

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.com](http://www.dwihn.com)

**General Office**  
313.833.2500

### **Centralized Access Center 24-Hour Crisis/Information & Referral**

Toll Free: 800.241.4949  
Local Calls: 313.224.7000  
TTY: 866.870.2599

### **CUSTOMER SERVICE Consumer Affairs and Community Outreach**

Toll Free: 888.490.9698  
Local: 313.833.3232  
TTY: 800.630.1044

**Grievances & Appeals**  
Toll Free: 888.490.9698  
Fax: 313.833.4280

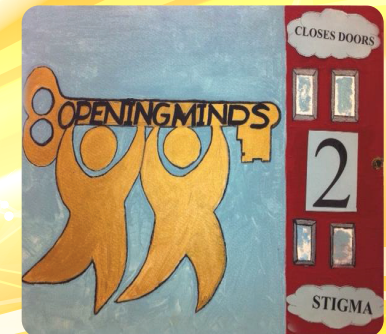
**Family Support Subsidy**  
Toll Free: 888.490.9698  
Local: 313.344.9099  
Fax: 313.833.4150

**Office of Recipient Rights**  
Toll Free: 888.339.5595  
TTY: 888.339.5588  
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.