

**Phil & Jennie Gaglardi Academy
School Accessibility Plan
2026-2029**

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Section 1: Introduction

About Our School Community

Phil & Jennie Gaglardi Academy (PJGA) is an independent school that serves approximately 295 students from the Comox Valley. The school operates one campus located at 1475 Noel Avenue and offers a Christian education from Pre-K to 12.

In general, PJGA is a place that focuses on excellence in academic foundations and expression in creative and performing arts. Every student has the opportunity to hear the gospel of Jesus Christ through daily devotions and prayer, Bible classes, weekly Chapels, and their age-appropriate Missions program. Special education programs are also available for students with special education needs.

From Kindergarten to grade 6, students learn foundational skills in a safe and nurturing environment, and classroom learning is balanced with field trips, sports, Missions, and other extracurricular activities.

Middle school begins in grades 7-9 where students continue their academic learning from specialized teachers paired with opportunities to expand their experiences through hands on applied skills like Carpentry, technology, and Arts Education. Cross-enrolled students enter PJGA to take advantage of enriched courses that are not offered in home-school environments.

In grades 11-12, students enter the AIM Grad Program. The AIM (Acquire, Inspire, and Mentorship) program, while continuing to focus on academic excellence, helps transition students for life after high school and develops the skills required to successfully enter the workforce today.

The PJGA leadership team includes a School Principal, Vice-Principal, Business Manager, and Inclusive Education Lead (IEL). Additionally, the school is comprised of 20 qualified teaching staff, 9 EA support staff, 3 office administrative assistants, and 4 custodial staff.

PJGA is the operating school held by Northgate Christian Education Society (NCES). NCES is a registered, non-profit, charitable Society. Board members are invited to participate on the Board and may serve a maximum of 2- or 3-year terms. The School Board establishes the Society's bylaws, school policies, and yearly school Budgets.

Board meetings occur once per quarter. The School Director, reporting to the Board, acts as Senior Manager of the organization. PJGA has a well-established parent advisory council (PAC) and is also a separate registered society. Parents are strongly encouraged to participate in PAC.

A Message from the School Principal

At Phil & Jennie Gaglardi Academy, we are committed to providing a learning and working environment that supports all students and staff and provides equitable opportunities to support our diverse community. A key element to supporting our community is the development and consistent review of a Three-Year Accessibility Plan. This plan identifies system needs, priorities, and action plans, and draws on feedback from our school community and the work of the Accessibility Committee to enhance equity of access to programming and our facilities.

PJGA's Accessibility Committee consists of a small group of interested and invested parents and school staff who work with children and adults with mental or physical disabilities. PJGA continues to develop a diverse and multi-disciplinary team that meets regularly to affirm the school's commitment to and the Accessibility Committee's recommendations for identifying priorities and developing and monitoring action plans highlighted in the Three-Year Accessibility Plan. The plan identifies measurable actions across the pillars of the Accessibility Act, supporting equitable opportunities for persons with mental and physical disabilities by identifying, lowering, removing, and/or preventing barriers to access.

PJGA recognizes the importance of accessibility and seeks to find ways to address these in order to benefit not only our students with mental and physical disabilities but also the entire community. Our school is committed to advancing the efforts of the Accessibility Committee to improve equity and ease of access to services, as well as access to the school's facilities. Through the actions in this Three-Year Accessibility Plan, our school is committed to continuous improvements in developing an environment that supports all students, staff, and the larger school community.

Definitions

Accessibility: The state of having programs, services and environments that allow all individuals to participate fully in society without encountering barriers.

Accessibility Committee: An official group formed by one or more organizations in collaboration with people with disabilities to create an accessibility plan and feedback mechanism.

Accessibility Plan: A plan developed by an Accessibility Committee that identifies challenges and solutions for addressing accessibility barriers.

