Accessibility
rians with Disabilities A
ct?
he purpose of the Act is to benefit all C
by the Government of Ontario and by representatives of v

Accessibility Standards for Customer Service

Who are people with vision loss?

variations of partial sightedness. Very few people are totally blind.

Some individuals who are blind may be light sensitive

means they can't see straight ahead.

which

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sm spectacles;

Braille display;

ogs;

Support persons.

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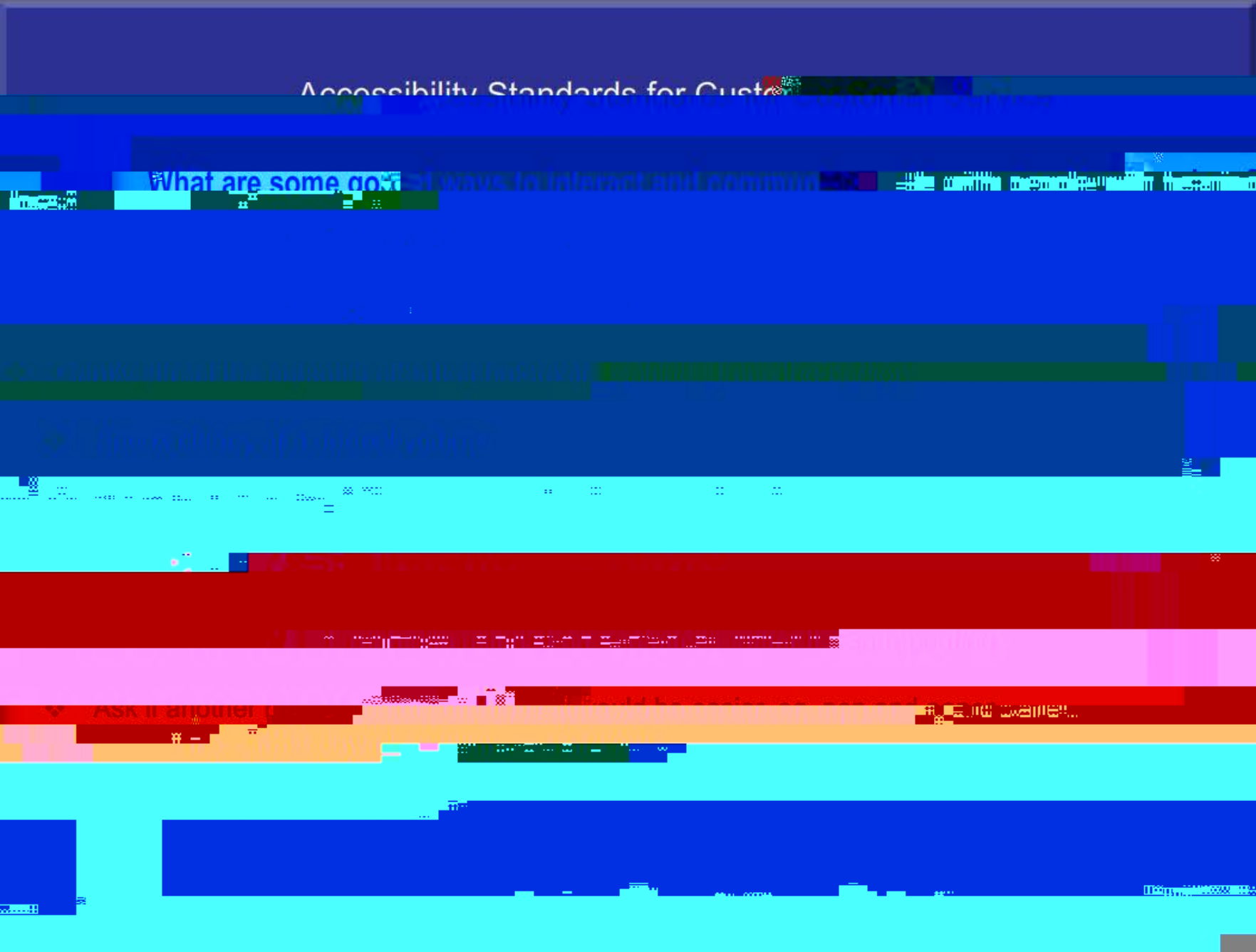
Review

Conti

Accessibility St

animals.



