

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

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## Acquired Brain Injury Video Transcript

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**Leslie Devlan:** I am disabled, I have a brain injury. A traumatic brain injury which comes under the acquired brain injury definition. I was a police officer in 1984, and I went down with my boyfriend to visit my parents in New Jersey and we ended up being in a car accident. And I was injured, such that I was in a coma for about 12 hours. Some of the challenges I face are problems with balance, coordination, memory (hence the notes). One strange thing that I have is temperature control. My thermostat doesn't work properly. So quite often I'll be in a t-shirt in the winter time or I'll be really, really cold in the summer time. People have often thought that I'm drunk, because of my balance and coordination problems. People quite often look at me and say she's very intelligent, she knows what she's talking about. But, I have the feeling of being drunk. I have double vision which is why I wear the glasses, because of the blunt force trauma and muscle damage to one of my eyes. But at the same time people look at me and they think that I'm just, malingering, but I'd like them to understand that either I have to compensate for them or they have to assist me in compensating. You can't necessarily see the disability but that doesn't mean that it's not there. The only thing that I can really suggest is that people listen and really open their eyes and understand that it's mainly neurological, and it may not be obvious.