

Easy to Understand Communication

Presented by CHAICA SULTAN

Expert Group Meeting

About me



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What I will talk about...

- What is Easy to Understand Communication
- What are the Listen Include Respect guidelines
- Good Examples of Easy to Understand communication
- Conclusion

What is Easy to Understand communication?

Easy to understand communication is...

Using easy, clear ways of communicating
so that everyone can take part and
understand

Easy to understand communication is...

Not the same as Easy Read

Not just about documents

About removing barriers
and building awareness

Including people with
intellectual disabilities
from the start

Different for different
people

Getting the support we
need to access and
understand

Easy-to-understand communication could be used in...



Documents



Websites



Emails



Video & Audio



Meetings



Webinars



Everyday
Conversations

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How do I feel when communication is not easy to understand?

I feel confused

I feel like I am not able to understand or follow along

I feel like I am not important

I feel like I am not taken seriously

I feel like I am not able to participate

I feel excluded

Why is easy-to-understand communication important?

It is our right!

Why is easy-to-understand communication important?

It helps us understand information

It helps us feel heard and that our input is valued

It allows us to feel like we are part of the team

It makes us feel good and confident to be ourselves

It helps us feel guided and supported

It helps us feel included

What are the Listen Include Respect guidelines

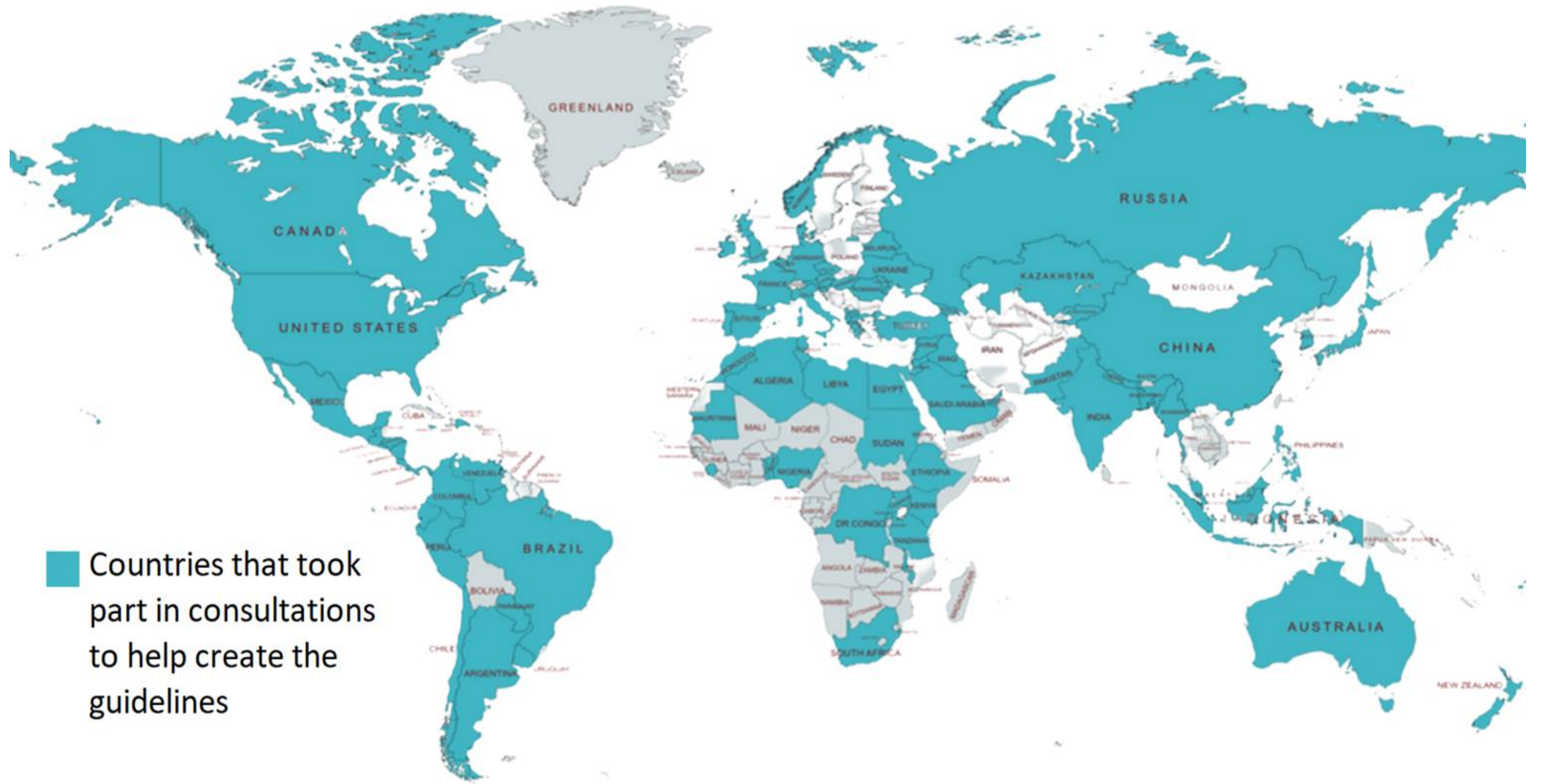
- Downs Syndrome International and Inclusion International worked together on Listen Include Respect guidelines.
- The guidelines have been created by organisations of people with intellectual disabilities all around the world.
- The guidelines are for all types of organisations.
- They explain what people with intellectual disabilities want and need to take part and be included in an organisation's activities and decision-making