Accessibility Standards for Customer Service

t be able to hear
ay. It is important to

of-hearing will n
you better that w
speak cl

distance – usually
ms length.

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within ar

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Accessibility standards: Customer Service

Who are people who are deafblind?

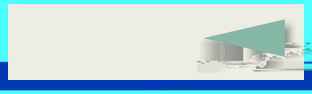
ging daily activities.

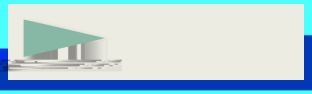
This results in gre

Many people who are deafblind will be accompanied b

venor who can communicate with the

actile signing





What are some good ways to interact

who are

with them. He or she may offer y

ou an assistance card with communication tips.

- If the deafblind person is accom

mpanied by a support person, identify yourself to

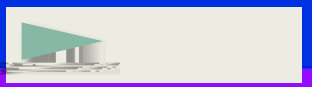
anyone else.

If the deafblind perso ases a service ani

per ssion re to ching a deafblind p

Accessibility Standards for Customer Service

Quiz



with physical disabilities?

People with phys

ontinue more smoothly.

ermission to move a wh

em.

e wheelchair know about accessible features nearby.

conversation c

If you receive p
before you move th

Let the person in th

ps.

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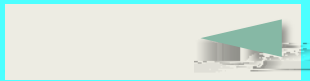
Contin



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Accessibility St

Which of the following is *not* appropri

Place the person's personal items or equipment in a safe place

eight of air st n in a cha

ersation with a p
next to them.

