

INCLUSION: THE ANATOMY OF BEST PRACTICE

BEST PRACTICE = CUSTOMER SERVICE

1 PERSON FIRST

ENGAGE WITH THE PERSON, NOT THE DISABILITY

- Ask before you help someone.
- Think 'How would I feel if this were me'?



2 BE POSITIVE & RESPECTFUL

START BY SAYING "YES"

- It's okay to ask questions, or say you don't know.
- Speak clearly & directly to the person.
- Be aware of personal space.



3 IN YOUR GROUP OR CLASS



KEEP AN OPEN MIND

- Coach, train & facilitate as you would with any person.
- Accommodations may be necessary; As with any individual, ask "How can we figure this out?"

5 BE CREATIVE

START AN ADAPTIVE OR INCLUSIVE CLASS

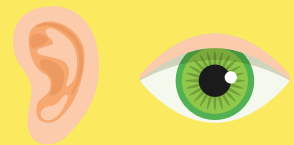
- Attend an inclusive program.
- There are many ways to include, from one-on-one lessons to fully integrated classes.
- There are also many ways to communicate: smiling, gestures, technology, good old pen & paper.



4 BE A LOCAL CHAMPION

INDIVIDUAL ADVOCATES MAKE THINGS HAPPEN

- Respond to what you hear & see.



6 INCLUDE BY INCLUDING

CHANGE STARTS WITH ONE STEP

- Do it yourself! With trained staff on hand. Modelling is best practice and extends the chain of inclusion.



7 ASK FOR HELP

WORK WITH OTHERS TO PROBLEM SOLVE

- Remember that some disabilities are invisible - consider this when interacting.

