

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

For more information about Detroit Wayne Mental Health Authority's Anti-Stigma Initiatives

Please contact:

Detroit Wayne Mental Health Authority's Customer Service at:

**1-888-490-9698 (Toll Free)
or
313-833-3606**

**Detroit Wayne Mental Health Authority
(DWMHA)
Centralized Access Center
Customer Service
&
24 Hour Crisis/Information and Referral Line
(7 days/week)
313-224-7000 (Local Calls)
1-800-241-4949 (Toll Free)
TTY/TDD Line: 1-866-870-2599
(Hearing Impaired)**

DWMHA Customer Service Unit
707 West Milwaukee
Detroit, MI 48202
Community Outreach
Consumer Affairs
Family Support Subsidy
Grievances and Appeals
313-833-3232
1-888-490-9698
TTY/TDD Line: 800-630-1044
8:00 a.m. - 4:30 p.m. (Monday –Friday)

Office of Recipient Rights
707 West Milwaukee
Detroit, MI 48202
1-888-339-5595
TTY/TTD Line: 1-888-339-5588

General Office Number
1-313-344-9099
8:00 a.m. -5:00 p.m. (Monday- Friday)

www.dwmha.com



Combating Stigma

**What Every Healthcare
Professional Should
Know About 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 mental illness as “difficult” or “non-compliant.”
- You treat individuals with mental 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 mental 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.
- Mental 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 mental health professionals are important for improving consumer treatment outcomes.

What You Can 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.
- Identify and support individuals with mental 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 and consumer leaders to educate others about stigma and the impact of stigma.