

Providence Care

Being accessible to customers with disabilities isn't just the right thing to do, it's also the law.

Communicating With and Supporting People with Disabilities

- ◆ *Respect* the person and avoid stereotypes and assumptions about abilities and limitations.
- ◆ *Listen* carefully and be patient.
- ◆ *Ask* them to repeat something if you don't understand.
- ◆ *Ask* permission before touching assistive devices.
- ◆ *Ask* if they need assistance and they will let you know.
- ◆ *Include* the person when developing a method to communicate with them - it needs to work for them!

Sample Terminology

Instead of...	Please use...
Handicapped	Person with a disability
Handicapped parking, bus or washrooms	Accessibility parking, bus or washrooms
blind (the)	Person who is blind
Victim of...	A person with...
Psychiatric patient	Person with a mental health disability
Deaf-mute	Person who is deaf
Hard of hearing	Person who is hard of hearing
Epileptic	A person with Epilepsy

People with disabilities are welcome to bring their support persons with them when accessing goods or services in the parts of our premises open to the public or open to other third parties.

Who might use a support person and why...

Person who is deaf/blind

- ◆ To guide, provide transportation and adaptive communication such as tactile or adapted American Sign Language, large print notes, print on palm or two-handed manual signing.

Person who is deaf, deafened, oral deaf

- ◆ To provide sign language or oral interpretation services - to translate conversation, not to participate in it.

Person with a learning disability

- ◆ To help with complex communication or note taking.

Person with an intellectual/developmental disability

- ◆ To help with travel, daily activities, prompting medication, complex tasks, or to keep them from dangerous situations.

Person with a mental health disability

- ◆ To help with communication tasks such as completing complex forms.
- ◆ To help in environments such as crowded, noisy settings or high-stress situations such as interviews.

Person with a physical disability

- ◆ To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions.

Person with a seizure disorder

- ◆ To assist in event of a seizure.

Person with a speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)

- ◆ To relay or interpret a person's communications.

Person with vision loss

- ◆ To read or guide.