**LISTEN
INCLUDE
RESPECT**
International Guidelines
for Inclusive Participation

Who contributed to making Listen Include Respect?





 Countries that took part in consultations to help create the guidelines

We heard that the main barriers to participation are:



- **A lack of understanding about intellectual disability.** This leads to discrimination and exclusion.
- **No reasonable accommodations.** Our different needs are not recognised.
- **No support or Poor support**
- **Time and money are not dedicated to our participation**
- **Inaccessible communication**

Listen Include Respect addresses these barriers.



- The members of Inclusion International and Down Syndrome International told us about what worked to help people with intellectual disabilities overcome the barriers.
- The guidelines include,
 - **the principles of inclusive organisations**
 - And **how-to checklists** that explain the different ways organisations can make their ways of working more accessible and inclusive

For example, members told us to make easy to understand communication organisations must....



- **Talk to people with intellectual disabilities from the start.** We are the experts, we can tell you what will work best for us. Listen to us and do not assume what we need.
- **Pay people with intellectual disabilities for our expertise.**
- **Plan for one version.** We usually get easy info much later after a ‘full’ version is translated which is not fair, we are left behind.
- **Talk to people with intellectual disabilities about how to share your information.** It is not useful unless we know about it and can use it.

You can find out more about our networks' Listen Include Respect guidelines here:



<https://www.listenincluderespect.com>

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Examples of easy to understand communication

Examples of Easy to understand communication



Easy Read

Easy Read is a written format with easy text and pictures that help explain the text. Easy Read and Easy to Read are popular formats.



Videos

Videos are easy to understand because you can listen and watch. Watching a video is quicker than reading and is useful for people who do not read. Videos can also be shared easily.

Examples of Easy to understand communication



Plain language

Plain language is easy-to-understand text that is short, clear and uses everyday language. Plain language is very useful in emails and on websites.



