

Help Needed!

Supporting stores for persons with intellectual disability

Everybody wants to live in his/her own community.

However, today's world is full of dangers and complicated rules.

Especially for persons with intellectual disability, there are many things that are difficult to understand.

That's why they need supporters.

If you are working at a convenience store, would you please be one of the supporters?

Help needed!

Do you have experience of:

Suspicious person?
Trouble-maker?
Scary person?



→No, that's not true at all.

They might be persons with intellectual disability.

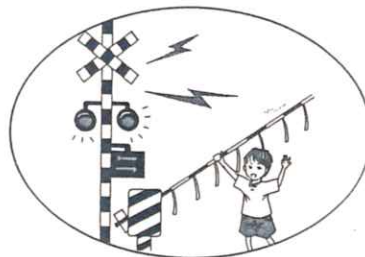
Some of them are sometimes incapable of adapting to the society very well because of retardation of development.

Some of them are like this:

Not good at communicating

Not being able to understand
difficult things or dangers

Panicking when it come
to the point of not knowing
what to do



What to do when you have trouble with customers like these?

Please talk to them slowly using simple words.
Please communicate using letters, pictures, gestures and a communication board.
It would have an adverse effect if you try to take control physically.

1. Looking at products in the store, but...



Touching the products roughly or moving them to wrong places



Opening and closing refrigerator doors again and again

→Some persons with intellectual disability are obsessed with a particular item, the way the products are displayed, or a particular label.



"Please do not touch things that you are not going to buy."

2. Playing around an ATM or a copy machine...



Jumping around in the store



Playing with the copy machine

→Please talk to them slowly using simple words. "Please do not play here."
In case of troubling other customers, please contact the guardian, etc.

3. In trouble...?



Looking around



Hesitating in front of the cashier

→He/she might be lost. Or looking for a toilet. Or not sure where to pay.
Please talk to him/her gently.



"Are you looking for something?"

"What do you want to do?"

4. Before paying...



Opening the bag and eating.



Leaving without paying

→He/she might not even know he/she is supposed to pay.

Please call if any of the belongings is wearing the contact number.



"Please pay the money."

In case that there is no reaction to those words, please see the next page.

In case of still failing to communicate...

1. Please use the communication board.

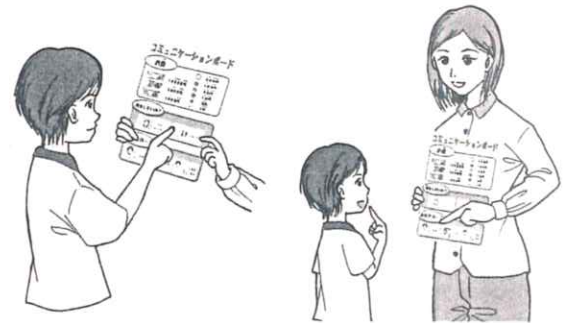
In case of asking to pay

Please indicate the price using the “money” on the communication board.



In case of being in trouble

Please ask to point “What do you want to do?” on the board.



In case of not knowing the contacts

Please point “Your...?” item by item.

2. Please contact

Please check if the customer has something indicating the contact of his/her home or guardian such as name plate, mental retardation certificate, and cellular phone.

3. Please inform the community

In case you fail to contact the guardian or anyone else, please report to a related organization in the neighborhood.

It will be convenient if you keep the following contact information in record as a preparation.

Social Welfare Council

Ikuseikai

Welfare Office

Police Station

Community Support Center, etc.

To create a safety net for persons with intellectual disability

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コミュニケーションボード

Communication Board

かね
お金 money



いちまん えん
10000円



ごせん えん
5000円



せん えん
1000円



ごひゃくえん
500円



ひゃくえん
100円



ごじゅうえん
50円



じゅうえん
10円



ごえん
5円



いちえん
1円

なに what do you want?
何をしたいの?



Your ... ?
あなたの...?



If You Work for Transportation Facilities,

Please Support Persons with Intellectual Disabilities!

