

# Accessible Customer Service for Emergency Responders An Emergency Management Ontario E-Learning Utility

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## Tips for Interacting with a Person who has Attention-Deficit Hyperactivity Disorder

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### **Communication**

- Be explicit, people with ADHD can have trouble with the amount of information they can deal with at one time, and with organizing that information. It is important for instructions and explanations to be provided in a clear, orderly manner, in manageable chunks. This applies to many people with learning disabilities as well.

### **Behaviour**

- Keep in mind that variability and inconsistency in performance are typical of people with ADHD, and this inconsistency is not laziness or defiance.