

<b>DO:</b>	<b>DON'T</b>
<ul style="list-style-type: none"> <li>• Introduce yourself</li> </ul>	<ul style="list-style-type: none"> <li>• Lose your composure</li> </ul>
<ul style="list-style-type: none"> <li>• Remain calm</li> </ul>	<ul style="list-style-type: none"> <li>• Get excited</li> </ul>
<ul style="list-style-type: none"> <li>• Take your time</li> </ul>	<ul style="list-style-type: none"> <li>• Shout or give rapid orders</li> </ul>
<ul style="list-style-type: none"> <li>• Be patient</li> </ul>	<ul style="list-style-type: none"> <li>• Startle the individual</li> </ul>
<ul style="list-style-type: none"> <li>• Look over the situation</li> </ul>	<ul style="list-style-type: none"> <li>• Move suddenly</li> </ul>
<ul style="list-style-type: none"> <li>• Continually assess the situation</li> </ul>	<ul style="list-style-type: none"> <li>• Act in anger</li> </ul>
<ul style="list-style-type: none"> <li>• Ask others to leave the area that are causing agitation</li> </ul>	<ul style="list-style-type: none"> <li>• Threaten</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain safe and comfortable distance</li> </ul>	<ul style="list-style-type: none"> <li>• Abuse</li> </ul>
<ul style="list-style-type: none"> <li>• Have only one person communicate with the individual</li> </ul>	<ul style="list-style-type: none"> <li>• Deceive</li> </ul>
<ul style="list-style-type: none"> <li>• Give clear specific directions</li> </ul>	<ul style="list-style-type: none"> <li>• Agree/disagree with delusions</li> </ul>
<ul style="list-style-type: none"> <li>• Be respectful</li> </ul>	<ul style="list-style-type: none"> <li>• Touch</li> </ul>
<ul style="list-style-type: none"> <li>• Offer assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Ridicule</li> </ul>
<ul style="list-style-type: none"> <li>• Be reassuring</li> </ul>	<ul style="list-style-type: none"> <li>• Tease or joke</li> </ul>
<ul style="list-style-type: none"> <li>• Respond to “emotional” or “feeling” content</li> </ul>	<ul style="list-style-type: none"> <li>• Whisper to others</li> </ul>
<ul style="list-style-type: none"> <li>• Know that you are dealing with someone with an illness</li> </ul>	<ul style="list-style-type: none"> <li>• Confuse the individual</li> </ul>