

Detroit Wayne Integrated Health Network has staff, peer support specialists and other advocates to help overcome and eliminate stigma.

For more information about Detroit Wayne Integrated Health Network's Anti-Stigma Initiatives, please contact:

Detroit Wayne Integrated Health Network
Customer Service at:
Local: 313.833.3232
Toll Free: 888.490.9698



Disclaimer: DWIHN does not discriminate or exclude people or treat them differently because of race, color, national origin, age, disability or sex.

IMPORTANT PHONE NUMBERS

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202

www.dwihn.org

General Office

313.833.2500
TTY: 711

Centralized Access Center 24-Hour Crisis/Information & Referral

Toll Free: 800.241.4949
Local Calls: 313.224.7000

DWIHN Crisis Call Center

1.844.462.7474
24/7/365

DWIHN Mobile Crisis Unit

707 West Milwaukee St.
Detroit, MI 48202
1.844.462.7474

CUSTOMER SERVICE Consumer Affairs and Community Outreach

Toll Free: 888.490.9698
Local: 313.833.3232

Grievances & Appeals

Toll Free: 888.490.9698
Fax: 313.833.4280

Family Support Subsidy

Toll Free: 888.490.9698
Local: 313.344.9099
Fax: 313.833.4150

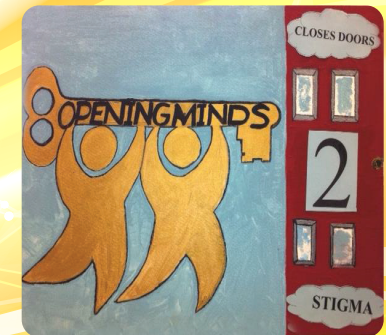
Office of Recipient Rights

Toll Free: 888.339.5595
Fax: 313.833.2043



What Every Healthcare Professional Should Know About Combating Stigma

**"Opening Minds,
Closes Doors to Stigma"**



Artwork:
Courtesy of A Place of Our Own Clubhouse



What is Stigma?

Stigma is a form of discrimination. It is one of the leading reasons individuals with mental illness do not seek treatment for their condition.

You Know You're Stigmatizing If.....

- You use words like crazy, psycho, loony, etc., to describe individuals.
- You refer to individuals with a behavioral illness as "difficult" or "non-compliant."
- You treat individuals with behavioral health illness rudely or less important.
- You make assumptions about a person that are not based on current interactions.
- You refer to the person by their diagnosis.
- You discourage an individual with a behavioral health illness from pursuing their goals until after their symptoms have subsided.

What Every Healthcare Professional Should Know About Stigma

Did you know that...?

- Stigma deters people from seeking treatment.
- Behavioral healthcare providers are among the top groups by whom consumers report feeling the most stigmatized.
- Talking negatively about a consumer's behavior or things you saw them do with co-workers even jokingly, can be viewed as stigmatizing or a rights violation.
- Speech and body language may reflect lack of acceptance or disrespect.
- Positive attitudes by behavioral health professionals are important for improving consumer treatment outcomes.

What Can You Do?

- Help to change the culture of stigmatizing behaviors in your organization.
- Be willing to adjust, modify, reject and abandon all stigmatizing behaviors that single out consumers and make them feel different.
- Look for teachable moments with co-workers when you witness stigma.
- Educate employees on stigma.
- Develop and enforce Anti-Stigma policies and procedures for your organization.
- Identify and support individuals with behavioral illness and family members who have a desire to participate in focus groups aimed at eliminating barriers and improving the quality of services your organization provides.
- Utilize Peer Support Specialists, Peer Mentors, Recovery Coaches and consumer leaders to educate others about stigma and the impact of stigma.



See the person not the illness, take action, take the pledge and be...

stigmafree

#IAmStigmafree

DWIHN's MISSION

We are a healthcare safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.