Unveiling the Stories of the Rehabilitation Center Personnel in Dealing with Mentally Challenged Individuals: Phenomenological Study

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ABSTRACT

This study explored the experience of personnel during their duties in It Works! Chemical Dependency Treatment Center, Tinago, Ozamiz City. The study used a qualitative approach using the phenomenological study Research design. Ten personnel from It Works! Tinago, Ozamiz City, who encountered many Challenges in dealing with mental challenges, were considered participants of the study. They were selected based on the following criteria: (1) personnel of the Rehabilitation center, (2) in serving six (6) months, (3) have direct contact with handling mentally challenged individuals, (4) willingness to participate. An interview was used to gather data. Analysis of the responses was done using Moustakas' follow a flinty systematic procedure accessible to qualitative research transcendental phenomenological study. Results generated five themes: Passionate to help, Adversity in Dealing with Diverse Mentally Challenged Individuals, Maintaining Professionalism, and Ensuring the safety and well-being of the Patients; each employee at the rehabilitation center has a personal story about how they became interested in working with mentally challenged people. Hence, personnel must be physically, emotionally, and mentally ready when helping individuals find recovery.

Keywords: Experiences; Mentally challenged individuals; Motivation professionalism; Rehabilitation center personnel.

1. Introduction

Mental health care services can be expensive, but they are essential for people who suffer from the mental health effects of COVID-19 (Pierce et al., 2020). Many people do not receive the mental health care they need because of a variety of misinformation from social media that they believe and due to the pandemic spreading in different areas and parts of the world (Naslund et al., 2019). One of the most important aspects of mental health is ensuring that people receive the services they need (Dunlop et al., 2020). Unfortunately, many people do not receive the necessary mental health care because of what they discover in their medical condition (Camm-Crosbie, 2019). To better serve the patients of the rehabilitation center, individual personnel's mental health is an important factor that must be considered (Staniszewska et al., 2019).

It is important to associate with like-minded individuals and to avoid negative influences to have a positive mentality of an individual (Yoganathan et al., 2021). Individual mentality, or self-perception, and the ability to think clearly and rationally is perhaps the most important aspect of psychological well-being (Waller, 2020). This can be accomplished by assisting the individual in comprehending and viewing the situation from various angles. The hope is that by assisting individuals in recovering for the future (Van Weeghel et al., 2019). It is also essential to have a positive role model or mentor who can offer advice and support (Nimmons, 2019).

Assisting an individual's condition is not simple (Jewell et al., 2020). When assisting an individual, there are numerous factors to consider. The first requirement is that the individual has a positive self-image. The second factor is for the individual to believe in himself. Helping Individuals become more socially adjusted begins with a proper evaluation. This assessment will assist the social worker in developing a hypothesis about the individual's strengths and weaknesses (Goldberg, 2021). Once this hypothesis has been established, the social worker can

devise a plan for assisting the individual. The strategy should be customized based on their specific needs (Mittal et al., 2018). It is necessary to be respectful and considerate of the individual's feelings, needs and desires to assist them. It is also critical to be understanding and patient with individuals who require safeguarding treatment (Eklund et al., 2019).

Rehab safeguarding is essential to ensuring that people suffering from addiction can successfully return to society and live meaningful lives (Mohamed, 2022). It assists in keeping people safe while they are recovering. When rehabilitating an addict, many factors must be considered, such as their prior history, addiction severity, and current situation (Adzrago et al., 2018). It is important to remember that no one is perfect, and there are always risks when helping someone change their life (Daoust et al., 2019). As you can see, the personnel are experienced and qualified for the position. Rehabilitation safeguarding, on the other hand, can be a very beneficial experience if done correctly.

Personnel at the rehabilitation center have treatment experience in various areas (Thomas et al., 2019). They assist people in various settings, including their homes and group sessions at the rehabilitation center. The rehabilitation center must be aware of the individual's needs and the services available to them (Holland et al., 2021; Spruit et al., 2020). Identification is the first step in assisting individual personnel in a rehabilitation center (McKay2018). After identifying the individual, the rehabilitation center must gather information about the injury. This information will help us determine the type of service required. The experience of the Rehabilitation Center's personnel is an important aspect of patients' treatment (Khammar et al., 2019). The rehabilitation center's personnel have complete experience dealing with individuals who have substance abuse problems (Eddie et al., 2019). They have successfully assisted many people in overcoming addictions and leading productive lives. The personnel are highly trained and have extended experience working with people who are dependent on drugs or alcohol (Carver et al., 2020). They are also very knowledgeable about the resources to help those struggling with addiction.

