

Accessible Customer Service for Emergency Responders

An Emergency Management Ontario E-Learning Utility

Tips for Interacting with a Person who has a Support Person

Approach and Introduction

- Introduce yourself to and speak directly to the person with a disability and not to their support person.
- A person with a disability might not introduce their support person.
- It's also good practice to confirm with the person with a disability that they want the support person to be present during your interaction.