



ESSENTIAL SERVICES

Effective communication is critical in health care, emergency, police, legal, and other essential services.

We expect these services to have:

- staff who are trained to communicate with us
- access to a communication assistant to help with communication, if we need one
- emergency picture, alphabet boards and communication tools that we can use in these situations

WHAT WE CAN DO

- we can learn about our rights
- we can tell people how to communicate with us
- we can ask for the communication supports we need

COMMUNICATION ACCESS

Check out our online courses given by people with communication disabilities.

Go to courses.cdacanada.com to learn about:

- Communication access rights
- Communication assistants
- Using the communication assistance database
- How to train a communication assistant
- Communicating in healthcare and justice situations
- What services can do to be communication accessible

FIND COMMUNICATION ASSISTANCE

database.cdacanada.com

Communication Disabilities Access Canada (CDAC) is a national, non-profit organization.

CDAC promotes human rights, accessibility and inclusion for people who have speech and language disabilities.

www.cdacanada.com



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ACCESSIBILITY INCLUDES COMMUNICATION

**NEW
RESOURCES**



ACCESS SYMBOLS

Symbols tell people about disabilities and access to services.



The wheelchair symbol tells people about ramps to get into buildings.

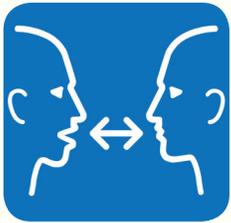


The sign language symbol tells people who are Deaf that sign language services are available.



The Braille symbol tells people who have visual impairments that they can get documents in Braille.

THE COMMUNICATION SYMBOL



The communication symbol tells people about accessibility for those of us who have communication disabilities

It shows that communication:

- involves two people
- is about interaction
- is about giving as well as receiving information
- is about listening and watching

COMMUNICATION ACCESS

Depending on our individual needs, we may want people to do things so that we can:

- understand what they are saying
- have them understand our messages
- use the communication methods that work best for us
- communicate at meetings, public events and over the telephone
- read and understand their written information
- sign documents and complete forms in ways that are accessible for us



COMMUNICATION RIGHTS

We have a right to:

- be treated with respect
- be taken seriously
- understand what a person is saying to us
- have our messages understood by another person
- use the communication methods that work best for us
- have people follow our instructions on how to communicate with us
- get extra time to communicate
- ask questions and express our own thoughts, in addition to answering questions
- request a communication assistant if we need one
- connect over the telephone or use another way that works better for us
- have opportunities and supports to communicate at meetings and public events
- get documents in way we can read and understand
- get supports we may need to complete forms, sign documents and take notes