Barrier: Anything that hinders the full and equal participation in society of a person navigating needs or disabilities. Types of barriers in the educational setting:

1. **Learning Barrier:** any barrier that limits or prevents learning, whether it is through inadequate engagement, representation of the content, or expression of ideas and communication.
2. **Architectural and Physical Barrier:** A barrier resulting from building design, the area adjacent to the building, shape of rooms, the size of doorways, lack of accessibility features, blocked paths of travel, and so on.
3. **Attitudinal Barrier:** A barrier that arises from the attitudes of staff, students and the school community, including discriminatory behaviours and a lack of disability awareness.
4. **Policy or Practice Barrier:** Rules, regulations and protocols that prevent a person from performing their job satisfactorily or participating in society. Policy, practice, and procedures that prevent a student from accessing the curriculum and fully participating in the school community.
5. **Resource Barrier:** Barriers resulting from inadequate technology, funding, staff, or tools.
6. **Temporal Barrier:** Barriers that occur during a specific time, such as busy times of day or during special events.

Disability: The state of being unable to participate fully and equally in society as a result of the interaction between an impairment and a barrier. ([For more information about disability and types of disability and support, refer to Appendix A: Disabilities.](#))

Impairment: A physical, sensory, mental, intellectual, or cognitive limitation, whether permanent, temporary or episodic.

Section 2: Framework Guiding Our Work

The PJGA accessibility plan builds on global, national, provincial and school-specific actions to promote and support accessibility.

United Nations Convention on the Rights of Persons with Disabilities (CRPD)(2006)

In 2010, Canada ratified the CRPD and described the CPRD as follows:

“The Convention on the Rights of Persons with Disabilities is an international human right treaty aimed at protecting the rights and dignity of persons with disabilities without discrimination and on an equal basis with others. Parties to the Convention of the rights of Persons with Disabilities are required to promote and ensure the full enjoyment of human rights of persons with disabilities including full equality under the law.”

Canadian Charter of Rights and Freedoms

The Accessible Canada Act (ACA) came into force in 2019, with the overarching goal to realize a barrier-free Canada by 2040. This act applies to federally regulated entities. The ACA has seven focus areas, and was developed based on the following guiding principles:

Accessible B.C. Act

The Accessible British Columbia Regulation, under the Accessible British Columbia Act, came into force on September 1, 2022. These regulations identify schools as accessible organizations, and school districts and independent schools will be required to have an Accessibility Committee, an Accessibility Plan, and a tool to receive feedback on accessibility by September 1, 2023: The goal of the Act is to improve opportunities for people with disabilities and involve them in identifying, removing, and preventing barriers to their full participation in the life of the province.

Our Commitment to Accessibility:

Accessibility refers to the degree of ease with which people with disabilities can use and enjoy something such as a device, service, or place. At PJGA, we are committed to providing an environment that is accessible and practical for all members of our diverse community. We recognize the importance of conscious planning, design, and effort in ensuring that barriers are removed and accessibility is increased.

Our school is committed to working collaboratively with the community to provide equitable treatment to people with disabilities in a way that respects their dignity. To achieve this goal, we have outlined the following commitments:

- Engage with staff, community members and people with disabilities in the development and review of its accessibility plan.
- Ensure that our school board policies and procedures align with the principles of accessibility.,
- Improve access to facilities, policies, programs, practices, and services for students, staff, parents/guardians, volunteers and community members.
- Continually improve accessibility for people with disabilities in our school community. disabilities.

Our Approach:

At PJGA, we believe that all members of our community have the right to be treated with dignity, given an opportunity to participate, and provided with access to learning and community. Our approach is grounded in the core provincial principles of accessibility, including adaptability, collaboration, diversity, inclusion, self-determination, and universal design.

In April 2023, we began the process and in the Spring of 2026 we updated our accessibility committee. We once again discussed and identified barriers to accessibility in our school community and possible solutions. This is an ongoing process and the school will continue to endeavor to improve accessibility for our community members.

