

# FACT SHEET

## EXPLAINING NEW TASKS

Please consider the following helpful tips when demonstrating tasks to volunteers with a disability:

- Ask questions!
- Encourage the volunteer to ask questions
- Offer assistance if it appears necessary, but don't assume that a person with a disability needs or wants it
- Ensure that tasks and instructions are clear and specific
- When explaining a new task or concept, use open questions to check understanding. Go slow if necessary. Solid explanations save time later! • Use concrete examples
- Provide as much 'hands on' experience as possible
- Remember that some people require time to process information
- Consider providing handouts or simple written or illustrated directions to reinforce steps in instructions
- Provide enough time for volunteers to communicate
- Use plain language
- Break tasks down into small achievable segments
- Give praise often and when deserved
- If the person has a support worker, speak to the volunteer, not to the support worker