

People with disabilities can and do live meaningful and independent lives.

### ***Did you know?***

- 1 in every 7 Ontarians have a disability and as the population ages that number will increase.
- People with disabilities travel, shop and do their business in Haliburton County with friends and families, just like everyone else.
- Treating all of your customers with individual respect and courtesy is the first and easiest way to create good customer service.
- You can broaden your customer base by welcoming everyone to your place of business, including customers with disabilities. By learning how to serve people with disabilities, you can attract more customers and improve your customer service for all.

**COUNTY OF HALIBURTON  
JOINT ACCESSIBILITY COMMITTEE**  
P.O. Box 399—11 Newcastle St.,  
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### **County of Haliburton**

### **Joint Accessibility Committee**

[www.haliburtoncounty.ca](http://www.haliburtoncounty.ca)

Click on

Municipal—Joint Accessibility

### **Accessibility for Ontarians with Disabilities**

[www.mcass.gov.on.ca/accessibility](http://www.mcass.gov.on.ca/accessibility)

Click on

How to welcome customers with disabilities

### **Access Guide Canada**

[www.enablelink.org](http://www.enablelink.org)

Click on

Disability Friendly Service

***Disability not Inability!"***



**Access and Opportunities  
for People with Disabilities**

**Customer Service  
Sensitivity and Awareness  
Business Hints and Tips**

**What is a Barrier to Accessibility?**

Anything that prevents a person from fully participating in all aspects of society including, but not limited to:

- Physical
- Architecture
- Information
- Communication
- Attitude
- Technology
- Policy
- Practice

## Why Change?

There are 1.5 million people in Ontario with disabilities. This number is expected to increase as the population ages because the incidence of disability increases with age.

Bill 118 received Royal Assent on June 13, 2005 as the Accessibility for Ontarians with Disabilities Act, (AODA). The AODA is an Act respecting the development, implementation & enforcement of standards relating to accessibility. This Act repeals the Ontarians with Disabilities Act 2001.

The AODA is designed to ensure that that cities, towns, hospitals, school boards, colleges, public transportation providers, government agencies, the private sector, and people with disabilities can take part in making Ontario a more accessible province.

The Government of Ontario is committed to moving towards a province in which people with disabilities will not face any new barriers, and barriers that exist now are identified and removed.

This brochure will provide you with an overview of good practices that can be shared with your staff and implemented quickly.

## Choose Dignified Words

The blind or visually impaired.

~ *A blind person or person with a visual Impairment* ~

Wheelchair bound or confined to wheelchair

~ *Person who uses a wheelchair* ~

Epileptic

~ *Person who has epilepsy* ~

Handicapped/Invalid

~ *Person with a disability* ~

Insane, lunatic, mental patient, psycho, etc.

~ *Person with a mental health disability* ~

Mentally retarded, feeble-minded, mongoloid, etc.

~ *Person with an intellectual disability* ~

Handicapped parking, washroom

~ *Accessible parking, Accessible washrooms* ~

Fit, attack, spell

~ *Seizure* ~

Images that isolate a person with disabilities

~ *Images of person with disabilities participating in society* ~

## Good Business Tips

Treat people with disabilities with the same respect and consideration as anyone else.

Speak directly to a person with a disability, not to their attendant or companion.

Patience, optimism, and willingness are your best communication tools.

Relax, people with disabilities are just people.

Don't make assumptions about a disability a person has.

Take the time to get to know your customers as some disabilities are not visible

Some kinds of disabilities may cause customers to take longer to understand and respond.

If you're not sure what to do, ask your customer, "*How may I help you?*"

If you can't understand what someone is saying, just politely ask again or try another means of communication like writing notes or simply following and reading body language. (hand or facial expressions).

Ask before you offer to help. Customers with disabilities know if they need help and how you can provide it.

Look at your customer, but don't stare. Use plain language and speak with short basic sentences.

Don't interrupt service animals. They are working at all times.

Ask permission before touching an assistive device such as a wheelchair, walker or service animal.