Steps we have taken and continue to take:

- Calling for applications for members of the Accessibility Committee
- Assessing the current physical and architectural accessibility of our school.
- Conducting surveys and interviews to understand the issues, challenges, and priorities of stakeholders within our school community
- Holding key discussions to identify barriers to accessibility
- Developing a school feedback tool
- Prioritization of actions to be taken
- Establishing a monitoring and evaluation process

Our approach is designed to recognize the gaps and opportunities to improve accessibility in our school community. By engaging in thoughtful planning, meaningful engagement, training, and direct action, we aim to deliver lasting accessibility improvements for all members of our community.

Recent updates in 2026 include:

- New Committee
- Review and update of the 2023 plan
- New reporting form
- Improved public access

Section 3: The Accessibility Committee

Purpose of the Accessibility Committee

Under the Accessible B.C. Act, organizations must establish an Accessibility Committee to assist with identifying and preventing barriers to individuals in or interacting with the organization. The purpose of the accessibility committee is to work collaboratively to assess and improve community accessibility, focusing on the experiences of individuals with disabilities while encompassing the whole community. The Accessibility Committee also advises the School Director and Board on strategies to reduce social, physical, sensory and other barriers that prevent people from fully participating in all aspects of school community life.

Recruitment to the Accessibility Committee

Under the Accessible B.C. Act, the selection of accessibility committee members must, to the extent possible, align with the following goals:

- At least half the members are persons with disabilities (PWD), or individuals who support or are from organizations that support PWDs;
- At least one member is an Indigenous person; and
- Members reflect the diversity of persons in B.C.

A update to the Accessibility Committee was conducted in June 2026 to recruit a diverse representation as outlined above. Current members of the Accessibility Coordinating Committee are listed below.

Accessibility Committee Membership

Committee Membership 2026	Position/Representation
Amanda Borkowski	Parent of Indigenous children with disabilities
Berenice MacKenzie	Principal
Candice Woloshyn	Staff / Parent of students with disabilities
Catherine Hewgill	IEL
Cathy Kennedy	Teacher & Admin
Jeff Bobyk	Business and facilities manager
Joshua Clark	Person of mixed ethnicity and foster parent of Indigenous child

Section 4: Consultation Conducted

Barrier-identification Methodologies

The Accessibility Committee used the following barrier-identification methods:

Methodology	Description	Status
Audit of policies and practices	A review of current policies and practices that promote accessibility and inclusion was conducted by key staff members. Policies being reviewed and updated monthly.	Ongoing: Aug 2026
Survey to Staff	An accessibility and inclusion survey will be updated and distributed to staff.	(Sept 26) Pending
Survey to Parents/Guardians	An accessibility and inclusion survey will be updated and distributed to parents/guardians.	(Sept 26) Pending
School Physical Accessibility Audit	An Assessment of School Physical Accessibility was developed. An audit team was identified, and they conducted the School Physical Accessibility Audit.	(Oct 26)
Accessibility Feedback Tool	A feedback tool was reviewed in August 2026 and is posted to the school website. Information from this tool is gathered and will continue to be shared with school stakeholders (i.e., students, staff, outside professionals, and parents/guardians).	(Aug 2026)
Accessibility Committee	The Accessibility Committee will review the input and feedback from the most recent survey, assessment, and feedback tool. The Committee collaborated to suggest priority areas to target in the Accessibility Plan. This was shared with administrators and the Board, who gave the final approval of priority areas for the plan.	June 2026, October 2026 February 2027, June 2027, (ongoing)

Section 5: Accessibility Feedback Tool

The school developed an online feedback tool that includes a series of questions about accessibility experiences that students, staff, and members of the school community could complete. The tool is posted on the “About” page of the school website, and an information announcement about the tool was provided to students, staff, and parents/guardians. Feedback can be anonymous, or people can add their name and contact information if they wish to be contacted. There is also an option for people to upload a video, voice recording, or photo(s).