Let the person know about

Accessibility Standards for Customer Service

Quiz

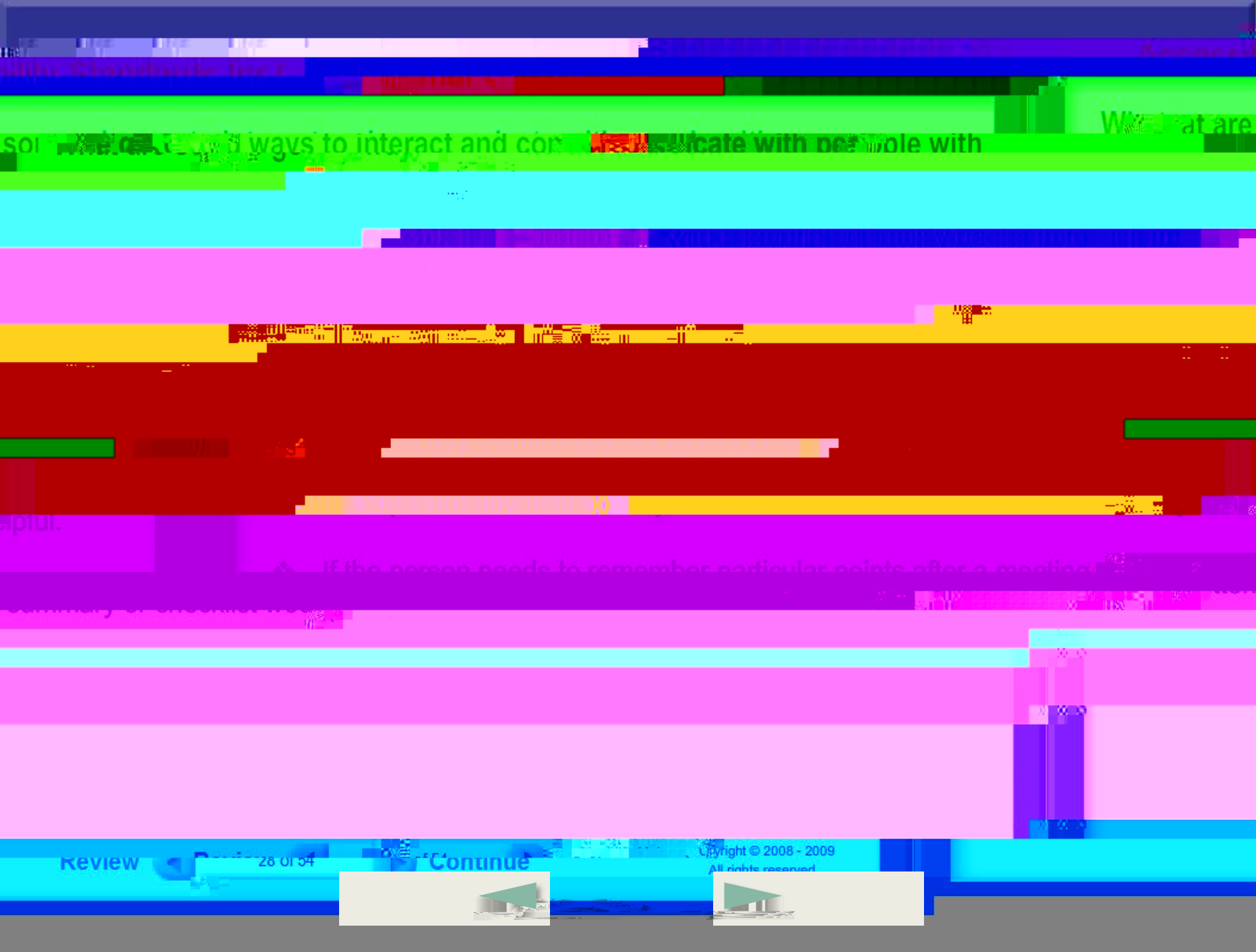
Which of the following

personal ite

Accessibility Standards for Customer Service

Accessibility Standards for Customer Service

What types of assistive devices are used by people with learning disabilities?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Accessibility St

Which of the followin g is *not* appropriate when interactin

