

# **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 Learning Disabilities**

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### **Introduction and Approach**

- Ask the person the best way to provide information so that they understand and remember it, for example they may want you to write it down, demonstrate, explain in simpler language, make a diagram. What will work for each person is very individual.

### **Communication**

- Allow extra time to process information or to respond.