The following is the overview of the online Accessibility Feedback Tool.

Report an Accessibility Barrier or Support

At Phil & Jennie Gaglardi Academy, we want to learn about specific barriers that people face when they are trying to:

- Access a school program, building, or school information
- Receive a service or support

The PJGA Accessibility Committee will review your responses to the questions below for their consideration. This information can be submitted anonymously, or you can provide your contact details at the bottom of this form if you wish to be contacted.

1. Please provide the date the barrier or support was experienced.
2. Please select the location where the barrier or support was experienced.
3. What were you or someone you know trying to access?
4. Accessibility barrier or support details (be as specific as possible).
5. Do you have any recommendations for what would make it better?
6. Attach files if you wish to provide additional information (e.g., video, voice recording, photos).
7. Please provide your name and email or phone number if you would like to be contacted. (optional)

Thank you for providing your valuable feedback! You will be contacted shortly if you provide your contact details.

Section 6: Accessibility Accomplishments and Barriers

Key Discussion Themes – Accessibility Accomplishments Identified

The guiding principles of inclusive practice inform PJGA school programs, policies, practices, and services to reduce and minimize barriers to accessibility for people with disabilities. We strive to create an environment that is accessible and to ensure continuous improvement in accessibility.

There are a number of initiatives underway at PJGA to identify, remove and prevent barriers for people with disabilities. The following is a synopsis of some of the major achievements noted:

Learning

1. Students with diverse needs and disabilities are included in regular classes.
2. Teachers regularly use some key universal supports, including access to audiobooks, assistive technology, use of visual schedules in all classes, use of Google Classroom for notes and supplemental materials, and Braille Support.

Equity

1. Shared information on the Accessibility Act with school staff, students, and parents/guardians.
2. Updated Anti-discrimination Policy, and staff are trained and equipped to deal with discrimination and equity issues that arise.

School Policies and Practices

1. Mental Health and Well-being Supports
 - The school recognizes the importance of the mental health and well-being of its students and staff.
 - Training programs are offered to staff to promote student mental health, improve personal mental health and well-being, and reduce stigma associated with mental illness.
2. Accessibility Awareness Training
 - Ongoing training continues to be provided to staff and students that supports

accessibility awareness, obligations, and inclusive environments.

3. Access to a Counsellor
4. High School mental health conference grades 7-12
5. Parent Info Nights
6. ELL/ESL family pair-ups. (to support immigrant families)

Physical and Architectural Environment

1. The school continues to conduct Physical and Architectural Environment Audits.
2. The school has invested in several upgrades to existing facilities to new standards that support accessible school communities. Investments have been targeted to upgrade washroom accessibility and ramps, upgraded fire alarms complete with strobes, and parking and curb cut enhancements to support main entrance access improvements.
3. NEW IDEAS:
 - o Outside exterior washroom door access with ramps
 - o Handrails at existing stairs
 - o Stair reflector tape
 - o Signage for visual impairment
 - o Ramp for the undercover area
 - o Wheelchair accessible washroom for staff/adults (in main building)
 - Adding additional washroom stalls or facilities for staff/adults, adding a single-use wheelchair-accessible washroom in the learning support room.

Key Discussion Themes – Accessibility Barriers Identified

Learning Barriers

1. Lack of individualization and differentiation - At both the elementary and secondary levels, some teachers and EAs are relying on blanket approaches to accommodation and differentiation rather than assessing each student on an individual basis.
2. Teaching staff are not consistently applying Universal Design for Learning (UDL) in classrooms.
3. The breadth and accessibility of learning resources for students with varying disabilities.
4. Negative Attitudes – Parents who resist in identifying their children as having learning needs

and older students (grades 6-12) who resist accommodations in the classroom.

