

DISABILITY-RELATED SUPPORTS/EQUIPMENT



Service Animals

- ✓ Don't distract or pet the service animal
- ✓ Don't separate the service animal from its owner



Support Persons/Interpreters

- ✓ Speak to the individual with the disability, not the support person or interpreter



Assistive Devices

- ✓ Do not touch the device without permission
- ✓ Follow the individual's directions



On Thin Ice
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Sur un terrain glissant
tthení tēn dētānhilé k'é nōdher sōᅇ



Canada

This pamphlet was developed for the On Thin Ice project. This project is funded by the Government of Canada's Social Development Partnerships Program (SDPP) and delivered by the Global Alliance on Accessible Technologies and Environments (GAATES).
www.onthiniceproject.ca.

DISABILITY AND EMERGENCY RESPONSE



Tips and Tricks For First Responders

Remember that people with disabilities are people. They already know what help they need, so ask how you can assist them.



Cognitive Disabilities

- ✓ Be patient
- ✓ Allow the person to direct you
- ✓ Give one piece of information at a time
- ✓ Allow additional time for responses and actions
- ✓ Avoid distracting environments
- ✓ Respect service animal etiquette



Speaking Disabilities

- ✓ Be patient
- ✓ Don't interrupt the person
- ✓ Use questions with short answers
- ✓ Don't be afraid to ask the person to repeat themselves
- ✓ Be prepared to try alternate means of communication
- ✓ Don't assume the person has other disabilities



Physical Disabilities

- ✓ Ask before assisting
- ✓ Allow the person to direct you
- ✓ Respect assistive device etiquette
- ✓ Respect service animal etiquette



Learning Disabilities

- ✓ Be patient
- ✓ Break down information and tasks
- ✓ Provide directions verbally and in writing
- ✓ Allow additional time for responses and actions



Mental Health

- ✓ Be calm and patient
- ✓ Allow the person to direct you
- ✓ Be flexible
- ✓ Try to limit stressful environments



Vision Disabilities

- ✓ Introduce yourself
- ✓ In a group, identify who you are speaking to
- ✓ Respect service animal etiquette
- ✓ Use the appropriate guiding technique



Deaf/Hearing Disabilities

- ✓ Speak directly to the individual so that they can see your lips
- ✓ Speak in a clear strong voice (don't yell)
- ✓ Repeat or rephrase your questions and directions
- ✓ Limit background noise
- ✓ Use interpreters
- ✓ Be prepared to try alternate means of communication