

Communicating with the Public at Dispensing Sites: Best Practices/ Tips

Make Your Job Easier With These Steps:

Reach out—Smile, touch forearms or shoulders, use names.

Expect anger—Anger is generated by fear and unwanted dependence on others.

Speak slowly—You have it all memorized, your customer does not.

Please is pleasant—Please remember to say please every time with direct eye contact.

Engage customers—Ask them to help you. Give them things to do to help others.

Consistency is vital—All should hear the same thing and be treated the same way (no favorites).

Take time for yourself—Respect yourself and avoid burnout with rest breaks.

Understand Your Customers' Feelings

- Crises cause fear, confusion, dread, denial
- Uncertainty is the greatest concern for most in a crisis
- They are seeking restored self-control
- Stress makes it harder to learn new tasks
- Authority figures can be intimidating
- Intimidated people say "yes" and may think "no"
- Any useful information is empowering
- Family members and pets are priorities

R.E.S.P.E.C.T and Understanding Helps You and Me

(Back of card below)

A positive POD Experience Can Help:

Increase resiliency in the community and speed recovery.

Reduce feelings of hopelessness and helplessness.

Improve individual therapy completion (compliance).

Allow customers to ask questions now, not later.

Save lives and reduce illness.

Validate your contribution to others' well-being.

Top Tips:

- Show empathy and caring
- Be honest and open to all
- Don't over reassure
- Express wishes (I wish I had answers)
- Explain how to get answers
- Acknowledge people's fear
- Give people things to do
- Ask more of people—Ask for their support
- Under promise and over deliver
- Be flexible and tolerate differences

Special Concerns:

- Avoid jargon and acronyms
- Give directions in the positive
- Simple directions are best for all
- Consider the hearing and visually impaired
- Consider the cognitively impaired

Your Kindness Today Will be Rewarded