5. Staff not adequately trained/familiar with technology
6. Both cultural and language barriers without proper ESL/ELL support

Physical and Architecture Environment Barriers

1. Some classrooms have noise issues that make it difficult for some students due to auditory sensitivities.
2. Most classrooms do not have sound fields to support students with hearing impairments or attention issues.
3. Access for people with physical disabilities.
 - o Front doors of the main and new building
 - o Gym/undercover area of the main building
 - o Access to the playground for wheelchairs
4. Inconvenient access to the front door for those in wheelchairs.
 - o Fix the wheelchair accessibility issue in the new building.

Attitudinal Barriers

1. No issues yet identified. Will continue to monitor.

Resource Barriers

1. Teachers and students continue to become familiar with the accessibility features on school laptops/computers such as voice-to-text, text-to-speech, web readers, and other technology as it becomes available.

School Policy and Practice Barriers

1. Parents/guardians will continue to receive training on a variety of disabilities and accessibility issues as those issues are identified and appropriate resources can be obtained.
2. We continue to prepare and plan emergency evacuation protocols, individual plans, and evacuation equipment to ensure they are in place for students with physical disabilities.

3. Will add reflective strips and colored stairs to aid in depth perception.
4. Continued research and upgrades to our playground and facilities.

Section 7: Our Three-Year Plan (2026-2029)

Overview:

This Accessibility Plan outlines the measures Phil & Jennie Gaglardi Academy will continue to take to remove and prevent barriers and to promote inclusion for individuals with disabilities in our school community. The plan is based on the Accessible B.C. Act.

Accessibility Priorities:

Based on the feedback gathered from staff, parents/guardians, and students, and the ongoing Physical and Architectural Environment Audits, the Accessibility Committee has identified the following areas as the top priorities for improving accessibility in the school community.

Priority #1: Learning

PJGA will enhance the accessibility of access to learning for all individuals, including those with disabilities, through the following actions:

Objectives	Actions	Timeline
Equip teachers to design lessons using UDL (Universal Design for Learning) principles	• Provide professional development for educators on UDL • Provide collaboration time and coaching to increase teacher capacity to use UDL lesson planning	2026-2027 Pro-D
Ensure that all communication to staff, students, and parents/guardians is written in plain language and is available in alternate	• Survey parents/guardians to determine their preferred method of communication and format • Develop guidelines and examples for communication to all stakeholders	Ongoing

formats upon request		
Improve the number and type of accessible format resources for students	Teachers and inclusive education team continue to offer accessible book and website suggestions for class units of study	2026-2029
	Subject area teachers and inclusive educators develop unit study menus of differentiated and alternate resources to meet student needs	2026-2029
Increase training in the use of accessibility and assistive technology and materials. In-depth review of the IEP/SLP/AIP process	Provide staff training on the various types of accessibility and assistive technology materials available and how to use them.	2026-2029
	- Inclusive education team and classroom teachers train all students on the accessibility and assistive technology resources. - Streamline processes to improve the timeliness of supports needed in the classroom	2026-2029 Ongoing

Priority #2: Physical and Architectural

PJGA will improve the accessibility of the physical and architectural environment for all individuals, including those with disabilities, through the following actions:

Objectives	Actions	Timeline
Develop a standard for both vision and hearing-impaired-related accessibility issues (including sound and light sensitivities)	Assess noise issues and determine solutions in classrooms and other areas of the school	Ongoing
	Assess vision issues and determine solutions in classrooms and other areas of the school	Ongoing
Install front door access button to improve access for those with physical disabilities	- Portable doors have been installed; presently troubleshooting problems. - Continuing to investigate how	2026-2027

Continue to analyze and try various best practices for student pick up/drop off point.	to install front door access button for the main building. • Pave parking lot and improve access for wheelchairs.	2026-2029
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Priority #3: School Policy and Practice

PJGA will review and revise policies and practices to ensure they align with the principles of accessibility, and to address any identified gaps in staff training or knowledge on accessibility issues.

