

# 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

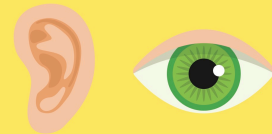
- Coach, train & facilitate as you would with any person.
- Accommodations may be necessary; As with any individual, ask "How can we figure this out?"



## 4 BE A LOCAL CHAMPION

INDIVIDUAL ADVOCATES MAKE  
THINGS HAPPEN

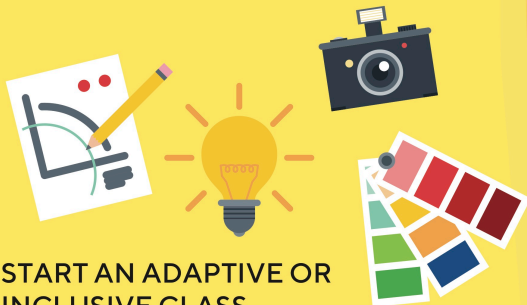
- Respond to what you hear & see.



## 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.



## 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.

