

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

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## Physical Disabilities Video Transcript

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**Roberta Scott, Toronto Emergency Medical Services:** We get a lot of patients who are paraplegics and quadriplegics and have problems with movement. So we have to come in again and find out what are they're challenges, how do we lift them? Like, a lot of our job involves lifting people with disabilities. So we have to ask them a lot of questions about what is the best way to move you and lift you and how can we, you know, do this best with what's going on in the situation. So those are a few of the examples I can give from my job.

**Stephane Malo, Mississauga Fire & Emergency Services:** We may have to guess, that because the individual is in a wheel chair for example, that they can't communicate normally. That the individual has maybe other disabilities where in fact it's probably not the case. So I think that there's an awareness that might be absent in the equation and that if the first responders have a keen awareness of the human condition because they're human beings and how the interaction should be as normal as it can be. My first goal would be to actually get to know and understand clearly what persons with disabilities have, how they do things, what they actually need on their specific conditions. So the more awareness first responders have on disabilities per se, the better we will be at making this work.