



Communication Disabilities Access Canada

Communication Accessible checklist

When you meet a person with a communication disability, do you

- Talk respectfully in a normal, tone and volume
- Take time to communicate
- Talk directly to the person, not about them or to the person with them

When communicating, do you

- Ask the person how they communicate (if it is not obvious)
- Watch and respond to their body language, gestures, pointing to objects, items on a communication display
- Avoid overusing yes and no questions
- Give the person the time they need to communicate
- Ask permission to guess if you think you know what they are communicating
- Tell the person if you do not understand their message and give the person opportunities to repeat or use other ways to communicate their message to you
- Use everyday language if person has difficulty understanding

When providing telephone services, do you:

- Give extra time to communicate with a person who has unclear speech or uses a device over the telephone
- Provide alternate options for telephone services such as in-person meetings, text, email, Skype and social media

- Have procedures in place for a person to use an authorized communication assistant over the telephone

When hosting appointments, meetings and public forums, do you:

- Provide the agenda ahead of time
- Offer communication assistance as part of your accessibility options (e.g. sign language, communication assistance, attendant services)
- Help find and pay for a communication assistant, if the person does not have someone to assist.
- Offer extra time for an appointment or meeting

When providing written information, and if requested, do you:

- Read, explain documents
- Take notes, write down instructions or appointments
- Assist with filling in forms and / or provide an electronic version of the form
- Give written information in different formats such plain language, large print or electronic copies
- Provide an accessible website
- Accept alternate signatures

Does your space have:

- A quiet, well-lit space to communicate
- Low service desks and counters for people in wheelchairs
- Signs that are easy to understand and positioned where people can see them

Does your organization have:

- An accessibility Go-to person who has taken extra training at <http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/>
- A process to train all existing and new staff

- An accessible complaint process
- An accessible process to respond and resolve complaints
- An internal or external organization or person who can advise on how to resolve communication access complaints