

# Accessible Customer Service for Emergency Responders

## An Emergency Management Ontario E-Learning Utility

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### Tips for Interacting with a Person with Physical Disabilities

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#### Approach & Introduction

- Ask before you help. People with physical disabilities often have their own ways of doing things.
- Ask if they have special needs or require assistance to promote their safety.
- Take into consideration any special equipment or resources that may be required when responding to emergencies that deal with people who are immobile and cannot rely on a mobility device (For example, a person who is morbidly obese).

#### Physical Contact

- The use of latex-free gloves help control secondary medical conditions for the person with a disability.
- Some people may need assistance getting out of bed or out of a chair, but CAN then proceed without assistance. Ask!

#### Environment/Surroundings

- Seek out evacuation chairs (usually located in or near building stairwells) in the case of an emergency evacuation.