This study aimed to determine various approaches to dealing with mentally challenged individuals (Ardebili, 2021). The study was carried out in a rehabilitation center as the setting (Demeco, 2020). This research aimed to provide insight into working with mentally challenged individuals (Khan, 2021). It is essential to understand that mentally challenged people are not a homogeneous group regarding functioning and abilities (Kuran, 2020). Each employee at the rehabilitation center has a personal story about how they became interested in working with mentally challenged people.

2. Material and Methods

This study utilized the Phenomenological approach. It is a form of Qualitative inquiry that emphasizes experimental and lived aspects (Fuster Guillen, 2019). The Phenomenological approach aims to understand a situation by describing Personnel's lived experiences. It is a psychological approach that attempts to explain experiences from the subject's perspective by analyzing their written or spoken word (Churchill,2018). Phenomenology helps us to understand the meaning of people's lived experiences, explores what people experienced, and focuses on their experience of a phenomenon (Neubauer, 2019). This study used Husserl's transcendental study of human experiences through qualitative research.

This study was conducted in the Ozamiz City rehabilitation center in Misamis Occidental. Ozamiz is a third-class component city in Misamis Occidental province, with a population of 140,334 and a population density of 830/km^2 (2,100/sq mi). Lanao Del Norte and Misamis Occidental can use Ozamiz City as a production outlet because it is the ideal harbor location. There are 51 barangays in Ozamiz City, of which 23 are in urban areas and 28 in rural ones. Ozamiz City is rich in agricultural resources and has become the center for commerce, health, transportation, and education in this part of Mindanao due to its strategic location and peaceful atmosphere. In addition, Ozamiz City Rehabilitation named IT Work! Chemical Dependency Treatment Center has Personnel who will handle the patient of the Rehabilitation center. It works! It was founded in 1997 and has a long history of helping individuals find recovery. It is in purok Mauswagan barangay Tinago, Ozamiz city. Their treatment length is 90 days. It works! It is a Private and Residential type. Participants were selected based on the following criteria: 1) Personnel had rendered at least six months in service; 2) Had 10 participants; 3) The Personnel effectively informed research questions and improved understanding of the subject under inquiry; 4) It has full knowledge of the study and agreed to the informed consent to participate in such an act.

The study utilized interview-guided questions conducted on the Rehabilitation Center's Personnel as research participants. The interview began with a polite talk that established a positive atmosphere and made the participants feel important so that true and truthful comments were obtained. Participants were encouraged to portray, vividly illustrate and express their experience. Before the report, interview questions were examined to check the validity and the connectivity of the questions to the study. A voice recorder was used to help the researcher focus on the interviewee's main points without worrying about writing everything down; it always makes the review process easier and provides an accurate, thorough account of the interview process.

The researcher constructed informed and approved consent of the participants to ensure that the study data it plans to collect is collected. The interview was digitally recorded and transcribed. The interview was conducted at the interviewees' convenience. The interview lasted 5 minutes. Questions are rephrased based on the participant's responses to obtain a clearer and more complete response. A face-to-face interview was used to verify that all health regulations were followed to identify areas of confusing and unclear responses, observe commutative gestures, and offer probing questions to elaborate replies. To start the interview, the researchers greeted the participants politely and introduced themselves. Then, the researchers asked the participants if they had any questions. They ensured that the participants were well-informed and fully understood the presented questions. The interview, as a phenomenological method, describes people's lived experiences. Proving questions were asked to elicit a variety of responses. Participants in this study were asked about their experiences dealing with mentally challenged individuals. The researchers collected and utilized reflective notes from the interview in the interview data.

This study used the following safety action to protect the rights of study participants. When conducting human research, it is important to consider ethical concerns. The research objectives were communicated verbally to all research participants. They were also able to ask questions. Furthermore, research participants signed a consent form, which gave them the right to participate in this study at any time without giving reasons. Finally, because this

subject was sensitive, the researchers provided participants with information about intervention and support services.

