

Accessible Customer Service for Emergency Responders

An Emergency Management Ontario E-Learning Utility

Tips for Interacting with a Person who has Nonverbal Learning Disabilities

Behaviour

- Understand that people who don't understand social rules can come across, unintentionally, as rude. Keep in mind that this may not be their intention.
- Be aware that your facial expressions may be misinterpreted, and the person's facial expressions may be misleading.
- Convey important information in words.

Environment and Surroundings

- Be prepared to help with way finding.