a quieter place.
- If the person is aggressive, stay calm and don't raise your voice. However, if you feel uncomfortable, stop the meeting and suggest another appointment if you can.

#### **DID YOU KNOW THAT...**

you can reassure the person by rewording what you said and making sure that you understood what they said? This makes communication and interaction easier. What's more, it's better to say nothing than to say something awkward on the spur of the moment. Silence is often the right response and usually has its benefits (for example, slowing things down and lowering tension).