g with a person

w

so

remember important deta ter a meeting.

If a p on does not respond to you

Accessibility Standards for Customer Service

Quiz

wait and they may be able to respond. If you think that they may not have understood

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Who are people with

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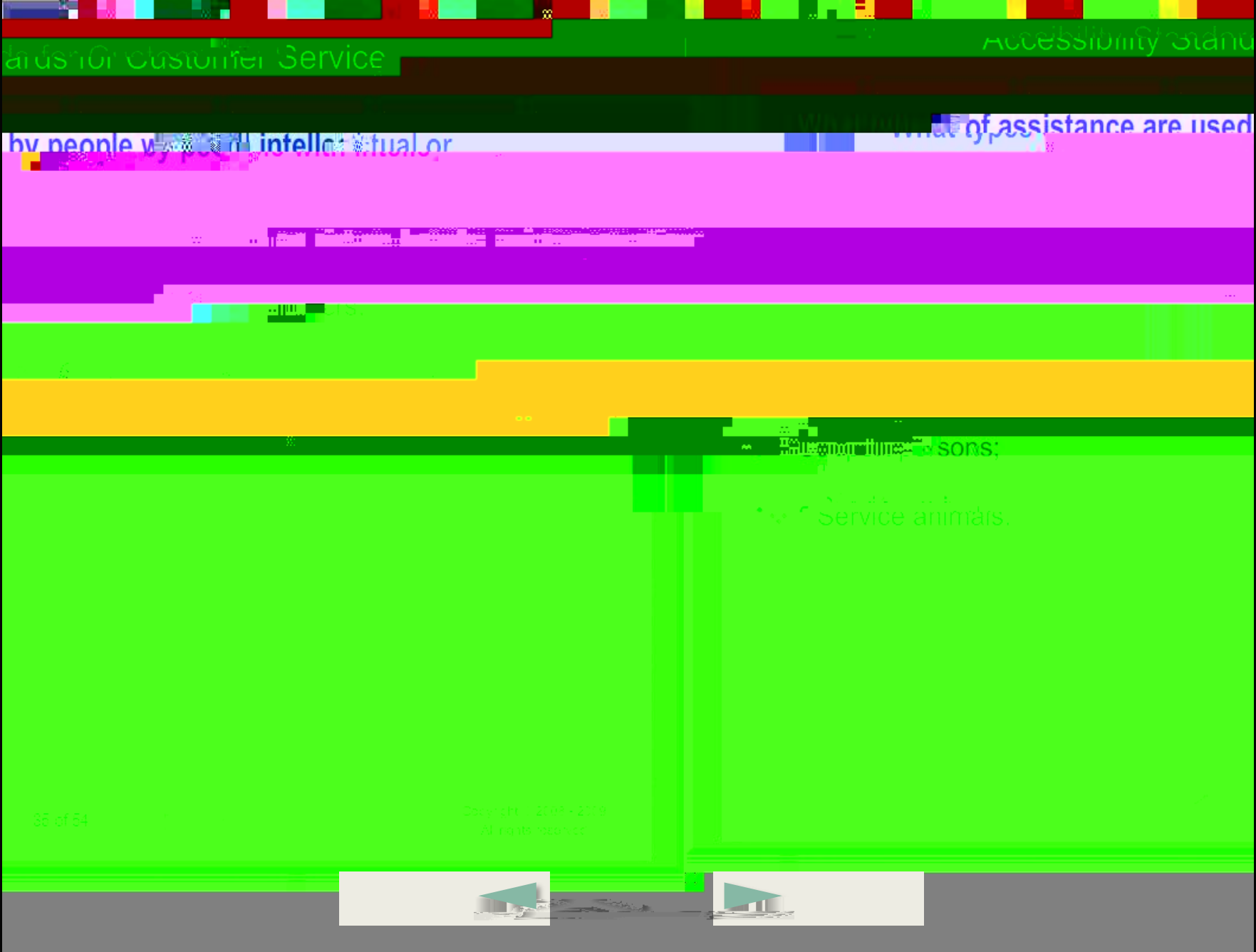
developmental disabilities have impairment in

