

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

Intellectual or Developmental Disabilities Video Transcript

Maik Ahrens, York Regional Police: One that really stands out for me is being involved in our search and rescue program. We were looking for a particular person who has an intellectual disability, so that this person had been missing for an excess of seven hours. Luckily the community came forward and gave us some good information, where this person was seen wondering. And just by happenstance I was the first officer on scene to deal with that missing person. Now because he had an intellectual disability, he did not actually understand that he was a missing person and that we were very worried about his well being. So I had to be very careful in my approach to him and I actually resisted the urge to put my hands on him, and gently guide him into the back of my cruiser and take him home, problem solved, we're 10.8, we're all out of here. I actually decided to walk with that person for about half a kilometer to introduce myself, explain why I was interacting with them at this time, meantime I was on my radio and I asked for this person's caregiver to attend the scene where I was, so that I could introduce a known person to him. And that worked out really, really well. We didn't add any extra stress to the missing person, or their family or their caregiver. And it really only took an extra 15 minutes of our time, but it was very hard to resist that urge, "Ah got you now, come with me."

Roberta Scott, Toronto Medical Emergency Services: I'd say just assess the situation that you're in, and the individual challenge that person has.