This study employs Moustakas Phenomenological data analysis; Moustakas's Moustakas follow a flinty systematic procedure accessible to qualitative research. This method is used to transcribe all the information gathered from the interviews that will be analyzed. Moustakas' Data Analysis or transcendental phenomenological reduction is the best-suited methodology for the study and is used to achieve a textural-structural synthesis and essence of the experiences or challenges. This method will serve as a guide in analyzing the data gathered. The steps in these methods are (1) Bracketing, (2) Horizontalization, (3) Clustering into Themes, (4) Textural Description, (5) Structural Description, and (6) Textural-Structural Synthesis. *Bracketing* is an approach that will be used to mitigate the effects of preconceived notions and perceptions held before the study commences. It is a process of suspending judgments and biases.

Horizontalization technically refers to listing all the verbatim expressions that will bear in the study. Initially, the researchers will investigate statements with equal value. Then, statements that will be found irrelevant, repetitive, overlapping, or outside the scope of the study will be ignored. Horizons, the remaining sections after the data have been polished, will be considered respective and meaningful parts of the phenomenon. "Horizons are infinite," Moustakas says, adding that "horizontalization is a never-ending process" (Moustakas, 1994). Clustering is the third step in obtaining inferences from the study. It involves distilling experiences into invariant horizons, developing core themes, and validating the invariant horizons with multiple data sources. Finally, when reducing them to horizons, the researchers will collect the statements into themes and ensure that each theme is implied with only one meaning.

To validate the invariant horizons obtained from the study, the researchers will review the findings of research studies using methods other than the data-gathering methods used in the study, such as observation, field note-taking, focus group interviews, and related literature. This validation process is essential to the accuracy and clarity of the representations. The textural description is an account that describes the phenomenon's perception. To obtain a textual description of the participants' experiences, researchers will use verbatim excerpts from the interviews and narrate the meaning units derived from the themes. Structural description, or how it happened, incorporates imaginative variation, a bright outlook, and insights into the textual description. During the textural-structural synthesis process, researchers will collect each participant's meaning units and create a composite of textural and structural descriptions shared by all. A narrative or synthesis represents all the participants and is written in the third person. The primary goal of this final step in Moustakas' method is to capture the essence of the phenomenon's experience. Responses of the participants of the study will be analyzed through the NVivo software, which produces the final themes of the study.

3. Results and Discussions

This part presented the different themes that were derived from the different responses of the participants of the study during the conduct of the interview. The study explored the unveiling of the stories of the personnel in the rehabilitation center in dealing with mentally challenged individuals at It Works! Chemical Dependency

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Treatment Center, Tinago, Ozamis City using the qualitative research method through Husserl's transcendental study and participated by ten selected rehabilitation personnel. Purposive sampling was used to select participants. The selection was based on the following criteria: Within who is rehabilitation personnel must have an experience of at least six months in service.

3.1. Profile of the Participants

The respondents that the researchers randomly selected have at least six months of service work experience, and those experiences in at least six months may be in the field of their work as rehab personnel in rehabilitation center individuals at It Works! Chemical Dependency Treatment Center, Tinago, Ozamis City. These rehabilitation personnel are randomly selected based on their time availability from their work.

Furthermore, the study participants' ages varied from 41 to 67 years old, and the length of services from 4 to 27 years according to their responses. The study included four females and six males.

Table 1. The participants

Code Name	Age	Sex	Years in Service
P1	64	Male	27
P2	42	Female	5
P3	58	Female	15
P4	45	Male	8
P5	50	Male	9
P6	45	Male	8
P7	41	Female	4
P8	67	Male	13
P9	52	Female	7
P10	57	Male	7

The study formulated four (4) themes based on the participants' responses during an interview with the researcher.

3.2. Passionate to Help

Motivation is a key component of success for rehab workers (Kusec et al., 2019). Working in addiction and substance abuse can be challenging, and it requires a strong commitment to helping individuals overcome their struggles (Galea-Singer, et al., 2020). Rehab workers must be motivated by a genuine desire to make a difference in people's lives and to help them achieve lasting sobriety. They must possess the resilience and determination to navigate the ups and downs of the recovery process and provide unwavering support to their patients (Clark, 2021).

A shared statement by the participant:

"I chose to become a personnel in the Rehabilitation Center because I love to be one who cares for individuals who are mentally challenged (P1, 8-9)".

"I've decided to become a personnel in a Rehab Center because of my passion for taking care of mentally challenged individuals (P2, 63-64)".

"I've decided to become personnel inside the rehab center facility because I wanted to take care of different types of patients and help them in their journey toward recovery (P3, 83-85)".

