

Who to contact for additional assistance

Accessibility and customer service is everyone's concern.

If you encounter circumstances where you feel that you need additional assistance, please contact:

- Your supervisor or staff contact who has received training.

- City of Kitchener Inclusion Services
at 519-741-2225 or TTY 1-866-969-9994

- City of Waterloo Inclusion Services
at 519-747-8651 or TTY 1-866-786-3942

- Or visit:

www.kitchener.ca

www.waterloo.ca

www.mcass.gov.on.ca

Thank you for doing your part by reviewing this brochure and keeping the needs of people with disabilities in mind.

For alternate formats of this brochure, please contact Inclusion Services.



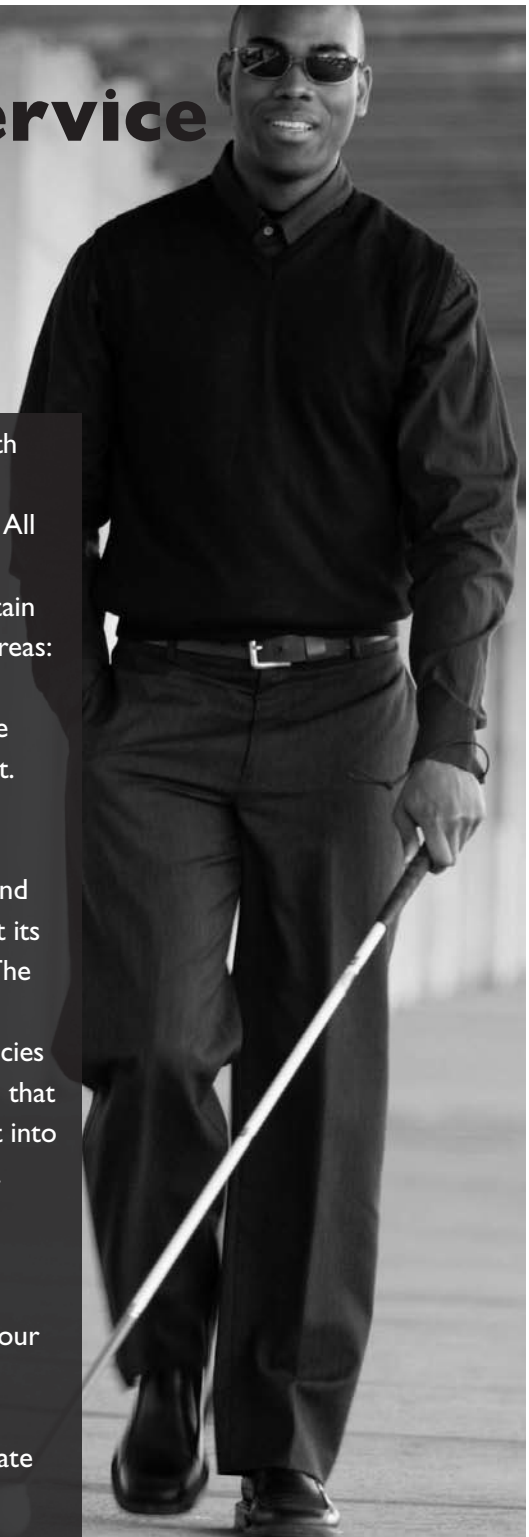
At Your Service

Assisting people with disabilities in a respectful and helpful way is not just the right thing to do, **it's the law.**

The Accessibility for Ontarians with Disabilities Act, 2005 will make Ontario more accessible by 2025. All businesses and organizations in Ontario are required to meet certain accessibility standards in five key areas: customer service, information and communication, transportation, the built environment and employment.

The Customer Service Standard became law in 2008 and business and governments are legislated to meet its requirements by January 1, 2010. The City of Kitchener and the City of Waterloo continue to develop policies and train all staff and volunteers so that accessible customer service is built into the way that we serve our citizens.

This pamphlet is provided to all employees and volunteers who interact with the public as part of our commitment to ensuring that the customer service provided is accessible, respectful and appropriate for people with disabilities.



Importance of using people-first language

Using people-first language is respectful as it emphasizes the person and not the disability.

As an example say a “person with a disability” rather than “a disabled person.”

Say... a person who is hard of hearing/deaf

Instead of... a deaf person

Say... a person with a developmental disability

Instead of... a mentally retarded person

Say... a person who has cerebral palsy (CP)

Instead of... a person who suffers from or is a victim of cerebral palsy (CP)

Say... a person who uses a wheelchair

Instead of... a person who is wheelchair bound; confined to a wheelchair

Say... disability

Instead of... handicap

Say... a person with epilepsy

Instead of... an epileptic

Say... a person with a vision disability

Instead of... a blind person

Say... a person with a mental health disability

Instead of... crazy, mental patient, psychotic

‘Words are all we have.’ Samuel Beckett

Tips for being respectful and helpful

Offer respect and consideration.

Treat people with disabilities with the same respect and consideration you would give to anyone else.

Get to know the person’s needs.

Listen to what the person is saying, just as you would with anyone else.

Speak directly to the person.

Speak to the person who needs your assistance, not to his or her support person or interpreter.

Be patient and take the necessary time.

It may take some people with disabilities longer to say what they want to say, or to understand and respond to you.

Ask before you offer help.

People with disabilities can tell you the best way you can help them. Remember that people with the same type of disability may have different needs.

Do not pretend to understand if you have not.

Simply ask himself or herself to repeat themselves.

Do not touch or distract service animals.

They are working and need to stay focused on their task.

Do not touch or move wheelchairs or other assistive devices without permission.

These items are part of the person’s personal space.

Keep obstacles out of the way.

Ensure that there are no tripping hazards and that accessible pathways are kept clear.

‘I believe that every human mind feels pleasure in doing good to another.’ Thomas Jefferson