

Schedule "A"

STANDARD PRACTICES Barriers and Solutions

HEARING DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Deaf – severe to profound hearing loss.✓ Hard of Hearing – a person who uses their residual hearing and speech to communicate.✓ Deafened –to hear poorly or not at all.	<ul style="list-style-type: none">✓ Attract customer’s attention before speaking – gently touch on the shoulder or wave your hand, if necessary✓ Look directly at the person✓ You may have to use a pen and paper✓ Speak clearly, keep your hands away from your face✓ Reduce background noise✓ Ensure appropriate lighting

DEAFBLIND DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Cannot see or hear to some degree.✓ Many will be accompanied by a support person.	<ul style="list-style-type: none">✓ Speak directly to the customer, not the support person.✓ Identify yourself to both parties.

INTELLECTUAL OR DEVELOPMENTAL DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Intellectual development and capacity that is below average.✓ Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently.✓ May be an invisible disability.✓ May understand you more than you know.	<ul style="list-style-type: none">✓ Don’t assume what the customer can or cannot do.✓ Use plain language.✓ Take your time, be patient.✓ Ask: “Do you understand this?”✓ Provide one piece of information at a time – step by step instruction.✓ Offer information in simpler concepts.

LEARNING DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Affects how a person acquires, interprets, retains or takes in information.✓ In many cases individual has average or above average intelligence.✓ May affect: language base learning, mathematics, writing, fine motor skills.	<ul style="list-style-type: none">✓ Take some time, be patient.✓ Demonstrate a willingness to assist.✓ Speak normally, clearly and directly to your customer.✓ Provide information in a way that works for your customer (ie: pen and paper).✓ Be prepared to explain any materials you provide.

MENTAL HEALTH DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Defined as the absence of psychological well being and satisfactory adjustment to society.✓ Some common features of mental health disabilities are: phobias and panic attacks, hallucinations, mood swings, bipolar disorders (depression and manic phases).	<ul style="list-style-type: none">✓ Treat customer with the same level of respect and consideration.✓ Be confident and reassuring.✓ Do not be confrontational.✓ If the customer is in crisis, ask how best to help.✓ Take customer seriously.✓ Don't take things personally.

SPEECH OR LANGUAGE DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ May have problems communicating.✓ May be difficult to pronounce words, slurring or stuttering.✓ May use communicative boards or other assistive devices.	<ul style="list-style-type: none">✓ Don't make assumptions.✓ Give whatever time they need to get their point across.✓ Ask questions that can be answered "Yes" or "No", if possible.✓ Don't interrupt or finish your customer's sentences.✓ May have to use pen and paper.✓ Say: "I don't understand, can you repeat that?", if needed.

PHYSICAL OR MOBILITY DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ May restrict a person in the following ways:<ul style="list-style-type: none">✓ control or speed of movements✓ ability to grasp some objects✓ ability to walk long distances✓ ability to sit or stand for prolonged periods✓ Can be present at birth, result from disease or injury or may be temporary.	<ul style="list-style-type: none">✓ Speak directly to the customer.✓ Ask before you help.✓ Respect personal space.✓ Don't move any items they may have.✓ Describe what you are going to do beforehand.✓ Don't leave your customer in an awkward, dangerous or undignified position.

VISION DISABILITY

Definition	Tips for Service
<ul style="list-style-type: none">✓ Most individuals who are legally blind have some remaining vision, very few are totally blind.✓ Low or no vision can restrict ability to read signs, locate landmarks or see hazards.✓ May use guide dog or white cane.✓ May need to view written documents in large print, or with help of magnifier.	<ul style="list-style-type: none">✓ Don't assume customer can't see you.✓ Speak directly to customer.✓ Offer your elbow to guide.✓ If they accept, walk slowly, wait for permission.✓ Identify landmarks.✓ Be precise and descriptive with information.✓ Don't leave customer.

Most importantly – recognize your nervousness and relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.