Advancing Accessible Communication for People with Intellectual Disabilities

A project by Inclusion Canada, People First of Canada, and The Centre for Addiction and Mental Health

An Easy Read version of our final recommendations

INTRODUCTION

This project focused on ways to make government information more accessible for people with intellectual disabilities and their families.

We read what people have written in journal articles, books, and reports.

We spoke to different people to learn about their ideas for making information accessible.

We tested different formats and got feedback from people.

611

In total, we collected information from 611 people during different stages of this project.

This included people with intellectual disabilities, family members, support staff, Indigenous Elders, researchers, and communication workers.

We used what we learned to make recommendations to the Government of Canada.

The government should take the following actions. This will help make information more accessible.
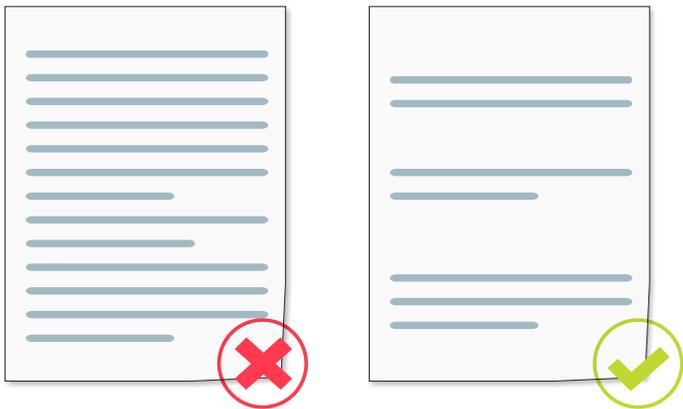
Recommendation #1

Use clear and simple language.

Recommendation #2

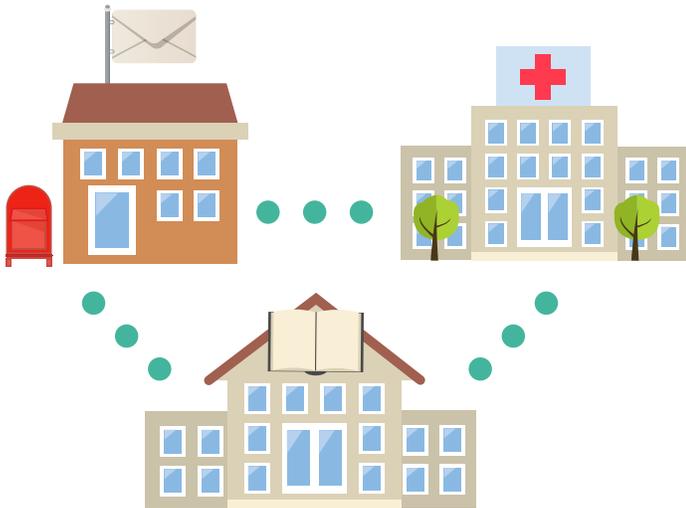Offer more than one way to get information.

Recommendation #3

Make materials simple but still have all the main details.

Recommendation #4

Make sure materials explain what people need to do and why.

Recommendation #5

Make sure materials are provided in many places at the time it is needed.

Recommendation #6

Include tools for family and supporters.

Recommendation #7

Make sure materials have a phone number and website address.

Recommendation #8

Write documents that have clear information and use the same format.

Recommendation #9

Use images to help explain the information.