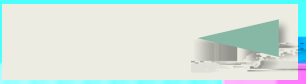
adapt to their environment.

They

vary greatly from


Accessibility Standards for Customer Service
What types of assistance are used by people with intellectual or
sons:
Service animals:

- Be patient and supportive. Communication may take a little longer.
- Use plain langua[illegible] and



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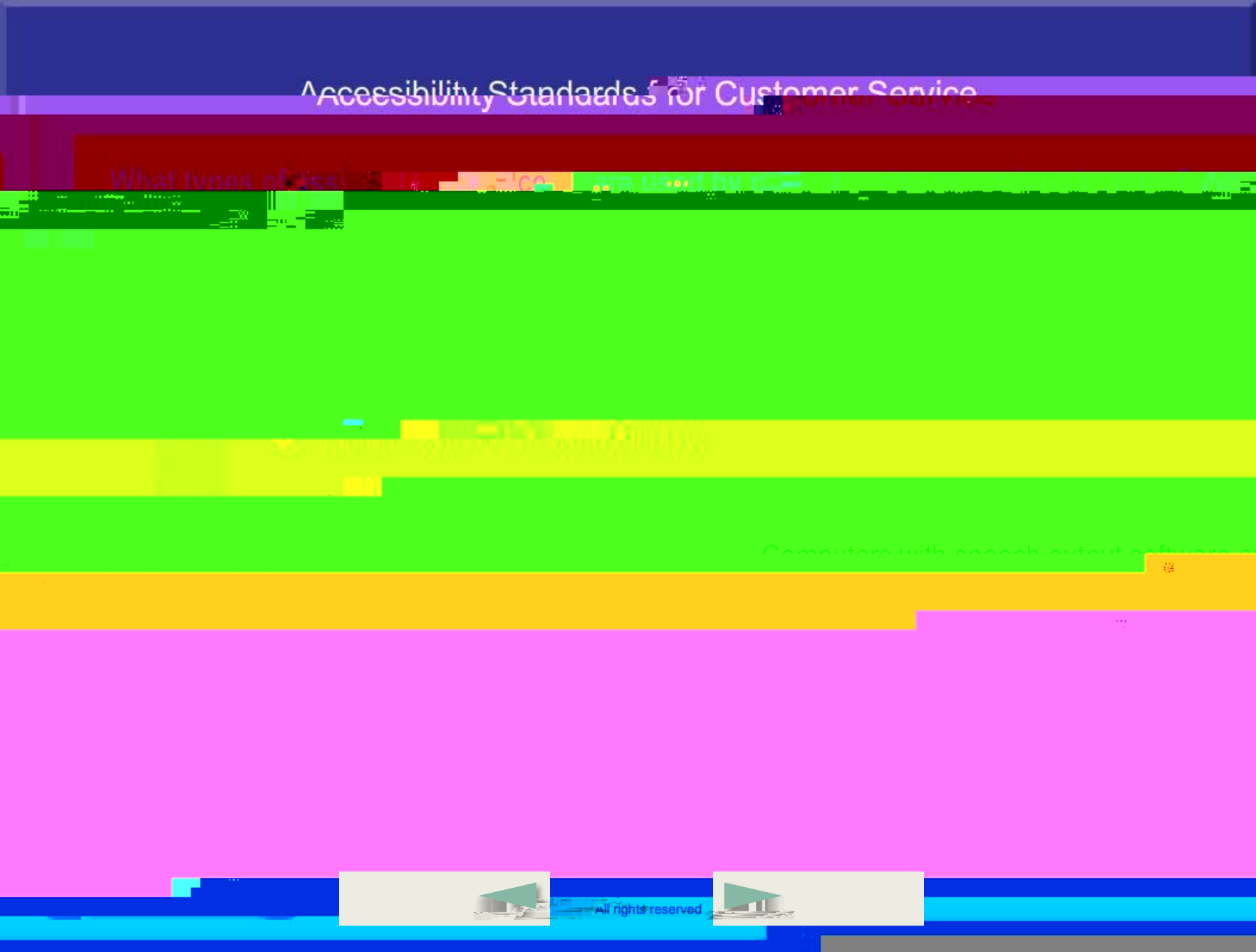