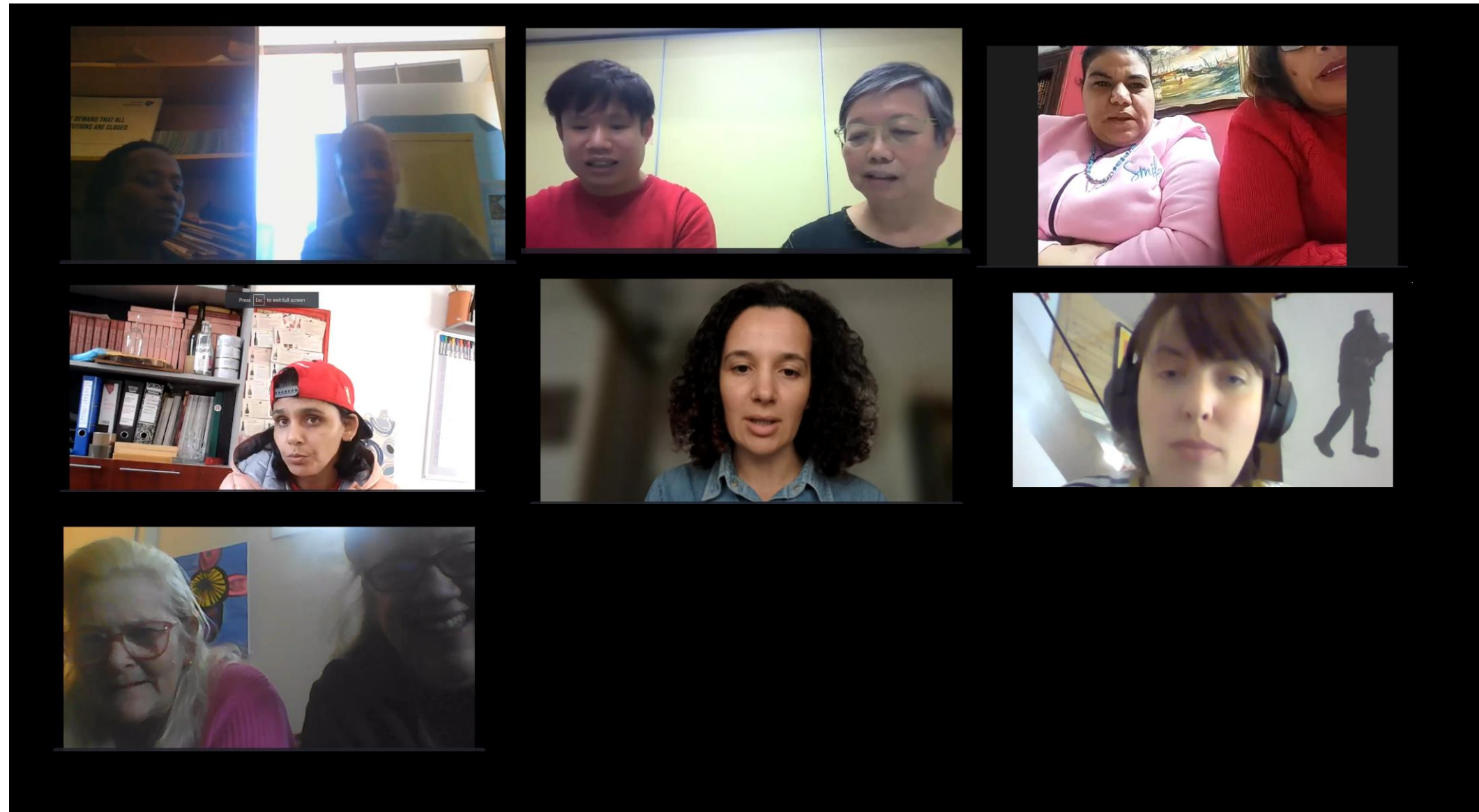
Meetings

Meetings are an important way of communicating. Lots of work and decisions are made in meetings, so they must be accessible to us. Small changes can make meetings easier for us to take part in. Meetings are helpful for people who may want to ask questions.

Example of easy to understand communication

Videos

Example of an easy to understand video



- An group of people with intellectual disabilities, including survivors of institutions, came together to make an accessible version of the Committee on the Rights of Persons with Disabilities Deinstitutionalisation Guidelines.
- The group were from Hong Kong, Romania, Kenya, Egypt and Canada.
- The group met 4 times and were paid for their work.
- **The group decided a series of videos was the best way to share the guidelines.**

The group decided together:

The format of the videos
animation and
personal stories

The animation style

An easy-to-understand
script

The personal story
interviews

Feedback and edits
for the animators

How the videos
will be shared with others

Why is it easy to understand?

Script checked by people with intellectual disabilities

Simple clear animation

Short on each topic



Language is clear

Easy to share

On Youtube, which is a platform people use and are familiar with

Personal stories help to explain the subject

Example of easy to understand communication

Meetings

My experience with meetings

For me, meetings are the best way to communicate.

Work gets done quickly, and I can ask questions and understand more clearly.

My supporter is with me and can support me to follow up on decisions

My negative experience



- I was not given the information in advance to prepare for the meeting
- The materials were difficult to understand
- During the meeting, people were speaking too quickly and not using accessible language
- There was a lack of time for translations
- The meeting was too overwhelming for me to speak or share my ideas
- I did not feel involved in the conversation

These meetings were for a group that meet regularly.

I offered to use **Listen Include Respect** training.

I wanted to help the group organisers understand the barriers I faced in the meetings.

I led the training and gave recommendations on changes they could make so I was included and could understand.

My positive experience



- Information about the meeting was send in advance
- There was a pre-meeting that gave me a chance to ask questions
- Communication, materials, and presentation were clear, short and accessible
- Everyone had the support that they needed
- We had extra time to think and ask questions
- The meeting environment was a warm and friendly
- I felt like I belonged in the meeting

Example of easy to understand communication

Creating national standards

- People First of Canada is a national self-advocacy organisation.
- They are working to make national guidelines on inclusive participation.
- The guidelines are for the Disability Coalition which is a group of disability organisations in Canada who give advice to their government.
- The guidelines will be used as the standard for meetings and events at the national level.
- The goal is these guidelines will become the standard in Canada and will be used at all levels of work in the country.
- **They are using the global guidelines [Listen, Include, Respect](#) to guide this work.**



Dewlyn Lobo, President of People First Canada says...



“I feel more included when information is easy to understand. I feel more independent. I can follow along without help. It also helps me do more than just understand. It also helps me to be able to give information to other people. It helps me to be more involved and included in many ways.”

Conclusion

Communication is **everywhere**, from information, to meetings, to everyday communication.

When communication is not **easy to understand**, we are excluded.

By applying easy-to-understand communication everywhere, people with disabilities can take part in society and be **included**.

People with intellectual disabilities **must** be part of planning and creating easy-to-understand communication.

Thank You

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