Many of the persons with intellectual disability love to ride on train or bus, because the ever-changing views from the windows are fascinating and the vehicles are really sophisticated. Trains and buses are also convenient when they go to work, school, or just for outings.

However, the world is full of dangers.

Especially when one has intellectual disability, there are many adventures.

That's why they need supporters.

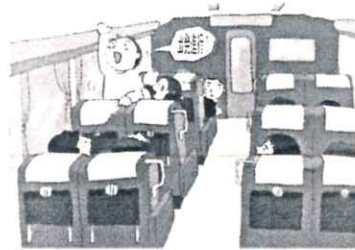
Would you please be their supporters if you happen to work for transportation facilities?

Do you have experience of:

Suspicious person?

Trouble-maker?

Scary person?



→ **No, that's not true at all.**

They might be persons with intellectual disability.

Some of them are sometimes incapable of adapting to the society very well because of retardation of development.

Some of them are like this:

Not good at communicating

Not being able to understand
difficult things or dangers

Panicking when it comes to
the point of not knowing
what to do



What to do when your customer is like this..

Please talk to them with simple words.
They have no intention to cause trouble.
They might be just confused.

At a gate of station



Doesn't know how to get a ticket



Goes through the gate without a
ticket or certificate

→ They just might not know the discount system that is different from their more familiar one.

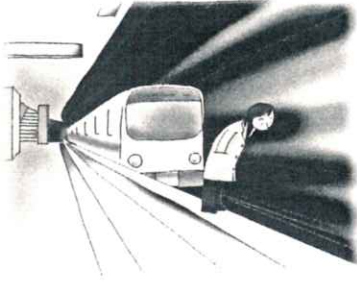
Please try to communicate, for example, using letters, pictures, gestures, and a communication board.



"Do you have a ticket?"

"Where are you going?"

On a platform or a bus stop



Dangerously over the safety line



Yelling or running around

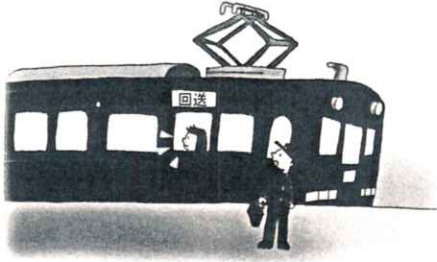
- It would have an adverse effect if you try to take control physically. Because it might make them physically or mentally worried. Please speak slowly so that they can understand that they are in danger or in the wrong.



"It is dangerous, because a train is coming."

"Please stay behind the line."

In train or bus



Not getting off even at the terminal

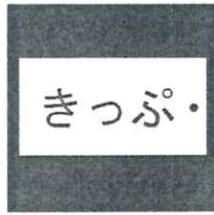
- They may be in trouble just because they don't know where to get off.
Please show the route map and ask.



"Where are you going?"
"You are at the terminal."

コミュニケーションボード

Do you have?
もっていますか?



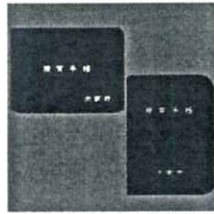
Ticket
じょうしゃけん
乗車券



ていきけん
定期券



Passnet
カード



ID card
りょういくてちょう
療育手帳



Discount Ticket
じょうしゃりょうきん
乗車料金
わりびきしょう
割引証

What do you want?
何をしたいの?



entrance/exit
かいさつ
改札



きっぷうりば
切符売り場



Toilet
トイレ



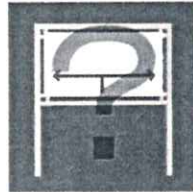
Exit
でぐち
出口



shop
ばいてん
売店



Information
あんないしょ
案内所



Where are you going?
どこに
いくの?



Where are you going?
どこに
いくの?

あなたの・・・?



Name
なまえ
名前?



Address
じゅうしょ
住所?



Tel. no.
でんわばんごう
電話番号?

Do not do it.
やめてください



はい Yes



いいえ No



★ ボードは折るなどして、必要な部分のみ示したほうが、知的な障害がある方には、容易に理解できる場合があります。

Dangerous