

**Communication Access Barriers to Services**

**Communication Access Now, Launch, Toronto**

**February 20, 2014**

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| Barbara Collier | People with speech and language disabilities, tells us about some of the barriers they experience when using businesses and services.   |
| Paul Marshall   | We are often ignored. People who don't know us don't talk to us. They tend to talk to the person with us. We can't begin to get access to services if people don't communicate with us.   |
| Nola Millin     | Many people think we are all hard of hearing and shout at us. They think we have cognitive disabilities and assume we can't understand what they are saying.  |
| Barbara Collier | I should say that everyone here programmed their devices ahead of time in the interest of time because it takes much longer for people to communicate in real time when they are using augmentative communication or a device.  |
| Tony Diamanti   | Hi. This is Tracy she is going to read out my message. Our greatest barriers are usually the people we try to communicate with. We know how to communicate with them but they don't with us.  |
| Krystine Donato | When we try to communicate with businesses and services over the telephone, people often hang up on us, think we are drunk, or they think we are a computerized message.  |
| Al Sunisloe     | Some of us may get reading materials in ways we can't access or understand. Some of us may get forms that we can't fill out. Some of us experience barriers when we use alternate ways to sign documents.   |
| Nola Millin     | We can experience serious barriers communicating with health care, police, emergency and legal services. These are critical communication situations. Unlike people who are Deaf, we have no trained communication assistant service to support us communicating in these situations. |