


The ultimate goal in disability and diversity training is to help you pragmatically think about our community and how every encounter can be successful for everyone.

ADA sensitivity training





What are some disabilities
you personally have
encountered in your job?

It is important to remember that persons with disabilities are
PEOPLE first who have more in common with you than NOT and
should be treated equitably.

Talk to a person in a place where they feel comfortable and shake their hands

Reduce distractions

treat them as adults and address them by their last name unless given permission to use their first name.

Limit options to 2 or 3 at a time; use pictures

Keep questions short and straightforward
Be age-appropriate

Be patient – allow extra time for answers

Try to match their speech cadence and level

Use repetition

Assume competency, don't assume they don't understand you



PEOPLE WITH INTELLECTUAL DISABILITY

**including
ADHD, Autism and
Cerebral Palsy**

Blue envelope program for Autistic drivers

The Blue Envelope gives autistic drivers a single location for vehicle registration and insurance that will be needed if they are involved in a traffic stop by law enforcement. The envelope provides instructions for both the driver and officer to guide effective communication, reduce the stress of the encounter, and ensure safety of all parties.

People Who Use Alternative Forms of Communication

including head injuries, people who speak a different primary language and have an interpreter, stroke patients', sensory impairments and autism

Do not touch their device

Look at the individual, not the device or interpreter

Don't interrupt

Allow extra time for answers

Assume competency

Don't assume they cannot speak or have a hearing impairment

Never pretend to understand – repeat your understanding and confirm

PEOPLE FIRST LANGUAGE

Positive language empowers people and helps them feel respected and important. When writing or speaking about people who have a disability, it is important to put the person first, usually addressing them by name or including them as a member of a group, such as student or co-worker. Group designations such as "the blind" is inappropriate because this does not reflect the individuality, equality or dignity of people with People First Language.

I am going to give you a phrase, please tell me how you can make this an affirmative phrase.

Mr. X is mentally defective....

Mrs S is stuck in a wheelchair.....

Mr M suffers from MS.....

People with Hearing Disabilities including deaf and hard of hearing

ASK THE PERSON THE BEST WAY TO COMMUNICATE

KEEP YOUR FACE VISIBLE

SPEAK TO THE PERSON, NOT THE INTERPRETER

ONLY ONE PERSON SHOULD SPEAK AT A TIME

SPEAK CLEARLY

USE FACIAL EXPRESSIONS AND GESTURES

WRITE DOWN INFORMATION AND KEYWORDS

ASSUME COMPETENCY

DID YOU KNOW....Citizens who identify as a part of deaf culture and use ASL as their primary language do not consider themselves disabled?

People With Visual Impairment



- Be precise in your description of things
- Don't leave things out because you feel it is unimportant or unpleasant
- Address the person by name so they know you are speaking directly to them
- Identify yourself when greeting the person
- Use a natural tone and speed – vision impairment does not equal hearing impairment
- Be observant and ask questions in different ways to ensure understanding
- When conversing in a group, remember to identify yourself and the person to whom you are speaking with.

People Who Use Mobility Devices

**including
scooters,
wheelchairs
or canes**

There are other mobility devices: scooters, walkers, canes, braces, and crutches

Using a wheelchair is *not a tragedy* – it provides **freedom**

Speak directly to the person

Sit down or kneel to get yourself **eye-level** with the person

Don't hang on the wheelchair or ask the person to carry things on their lap

Don't touch the person's wheelchair without permission – it is an extension of themselves

After you've received permission to help, ask how you can assist them.

A Challenge For You

we are going to challenge each of you, in the hopes you can gain a small glimpse of what our differently-abled citizens experience daily.

Borrow a wheelchair from someone. Go downtown and try to enter into 2 stores or get past the outdoor dining sets on the sidewalks.

or

Find a friend and have them rub a 3x5 index card on your neck while you read your favorite paragraph from a book.

or

Have a coworker who speaks a different language say something in their native language?

How did those things make you feel? isolated?
irritated? confused?

This is just the very smallest glimpse into the life of a differently-abled person.

For more Information or Resources

ADA National Network: adata.org

National Association of the Deaf: nad.org

National Council on Independent Living: ncil.org

National Disability Institute: realeconomicimpact.org

National Federation of the Blind: nfb.org

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