Objectives	Actions	Timeline
Summarize and celebrate current accessibility practices within the school.	• Conduct an audit of school accessibility practices and summarize the results	Ongoing as repairs and deficiencies are corrected
Identify areas needed for further staff training on accessibility issues	• Develop priorities for staff accessibility training and develop or identify training modules for staff	Ongoing
	• Develop an implementation plan to provide the accessibility training needed for current staff and new staff induction	Ongoing
Develop Emergency Plans for people with disabilities	• Continue to develop evacuation procedures for students with mobility considerations, acquire EVAC chairs, provide staff training, and practice the plans in emergency drills	May 2026 - Ongoing

Priority #4: Resources

PJGA will increase awareness and training on assistive technology for staff as well as students with disabilities.

Objectives	Actions	Timeline
Increase awareness of specific assistive technology for staff and students' needs with disabilities	• Conduct class reviews of technology needs for students	Ongoing
	• Provide training for staff on the various technology needs of students	Ongoing
Provide access and training for the various technology tools needed	• Professional development for staff. • Technology implementation plan for training and supporting students in technology use	Ongoing

Section 8: Monitoring and Evaluation

The Accessibility Planning Committee meets three times a year to review progress and evaluate the effectiveness of the plan's implementation and plan for increased accessibility throughout the school. The committee will ensure the following steps are taken regarding the Three-Year Accessibility Plan:

1. Prepare an annual status report at year-end on the progress of the measures taken to implement the plan.
2. Review and update the Three-Year Accessibility Plan every three years in consultation with persons with disabilities and other relevant community members.

Section 9: How to Give us Feedback

In addition to the public availability of the plan, PJGA will continue to post an annual status report on the progress of the Three-Year Accessibility Plan on the school's website. Accessible formats of the plan will be made available upon request.

Questions, comments, or feedback regarding the Accessibility Plan may be directed to the Accessibility Committee at accessibility@gaglardiacademy.ca

Section 10: Appendices

Appendix A: About Disability

The Disability Continuum

Although there is no universally accepted meaning for the word "disability". However, the Ontario Human Rights Code provides definitions of disability that form our guiding principles. Definitions of disability can be placed on a continuum. At one end, disability is explained in terms of medical conditions (medical model). At the opposite end, disability is explained in terms of the social and physical contexts in which it occurs (environmental model).

The medical model focuses on deficiencies, symptoms, and treatments. The World Health Organization's (WHO) 1976 definition for disability, for example, is "any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being." Medical model definitions promote the idea that disability is a deviation from the norm.

Many people with disabilities are troubled by definitions that regard disability as abnormal, preferring instead to portray disability as commonplace, natural, and in fact, inevitable. As people age, they experience gradual declines in visual acuity, auditory sensitivity, range of motion, bodily strength and mental powers. Significant functional limitations affect almost half of people between the ages of 55 and 79, and over 70% of people over 80 (World Health Organization (WHO) report titled "Ageing and health", 2015). Beyond middle age, disability is the norm.

The environmental model explains disability in relation to social and physical contexts. In this view, the environment, not an individual's medical condition, causes disability. For example, during an electrical blackout, a person who is completely blind can effortlessly navigate around the home, hammer nails, and, if a Braille user, read a novel.

A sighted person would be unable to perform these tasks easily, if at all. In this example, the environment disables the sighted person.

The environmental model emphasizes that people with disabilities are capable individuals, and it is the barriers in the built and human environments, not their medical conditions, that

create disability. Disability occurs when the world is designed only for a certain way of living, without considering the natural variation among human beings. Barriers are created by humans, and modifying how we live, the tools we use, and our understanding of the proper way to do things can eliminate or minimize design problems that cause barriers. Systematic barriers can be eliminated by modifying policies, plans, and processes. Attitudes that cause barriers can be addressed through disability awareness, respect, and positive interactions with people with disabilities.

Types of Disability and Functional Limitations

A person's disability may make it physically or cognitively challenging to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic.

There are many kinds of disabilities, including physical, sensory, hearing, mental health, developmental and learning. Disabilities can be visible or invisible.

