

Accessible Customer Service for Emergency Responders

An Emergency Management Ontario E-Learning Utility

Tips for Interacting with Children with Disabilities

Communication

- Be open and honest about what is happening. Try and explain the problem and what is being done to solve it in a way they will understand.
- Reassure them that everything is under control and you are there to help them be safe.

Behaviour

- If you must evacuate, try to bring a toy along; this may help to keep them occupied and provide them with some comfort.
- Never ignore their fears or anxieties.