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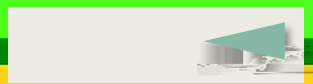
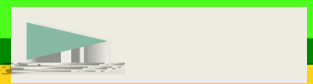
Accessibility Standards for Gr

.vice might have an auditory or a visual outpu
t.

If you do not understand, ask the person to repeat the information.

Speak naturally and clearly, using





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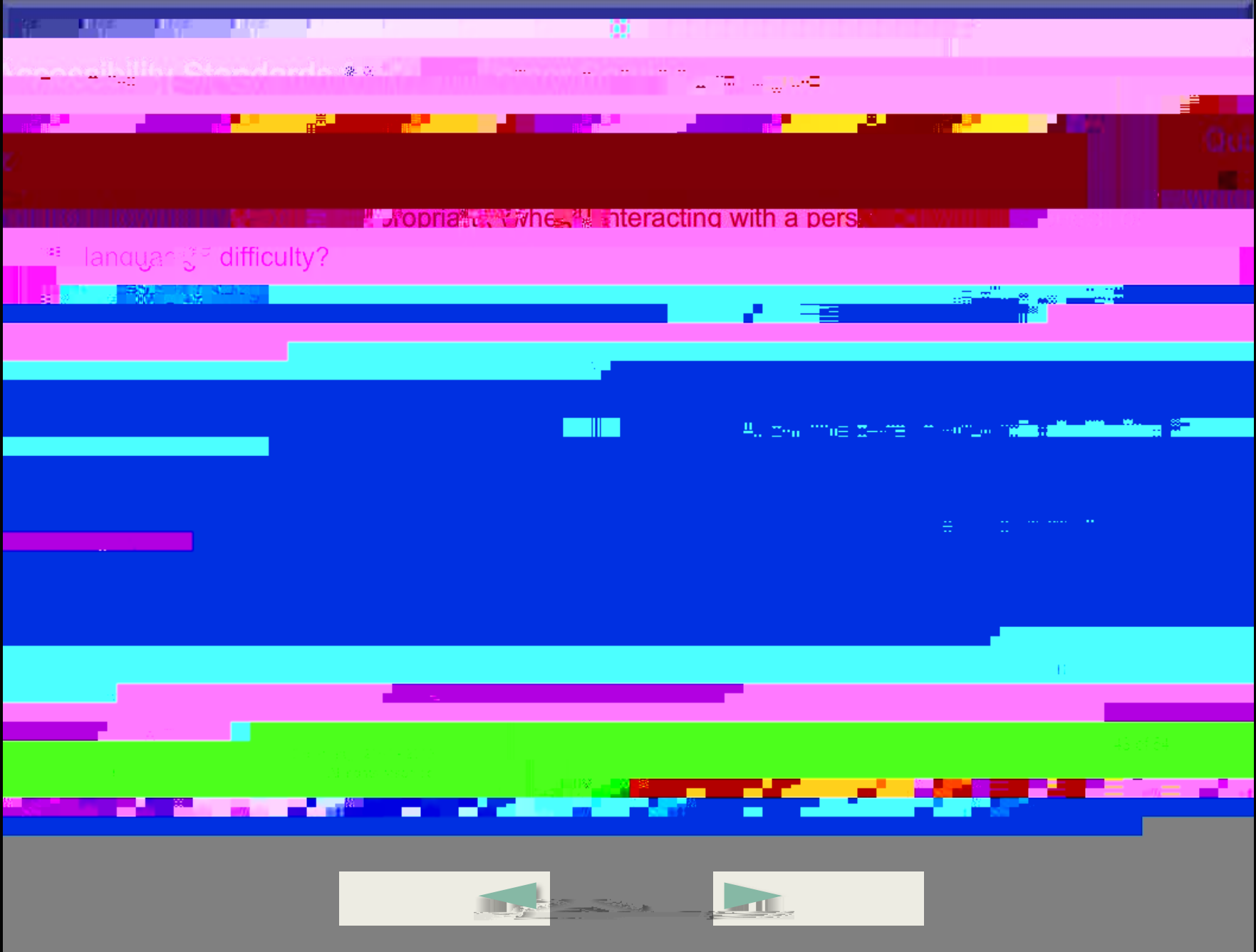
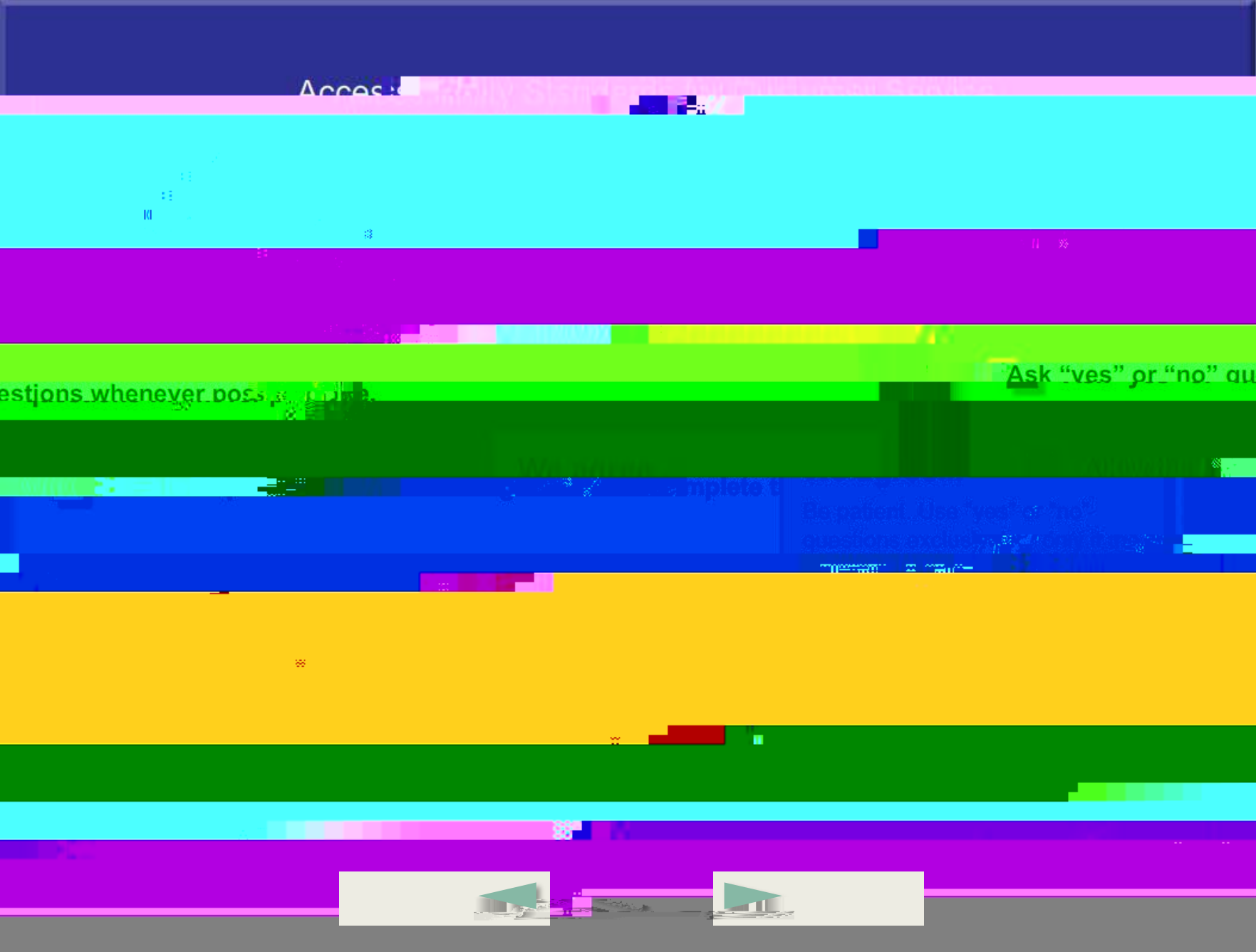
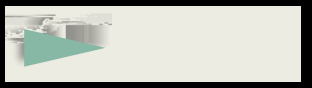

Qu
propriate when interacting with a pers
language difficulty?