Visual Disabilities

Visual disabilities reduce one's ability to see clearly. Very few people are totally blind. Some have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light. Impaired vision can restrict a person's ability to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a visual disability. Others may use a guide dog or white cane.

Here are some suggestions to help you interact with people with visual disabilities:

- Identify yourself when you approach the person and speak directly to them.
- Speak normally and clearly.
- Avoid referring to the disability or using phrases like "handicapped".
- Unless it is an emergency, only touch the person if you have been given permission.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Service animals are working and have to pay attention at all times. Refrain from

engaging with the animal.

- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so. Don't just assume the individual can't see you.
- When entering a room, show the individual to a chair, or guide them to a comfortable location.
- Identify landmarks or other details to orient the person to the environment around them.
- Ensure you say good-bye prior to leaving the individual.
- Be patient. Things may take a little longer.

Hard of Hearing and Deafness

People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees. People who are hard of hearing may require assistive devices when communicating. While some people may use sign language, notes or hearing aids when communicating, others may also use email, pagers, TTY telephone service or Bell Canada Relay Service.

Here are some suggestions to help you interact with people who are deaf or hard of hearing:

- Always ask how you can help. Don't shout.
- Avoid referring to the disability or using phrases like "handicapped".
- Attract the person's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where the person can see your face.
- Look at and speak directly to the person. Address the person, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Keep your face clearly visible when speaking.
- Be clear and precise when giving directions and repeat or rephrase if necessary. Make sure you have been understood.
- Service animals are working and have to pay attention at all times. Refrain from engaging with the animal.
- Any personal (e.g., financial) matters should be discussed in a private room to

avoid other people overhearing

- Be patient. Communication for people who are deaf is different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.

Physical Disabilities

There are many types and degrees of physical disabilities and not all require a wheelchair. For example, people who have arthritis, heart or lung conditions, or amputations may also have difficulty moving, standing or sitting. It may be difficult to identify a person with a physical disability.

Here are some suggestions to help you interact with people with physical disabilities:

- Speak normally and directly to the person rather than someone who is with them.
- People with physical disabilities often have their own ways of doing things. Ask before you help.
- Avoid referring to the disability or using phrases like “handicapped”.
- Be patient and be sure you understand their needs.
- Unless it is an emergency, refrain from touching any assistive devices, including wheelchairs.
- Provide the person with information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).

Intellectual Disabilities

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or body language.

Here are some suggestions to help you interact with people with intellectual disabilities:

- As much as possible, treat the person with an intellectual disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.
- Don't assume what a person can or cannot do.
- Avoid referring to the disability or using phrases like "handicapped".
- Use simple words and short sentences.
- Make sure the person understands what you've said.
- If you can't understand what's being said, ask again.
- Give one piece of information at a time.
- Be polite and patient.
- Speak directly to the person, not to someone who is with the person.

Learning or Cognitive Disabilities

Learning or cognitive disabilities can result in a host of different communications difficulties for people. They can be subtle, as in having difficulty reading, or more pronounced, but they can interfere with the person's ability to receive, express or process information. You may not be able to know that someone has one of these disabilities unless you are told, or you notice the way people act, ask questions or body language.

Here are some suggestions to help you interact with people with learning disabilities or disabilities:

- Patience and a willingness to find a way to communicate are your best tools.
- Recognize that some people with communication difficulties use augmentative communication systems such as Signed English and Picture Exchange System.
- When you know that someone with a learning disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to the person
- Take some time — people with some kinds of disabilities may take a little longer to understand and respond.
- Try to find ways to provide information in a way that works best for them. For example, have a paper and pen handy.
- If you're dealing with a child, be patient, encouraging and supportive.
- Avoid referring to the disability or using phrases like "handicapped".
- Be courteous and patient and the person will let you know how to best provide service in a way that works for them.

