



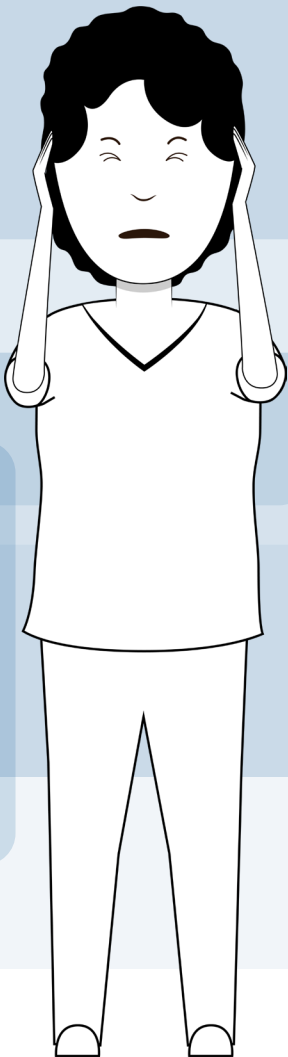
MIEUX ACCUEILLIR

LES PERSONNES HANDICAPÉES

DISABILITY ETIQUETTE : PEOPLE WITH AN AUTISM SPECTRUM DISORDE

Autism spectrum disorders are invisible and have different levels of severity. They are neurodevelopmental disorders characterized mainly by:

- significant trouble communicating and interacting socially.
- specific or repetitive behaviours, activities and interests.



DID YOU KNOW THAT...

people with an autism spectrum disorder often have trouble interpreting the messages from their environment? Sometimes they may also seem indifferent or disinterested when you speak to them. Any change in their routine can make them lose their bearings, which may induce great stress and, at times, trigger sudden and excessive emotional reactions. Familiar activities are reassuring because there are few unknowns.

DISABILITY ETIQUETTE TIPS

- Make sure that the person understands your message:
 - Use short sentences.
 - Use vocabulary that is easy to understand.
 - Ask “yes-no” questions.
 - Make sure you have their attention before beginning the conversation.
- Avoid plays on words or words with double meanings because the person could take what you say literally.
- Don't interpret pauses or a delay in responding as a lack of cooperation.
- Be tolerant and understanding. Remember that the person may be hypersensitive to stimuli such as light or loud music in the waiting room. Physical contact, such as a handshake, may also upset them.