

## Making Services Accessible for People with Communication Disabilities

# Webinar for Service Providers and Organizations



## Welcome

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- This webinar is for you if you want to learn how to make their services accessible for individuals, who have communication disabilities, that are not caused primarily by significant hearing loss.
  
- On completion of the webinar and a short quiz, you will receive a certificate of attendance.

2018

## About This Webinar

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In this session, you will learn about:

- ❖ People who have communication disabilities
- ❖ Ways that people communicate
- ❖ Making your service accessible for people who have communication disabilities
- ❖ Communication Assistance Database
- ❖ Communications Access Symbol



## Resources

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- ❖ Slides
- ❖ Audio transcript
- ❖ Disabilities that may affect communication
- ❖ Communication Assistance Database
- ❖ Communication Access Checklist
- ❖ Communication Access Symbol
- ❖ Links for other CDAC trainings and resources



## Ways that People Communicate

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Ways that people communicate include:

- ❖ Speech, although it may be slurred and difficult to understand
- ❖ Body language and facial expressions
- ❖ Gestures, such as waving to say goodbye
- ❖ Pointing or looking at objects
- ❖ Adapted or limited signs

## Ways that People Communicate

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- ❖ Writing, typing or drawing, spelling on a letter board
- ❖ Pointing to pictures, symbols or written words in a communication book or display
- ❖ Using a communication device that speaks out their messages

## Communication Barriers

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Individuals with communication disabilities often report that people:

- ❖ Ignore them
- ❖ Talk about them like they do not exist
- ❖ Talk to the person with them
- ❖ Underestimate their abilities
- ❖ Assume that they can't make their own decisions

## Communication Barriers

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- ❖ Do not give them the time or opportunity to communicate
- ❖ Do not know how they communicate
- ❖ Restrict their communication to only asking them yes and no questions.

## Reflections

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When you meet a person who has a communication disability, do you:

- ❖ Make eye contact
- ❖ 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?

## More information:

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More information:

<http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/starting-a-conversation/>

## Reflections on Communication

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When communication, do you:

- ❖ Ask the person how they communicate, if it is not obvious
- ❖ Watch and respond to body language, gestures, pointing to objects, items on a communication display
- ❖ Give extra time for communication
- ❖ Avoid overusing yes and no questions



## Reflections on Communication

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- ❖ Ask permission to guess
- ❖ Tell the person if you don't understand
- ❖ Use everyday language if the person has difficulty understanding

More information:

<http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/communicating/>



## Reflections on Telephone Communication

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Do you:

- ❖ Give the time to communicate with a person who has unclear speech, or use 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



## More Information:

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More information:

<http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/telephone-communication/>



## Reflections on Written Communication

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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 as plain language, large print, or electronic copies
- ❖ Provide an accessible website



## More information

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- ❖ Accept alternate signatures

More information:

<http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/print-text-and-e-communications/>





## Reflections on Meetings

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

- ❖ Provide 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



## More information:

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More information:

<http://www.communication-access.org/make-your-service-accessible/make-your-services-accessible/communicating-at-meetings-and-public-events/>



## Communication Assistance Database

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- ❖ A way to find people who can assist with communication  
<http://www.cdacanada.com/communication-assistance-database/>
- ❖ Assistants listed in the database:
  - ❖ Attended an online training by CDAC
  - ❖ Assist people communicating in general non-critical communication situations
  - ❖ Agree to follow a code of ethics and practice



## Communication Assistance Database

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Assistants listed in the database do not:

- ❖ Conduct communication assessments, recommend communication methods, or devices or provide therapy, or teach people how to communicate
- ❖ Assist in critical, or sensitive situations, such as healthcare, police, legal, justice, or financial settings, unless known and authorized by the person with a communication disability



## Communication Assistance Database

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CDAC does not:

- ❖ Regulate, monitor, endorse, accredit or pay for communication assistants on the database



## Communication Access Symbol

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## Communication Symbol Video

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Download the communication access symbol from:  
<http://www.communication-access.org/communication-access/videos/>



## Thank you for taking this webinar

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For more information and videos, please go to our e-learning resources at  
<http://www.communication-access.org/>

Or contact us at [admin@cdacanada.com](mailto:admin@cdacanada.com)