"I've decided to become personnel inside the rehab center facility because I am passionate about taking care of patients with mental illnesses (P4, 106-107)".

"I've decided to become personnel inside the rehab center facility because I want to help patients who are suffering from mental disabilities (P5, 130-131)".

"I've chosen to become a personnel at the rehab center facility after observing the work done by rehab personnel (P6, 147-148)".

"I've decided to become a personnel at the Rehab Center because I have a passion for guiding mentally challenged individuals toward healing from their mental illness. Additionally, I enjoy sharing my knowledge and experience in dealing with mental health issues with others (P7, 169-173)".

"I've decided to become personnel inside a rehab center facility because I have the utmost respect for people who are facing adverse conditions, and it is my passion to help those who are mentally challenged (P8, 187-189)".

"I've decided to become a personnel in the Rehabilitation Center because I am passionate about mental health, and it is the chosen career I want to pursue (P9, 206-208)".

"I've decided to become a personnel inside the rehab center facility because I have passion and love for my duty (P10, 222-223)".

These ten statements illustrate the different reasons why individuals have chosen to become rehab personnel (Barker-Davies et al., 2020). Some are motivated by their love for caring for mentally challenged individuals, while others are driven by their passion for helping patients suffering from mental disabilities. Some were inspired to pursue this career path after observing the work done by rehab personnel, while others have a deep respect for those who are facing adverse conditions (Babore et al., 2020). Regardless of their motivations, all these rehab workers share a common goal: to guide individuals toward recovery and healing from addiction and mental health issues (Romo et al., 2023).

The passion and motivation of rehab personnel come from their desire to positively impact the lives of individuals struggling with addiction and mental health issues (Alvanoudi, 2022). Some are naturally drawn to the profession because they love caring for mentally challenged individuals. In contrast, others are inspired by their passion for helping patients with mental disabilities. Many rehab workers have been moved to pursue this career path after observing the transformative work done by rehab personnel (Jesus et al., 2020). Additionally, some have a deep respect for those facing adverse conditions and find great satisfaction in helping these individuals navigate the challenges of recovery. Regardless of their motivations, rehab workers are united in their goal to guide individuals toward recovery and healing from addiction and mental health issues (Davidson et al., 2021). This shared sense of

purpose drives them to provide the highest level of care and support to their patients, even in the face of difficult circumstances.

Rehab personnel is also dedicated to constantly improving their skills and knowledge to serve their patients better (Conti et al., 2020). They attend ongoing training programs, conferences, and workshops to stay current with the latest advancements in mental health and addiction treatment (Chambers et al., 2020). This commitment to professional development ensures they are equipped with the latest tools and techniques to help their patients overcome their challenges. It also reflects their passion and dedication to their work and their unwavering commitment to the well-being of their patients. Despite the many obstacles they may encounter in their work, rehab personnel remain driven by their desire to make a positive impact on the lives of those in need, and their unwavering dedication to the field serves as an inspiration to us all (Zhong et al., 2021).

3.3. Adversity in Dealing with Diverse Mentally Challenged Individual

As personnel in a rehabilitation center performing their duties toward mentally challenged patients, one should be flexible (Kim et al., 2020). Rehab personnel face various challenges in performing their duties, but they find ways to manage and solve difficult situations (Mao et al., 2021).

A shared statement by the participant:

"We handle these mental challenges to come up with the stories that make them believe (P1, 45-46)".

"One of the biggest challenges I have encountered in dealing with mentally challenged individuals is ensuring that they take their medication on time (R2, 70-71)"

"If a patient misbehaves, we immediately call on our co-workers to help handle the situation and maintain a secure environment for other patients. One of the challenges I have encountered in dealing with mentally challenged individuals is that sometimes they try to trick us and escape from the facility (R4, 121-122; 125-126)".

"The challenges in dealing with mentally challenged individuals are when the patient is hard to reach out to because sometimes, they create their own world (R7, 175-177)".

"One of the challenges in dealing with mentally challenged individuals is understanding their thoughts and feelings, which is difficult because they are mentally challenged (R8, 194-196)".

"One of the biggest challenges I have encountered in working with mentally challenged individuals is finding the balance between being professional and being friendly to them (P9, 212-214)".

In times of challenges, personnel may utilize coping mechanisms to manage and regulate emotions (Yener et al., 2021). Their coping skills depend on the situation they face with their patients. While confronting diverse challenges with their patients, rehab personnel expand their understanding and maintain professionalism while remaining friendly and understanding towards them (Wilensky, 1964).

