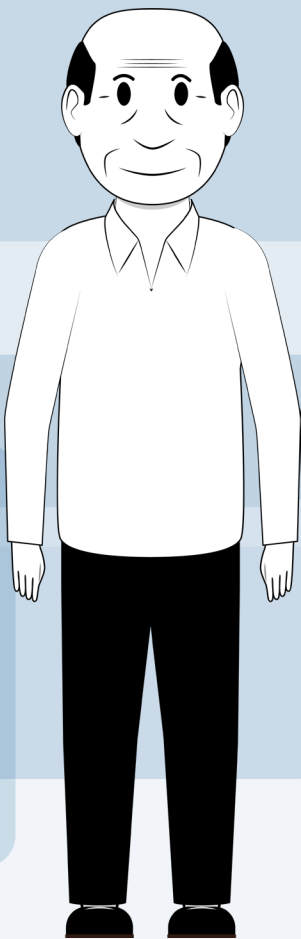




MIEUX ACCUEILLIR

LES PERSONNES HANDICAPÉES

DISABILITY ETIQUETTE: PEOPLE WITH SPEECH OR LANGUAGE IMPAIRMENTS



Speech impairments can present as trouble speaking, pronouncing, or using the voice.

Language impairments involve trouble using or understanding sounds, words, sentences, and speech, or the social rules of communication. These impairments have nothing to do with intellectual disabilities.

People with these impairments may tend to speak less. Talking takes more time because they have to plan which sounds, words or sentences they will use.

DID YOU KNOW THAT...

some sounds resemble each other on the phone (for example, B and P, and F and S)? In addition to making certain sounds more difficult to distinguish, there are no visual cues to help the caller.

DISABILITY ETIQUETTE TIPS

- Go somewhere quiet where there are fewer distractions and less background noise.
- Use clear, simple language.
- Be patient and understanding.
- Don't talk down to the person by trying to guess the words.
- Give the person time to express themselves and to understand what you're saying.
- Focus on what the person is saying and not on how they're saying it.
- Check that the person has understood what you said by asking simple "yes or no" questions.
- Rephrase and simplify your message if needed.