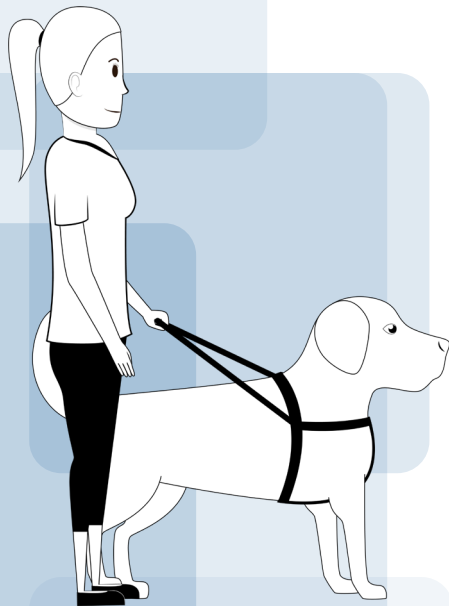




MIEUX ACCUEILLIR

LES PERSONNES HANDICAPÉES

GENERAL INFORMATION ABOUT DISABILITY ETIQUETTE



DEFINITION OF A “PERSON WITH A DISABILITY:”

Section 1.g) of the Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration defines a person with a disability as someone “with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities.”

No matter what the impairment, people with disabilities must be able to obtain the same documents and services as anyone else, without discrimination.

Be attentive, welcoming, polite, flexible and patient, as you would with any other person.

Ask the person if they want help instead of simply assuming that they do.

But, most important of all, take your cue from them.

TO BE UNDERSTOOD PROPERLY, USE SIMPLE LANGUAGE:

- Speak slowly.
- Pronounce clearly.
- Use everyday words and short sentences.
- Ask one question or discuss one subject at a time.
- Avoid plays on words or words with two meanings.
- Make sure that the person understood your message.

IF THE PERSON WITH A DISABILITY HAS SOMEONE WITH THEM:

- Consider the accompanying person a resource person.
- Always speak directly to the person with a disability.
- Make sure that the person with a disability understands the conversation and is involved even if help from the accompanying person becomes necessary.

IF THE PERSON WITH A DISABILITY HAS A GUIDE DOG OR SERVICE DOG:

- Consider the dog as being on the job. Don't distract it or talk to it.
- Remember that the person with a disability is responsible for controlling the animal.
- Service dogs don't always have a special collar or harness. If you're not sure, ask the person.