Challenges are a part of everyone's life, but what truly counts is how they confront and overcome them with their maximum potential (Dhawan, 2020). While defeating drug abuse and addiction necessitates treatment, support, strategic coping skills, and behavioral changes, the negative social perception or the apprehension of transforming

oneself surpasses the perceived advantages and preparedness to join a rehabilitation program at any given time (Riley et al., 2023).

Rehabilitation programs offer a transformative journey to individuals struggling with addiction and substance abuse (Gutierrez et al., 2021). With the help of dedicated rehab personnel, people are empowered to break free from the destructive cycle of addiction and transform their lives for the better. Through evidence-based therapies, peer support, and holistic wellness practices, rehab programs address the root causes of addiction and equip individuals with the tools and strategies to maintain long-term recovery. The transformation that occurs during the rehab process is often profound as individuals gain a renewed sense of purpose, hope, and self-awareness (Hemetsberger et al., 2019). With the guidance and support of rehab personnel, individuals can embrace a new way of life and achieve lasting personal growth and fulfillment.

The guidance and support of rehab personnel can be a powerful force in helping individuals overcome addiction and substance abuse (Francis et al., 2020). These professionals are knowledgeable about evidence-based therapies and treatment protocols and are compassionate and understanding toward their patients (Malenfant et al., 2022). By expanding their understanding and maintaining high professionalism, rehab personnel creates a safe and supportive environment for individuals to begin their journey toward recovery. They offer a listening ear, a shoulder to lean on, and practical guidance to help individuals navigate the challenges of the recovery process. Through their friendly and understanding approach, rehab personnel build a strong rapport with their patients, which is crucial to their success in achieving long-term sobriety.

3.4. Maintaining Professionalism

Rehabilitation personnel prioritizes the safety and well-being of their patients while maintaining a high level of professionalism (Markey et al., 2021). They ensure their patients receive the best possible care and support throughout recovery. By upholding professional standards, rehab personnel create a secure and trustworthy environment for individuals to overcome addiction and achieve lasting sobriety (Wilensky, 1964).

A shared statement by the participant:

"I respond when these mentally ill individuals misbehave by not causing harm to the patients (R1, 51)".

"In case a mentally challenged individual misbehaves, I remain calm and prepare myself to handle any threats that may arise (R2, 74-75)".

"In cases where a patient misbehaves, I avoid fighting back as it can cause chaos and harm the patient further. Instead, we wait for them to calm down and hold them tightly if necessary (R3, 97-99)".

If a patient misbehaves, we immediately call on our co-workers to help handle the situation and maintain a secure environment for other patients (R4,125-126)"

"When a mentally challenged individual misbehaves, I respond calmly and think about how to handle the situation professionally (R8, 197-198)".

"In case a patient misbehaves, I choose to remain calm and think of the best solution (R9, 215-216)".

"When these individuals exhibit disruptive behavior, I respond by avoiding causing harm to the patient (R10, 234-235)".

Rehab personnel are responsible for responding appropriately when their patients misbehave, particularly those with mental health challenges (Grounds, 2019). Several key strategies can help prevent harm and maintain a safe environment. For example, remaining calm and patient is critical to diffusing tense situations and minimizing the risk of escalation. Therefore, personnel should avoid fighting back if a patient misbehaves and wait for them to calm down before acting. In addition, holding the patient tightly may be necessary to prevent harm to themselves or others. Sometimes, calling for backup from co-workers is necessary to handle the situation effectively. Overall, rehab personnel prioritizes maintaining professionalism and ensuring the safety and well-being of their patients, even in challenging situations (Ouellet et al., 2022).

Furthermore, clear communication is vital when dealing with patients who may be agitated or upset (Taghizadeh et al., 2019). Personnel should use clear, concise language and avoid jargon or technical terms that may confuse the patient. They should also listen actively to patients, acknowledge their feelings, and try to understand their perspectives (Feingold et al., 2021).

In conclusion, working in a rehabilitation setting requires compassion, patience, and a commitment to ensuring the safety and well-being of patients (Markey et al., 2021). Rehab personnel must be prepared to manage challenging situations and respond appropriately to patients' needs, particularly those with mental health challenges (Peiró et al., 2020). By remaining calm, communicating clearly, and understanding mental health disorders, rehab personnel can help provide the best possible care for their patients.

