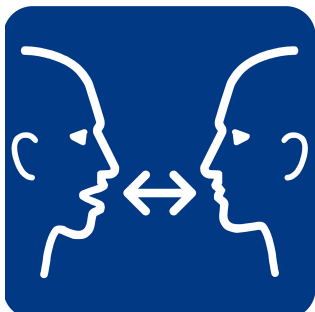


Communication Access



Making your business communication accessible involves giving all clients the right to...

- Understand what you are saying
- Be understood themselves
- Use the communication methods that work best for them

Communication Disorders...

- Are highly variable
- Can be visible (e.g. using a device to communicate) or invisible (e.g. struggling to understand complex language or social skills)



For more information & resources

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References:

Communication Disabilities Access Canada
(<https://www.cdacanada.com/resources>)

SCOPE Australia

(<https://www.scopeaust.org.au/>)

Collier, B., Blackstone, S.W., & Taylor, A. (2012).
Communication Access to Businesses and Organizations
for People with Complex Communication Needs.
Augmentative and Alternative Communication, 28(4),
205-218.

COMMUNICATION SUPPORTS

Making your business more accessible



What Can You Do?

Be Respectful

- Speak directly to your client, not whoever is with them
- Speak with a respectful and normal tone and volume
- Assume competence of your client
- Stand or sit so that you are at face level with your client



Adjust Behavior



- Be patient
- Give your client time to communicate their message
- Don't pretend to understand if you don't, repeat what you did understand and then have them clarify
- Ask your client what works best for them
- Adjust your behavior to fit their needs

Provide Supports

- Provide written materials in easy to read language
- Use visual aids to help with comprehension
- Give the option of using email or texting instead of phone calls
- Always ask what supports will help your client be the most successful and try to accommodate them

