

For persons with Mobility and Agility Disabilities, keep in mind...

- Ramped entrances
- Lowered buttons in elevators
- Wheelchair accessible washrooms
- Automatic or electric doors
- Assessing furniture arrangements, clear paths between furniture
- Minimizing variations in floor heights
- Signage should be at eye level for people using wheelchairs & scooters
- Variety of chairs available & adjustable tables

For persons with Visual Disabilities, keep in mind...

- Office orientation
- Clear pathways and assess furniture layout
- Materials available in alternate format
- Introduce yourself and use your regular speaking voice
- Do not interact with guide dogs

For persons with Intellectual Disabilities, keep in mind...

- You may have to alter the way you provide information.
- Examples include:
 - Repeating instructions
 - Breaking down tasks
 - Using visual instructions
 - Speaking clearly and concisely / refraining from speaking too quickly / using complex words combining too many concepts
 - Speaking in a way that is age appropriate
 - Asking the person to repeat the instructions in their own words
- Be creative and open to looking at different forms of communication

For persons with Speech Disabilities, keep in mind...

- Be patient - the person may need considerable time to communicate
- Do not assume that the person has an intellectual or cognitive disability
- Ask if she or he requires an interpreter
- Don't finish his or her sentences
- Use your normal speaking voice
- Learn her or his pattern of communication

For persons with Acquired Brain Injuries, keep in mind...

- Alternate formats (print, audio tape, etc.)
- Minimal distractions
- Verbal and written instructions
- Breaking down assignments into parts
- Repetition
- Use concrete examples when explaining something
- Organize information sequentially
- Patience when it comes to emotion

For persons with Psychiatric Disabilities, keep in mind...

- Asking the individual about how she or he does the job
- Flexible work routines
- Sensitivity to behavioural changes
- Awareness that assumptions and prejudices in society impact the individual in many ways

For persons with Learning Disabilities, keep in mind...

- Learning disabilities are related to a person's ability to process information.
- Keeping information and communication clear includes:
 - Minimal distractions
 - Using verbal and written instructions
 - Breaking down assignments
 - Repetition
 - Use concrete examples when explaining something
 - Organizing information sequentially

For persons with Hearing Disabilities, keep in mind...

- Ask the person about communication, how to they best communicate
- Speak directly to the person using regular speaking voice
- Don't raise your voice or exaggerate your lip movements
- Face the person directly
- Keep your hands away from your mouth when talking
- Writes notes if necessary
- Good lighting



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