

# Accessible Customer Service for Emergency Responders

## An Emergency Management Ontario E-Learning Utility

---

### Education Video Transcript

---

**John Saunders, Canadian Red Cross:** I've never met a first responder who intentionally is rude. So that can sometimes present a challenge, is knowing exactly what to say. This is where different educational activities, such as this that EMO is taking on, is good because it gives people a greater awareness of how to work with people from different disability groups so that we do know how to speak, how to act, how to better communicate what we're doing, what we need and how best we can help these individuals in an emergency situation.

**David Ralph, Toronto Emergency Medical Services:** Continuing education is very important, I would encourage people, that if they have an opportunity in their service, if they're 911 communicators, or perhaps supervisors in the call center, to get out to the community, the disabled community particularly and talk about what to expect if they have to call. People don't plan to have to call 911, we don't get people calling 911 saying I don't need you to come out right now, I just wanted to let you know that I'm pleased that you're there in case I need you. That doesn't happen, people call 911 at the worst moment in their lives, they don't plan to. So if we get out and tell them how we operate and what to expect, we can educate them and they can educate us on their issues.