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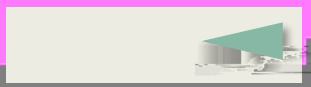

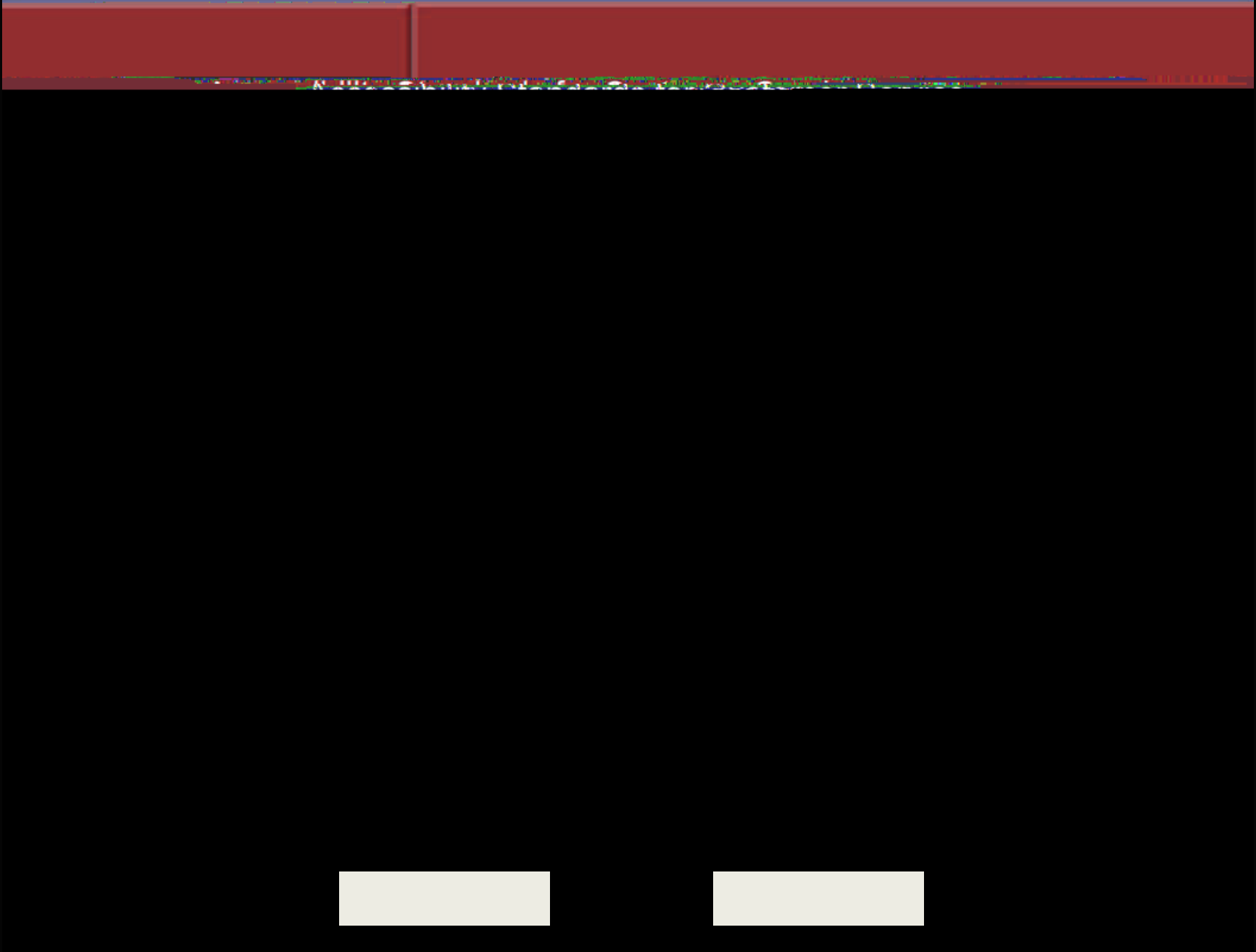

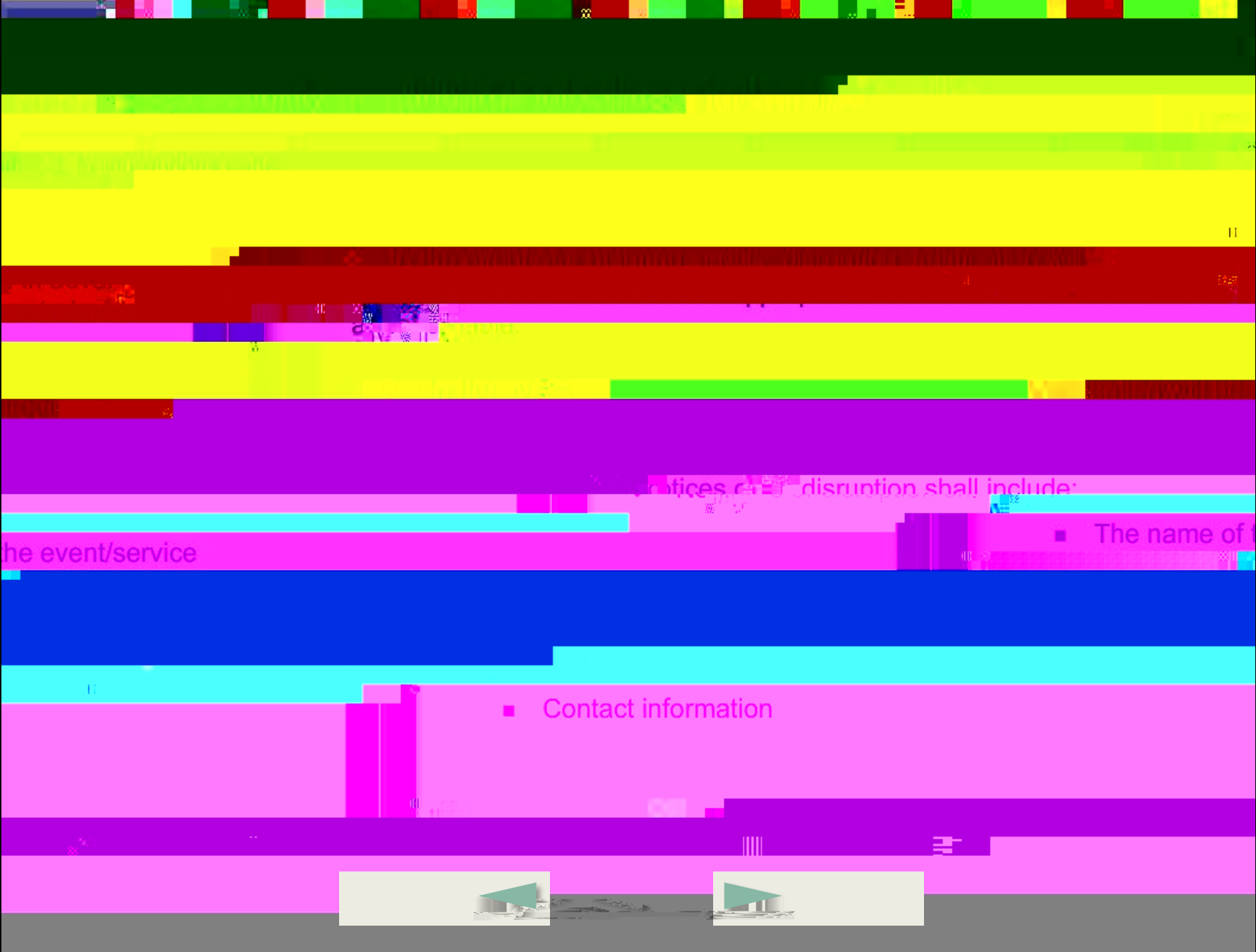
disruption shall include:
The name of
he event/service
Contact information

The Dufferin-Peel Catholic District School Board, 40 I

Persons with disabilities are encouraged to contact t

what

All concerns relat[illegible] to a[illegible]

[illegible]

[illegible] reviewed on an annual basis by the B[illegible]rd's Accessibility Steer[illegible]ng Committee.

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