Mental Health Disabilities

People with mental health disabilities look like anyone else. You won't know that the person has a mental health disability unless you're informed of it. But if someone is experiencing difficulty in controlling their symptoms or is in a crisis, you may need to help out. Be calm and professional and let the person tell you how you can best help.

Here are some suggestions to help you interact with people with mental health disabilities:

- Treat people with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring and listen to persons with a mental health disability and their needs.
- If someone appears to be in a crisis, ask him or her to tell you the best way to help.
- Take the person with a mental health disability seriously, and work with them to

meet their needs.

Speech and Language Disabilities

Some people have communication challenges. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards, sign language or other assistive devices.

Here are some suggestions to help you interact with people with speech and language disabilities:

- Just because a person has one disability doesn't mean they have another. For example, if a person has difficulty speaking; make no assumption they have an intellectual disability as well.
- If you don't understand, ask the person to repeat the information.
- Avoid referring to the disability or using phrases like "handicapped".
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Take some time. Be patient and polite and give the person whatever time they need to get their point across.
- Allow the individual to finish their sentences themselves without interruption.
- Patience, respect and a willingness to find a way to communicate are your best tools.

Deaf-Blind Disabilities

A person who is deafblind cannot see or hear to some extent. This results in greater difficulties in accessing information and managing daily activities. Most people who are deafblind will be accompanied by an intervener, a professional who helps with communicating. Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some suggestions to help you interact with people who are deafblind:

- Make no assumptions about what a person can or cannot do. Some

deaf-blind people have some sight or hearing, while others have neither.

- Avoid referring to the disability or using phrases like “handicapped”.
- A deaf-blind person is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to the person, as you normally would, not to the intervener.
- Identify yourself to the intervener when you approach the person who is deaf-blind.
- Don’t touch service animals – they are working and have to pay attention at all times.
- Unless it’s an emergency, refrain from touching a deaf-blind person without permission.

Appendix B: Suggested References/Resources

Global, Canadian and Local Accessibility Context and Legislation

[United Nations Convention on the Rights of Persons with Disabilities](#)

[Canada Ratifies the UN Convention on the Rights of Persons with Disabilities](#)

[Canadian Charter of Rights and Freedoms](#)

[British Columbia Framework for Accessibility Legislation](#)

[Accessible British Columbia Act](#)

[BC Accessibility Legislation Plan Language Summary](#)

Accessibility Planning Resources for Schools and School Boards:

[BC Accessibility Hub](#)

[Developing Your First Accessibility Plan: A Guide for BC Prescribed Organizations](#)

[Creating an Accessibility Committee](#)

[Universal Design](#)

[Special Education Technology BC \(SET BC\)](#)

[Accessible Resource Centre - BC](#)

[Standards Council of Canada](#)

[B6521-95 Barrier-Free Design](#)

[A Guide to Creating Accessible Play Spaces](#) (Rick Hansen Foundation)

[Canadian National Institute for the Blind \(CNIB\)](#)

[Provincial Resource Centre for the Visually Impaired \(PRCVI\)](#)

[Canadian Hard of Hearing Association](#)

[Canadian Hearing Services](#)

[Provincial Outreach Program for the Deaf and Hard of Hearing \(POPDHH\)](#)

[Auditory Outreach Provincial Resource Program](#)

[Provincial Outreach Program for Students with Deafblindness](#)

[Provincial Inclusion Outreach Program](#) (Complex Needs)

[Provincial Outreach Program for Autism and Related Disorders](#)

[Provincial Outreach Program for Fetal Alcohol Spectrum Disorder](#)

[Multiple Sclerosis Society of Canada](#)

[Learning Disabilities Association of Canada](#)

[Brain Injury Canada](#)

[Spinal Cord Injury Canada](#)

[Tourette Canada](#)

[Kelty Mental Health](#) (BC Children's Hospital)

[Gifted Children's Association of BC](#)

[Specialist Association of Gifted Educators in BC](#)