3.5. Ensuring the Safety and Well-being of their Patients

Rehab personnel is crucial in providing care and support for individuals struggling with mental health challenges (Kettlewell et al., 2021). In their line of work, they encounter diverse individuals with different needs, backgrounds, and conditions. As a result, they develop a unique set of experiences and insights that help them navigate the complexities of caring for people with mental challenges (Verlie et al., 2021).

A shared statement by the participant:

"The first thing is if there is a patient, we refer it first to Psychology to determine if the patient has a drug-addiction problem or a psychiatric disorder. After profiling a patient, Psychology will determine if the patient is a drug addict and no need to refer to a psychiatrist (P1, 12-15)".

"In our center, I always make sure that they undergo an initial review and diagnosis from a psychologist before receiving ongoing psychological treatment (P2, 66-67)".

"In our center by evaluating their mental health through a diagnosis from a psychologist or referral to a psychiatrist. This helps me determine if they are struggling with drug addiction or alcoholism, or some other mental health issue (P3, 87-89)".

"In our center by observing, interviewing, and consulting with psychologists to better understand my patients as a Rehab Center worker (P4, 114-116)".

"A mentally challenged person is someone who requires assistance to overcome their drug addiction and become drug-free. Some mentally challenged individuals have inherited their condition from their family genes, making it challenging to treat them, and requiring patience and time (P6, 151-154)".

"In our center is I identify as a person that has difficulty understanding the effects of their actions (P7, 174-175)".

"In our center by observing their behavior and how they express themselves to the community. I have a lot of experience in dealing with mentally challenged individuals, and sometimes their condition affects me, and I feel depressed, or I start to question myself if I am mentally challenged (P8, 191-194)".

"Mentally challenged individuals are those who have a genetic condition and may struggle to distinguish right from wrong (P9,208-209)".

"The mentally challenged individual in our center is that I need to be cautious in every way and need to assess myself on how to deal with people who have mentally challenged (P10, 229-231)".

Rehab personnel often face challenging situations when dealing with patients (Falvey et al., 2020). They must remain calm and composed, even in stressful or unpredictable circumstances. They must also show patience and empathy towards their patients as they work towards building trust and rapport with them. Additionally, rehab personnel need to be highly observant and adaptable to the changing needs of their patients. They must identify behavior, mood, and communication patterns and adjust their approach accordingly (Kinnaird et al., 2019).

Despite their challenges, rehab personnel finds their work deeply rewarding (Dennard et al., 2021). They derive great satisfaction from helping their patients achieve meaningful progress toward recovery and healing. They also find fulfillment in building relationships with their patients and witnessing their growth and development. In addition, the experiences of rehab personnel provide valuable insights into the complexities of caring for people with mental challenges and highlight the importance of compassion, patience, and adaptability in this line of work (Machailo et al., 2023).

Rehabilitation personnel often have difficulty dealing with patients struggling with mental and physical challenges (Jeong et al., 2020). However, despite the obstacles they face, these professionals find their work to be deeply fulfilling. They take pride in their patients' progress toward recovery and healing, and they feel a strong sense of purpose in their relationships with their patients (Clark, 2021). By observing their patients' growth and development over time, rehab personnel gains valuable insights into the complexities of caring for people with mental challenges. They learn the importance of compassion, patience, and adaptability in this line of work, and they emerge with a deeper appreciation for the power of human connection in facilitating recovery (Machailo et al., 2023). Ultimately, the work of rehab personnel is a testament to the human capacity for resilience and growth, and it inspires us all.

4. Conclusions

In conclusion, the research study demonstrated that individuals who work with mentally challenged individuals are passionate about helping them but face various challenges. The findings were organized into four themes: a passion for helping, adversity in dealing with diverse mentally challenged individuals, maintaining

professionalism, and ensuring the safety and well-being of patients. The participants' dedication to maintaining professionalism and ensuring their patients' safety was crucial to their ability to handle mental health challenges effectively.

5. Recommendations

Based on the research study's findings, individuals who work with mentally challenged individuals should receive training and support in maintaining professionalism, ensuring patient safety and well-being, and dealing with the diverse needs of their patients. This can include regular training on effective communication, de-escalation techniques, and strategies for managing challenging behaviors. It is also recommended that mental health professionals should be provided with ongoing emotional support and resources to help them cope with the emotional demands of their job. By providing these resources, mental health professionals will be better equipped to provide quality patient care and maintain their mental well-being.

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