Training Agenda

• Disability
  – Disability defined
  – Legislation
  – Independent living model
  – Disability interaction tips

• Diversity
  – Dimensions of diversity
  – Changing demographics
  – Diversity roadblocks
  – Creating an Inclusive workplace

• Culture
  – Influence
  – Communication
  – Awareness
Disability Sensitivity
Defining Disability

The American Disabilities Act (ADA) defines a person with a disability as:

“A person who has a physical or mental impairment that substantially limits one or more major life activities.”

This includes individuals who have an impairment, even if they do not currently have a disability.

It also includes individuals who do not have a disability, but are regarded as having a disability.

It is unlawful to discriminate against a person based on that persons association with an individual with a disability.
Disability Laws

Rehabilitation Act of 1973
Disability Laws

American Disabilities Act: 1990
It Only takes a Second to Become Disabled

- 1 out of 4 of today’s 20 year olds will be disabled before they retire
- 54.4 million Americans reported having some level of disability
- 35 million or 12% of the population were classified as having a severe disability
- 11 million age 6 and older needed a personal assistance with everyday activities
- 16 million had difficulty with cognitive, mental or emotional functioning
- 1 out of 17 people suffer from mental illness
- Mental disorders are the leading cause of disabilities in the US
What is Independent Living

**Medical Model**
- Decisions made by rehabilitation professional
- Focus is on problems or deficiencies
- Disability
- Having a disability is perceived as being unnatural and a tragedy

**Independent Living Model**
- Decisions made by the individual
- Having a disability is a natural, common experience in life
- Focus is on social and attitudinal barriers
# Disability Etiquette

<table>
<thead>
<tr>
<th>Don’t Say</th>
<th>Say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handicap/Handicapped</td>
<td>Disability/Disabled</td>
</tr>
<tr>
<td>Handicapped Parking/Seating</td>
<td>Accessible Parking/Seating</td>
</tr>
<tr>
<td>Patient</td>
<td>Only use if the individual is under a doctor’s care</td>
</tr>
<tr>
<td>Stricken/Victim/Suffering from</td>
<td>Had or has a disability</td>
</tr>
<tr>
<td>Retarded/Mongoloid</td>
<td>Cognitive or Intellectual Impairment</td>
</tr>
<tr>
<td>Wheelchair bound/confined</td>
<td>Uses a wheelchair</td>
</tr>
<tr>
<td>Dumb/Deaf/Mute</td>
<td>Person with a communication disorder</td>
</tr>
<tr>
<td>The Deaf</td>
<td>A person who is deaf</td>
</tr>
<tr>
<td>The Blind</td>
<td>A person/people who are blind</td>
</tr>
</tbody>
</table>
## Interacting With People With Disabilities

### Top 5 things to consider

<table>
<thead>
<tr>
<th>Ask before you help</th>
<th>People desire to be independent and treated with respect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be sensitive about physical contact</td>
<td>People depend on their arms for balance, consider equipment as part of their personal space</td>
</tr>
<tr>
<td>Think before you speak</td>
<td>Speak directly to the person</td>
</tr>
<tr>
<td>Don’t make assumptions</td>
<td>People are the best judge of what they can or cannot do</td>
</tr>
<tr>
<td>Respond graciously to request</td>
<td>An accommodation is not a complaint</td>
</tr>
</tbody>
</table>
## Interaction Tips by Disability Type

<table>
<thead>
<tr>
<th>Disability</th>
<th>Interaction Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility Impairments</td>
<td>Don’t push or touch someone’s wheelchair, Don’t lean on the chair, when possible bring yourself down to their level to speak to them.</td>
</tr>
<tr>
<td>Visually impaired</td>
<td>Identify yourself, do not speak to or touch a guide dog who is working.</td>
</tr>
<tr>
<td>Deaf or Hard of Hearing</td>
<td>Speak directly to the person not the interpreter, do not assume they can read your lips, do not chew gum or wear sunglasses or otherwise obscure your face.</td>
</tr>
<tr>
<td>Speech Disorders</td>
<td>Don’t finish the persons sentences, ask the person to repeat or you can repeat to make sure you understood.</td>
</tr>
<tr>
<td>Seizure Disorders</td>
<td>Do not interfere with the seizure, protect their head during the event, do not assume they need you to call 911</td>
</tr>
<tr>
<td>Multiple Chemical Sensitivity (MCS)</td>
<td>Do not wear perfumes, do not use sprays or chemicals, maintain good ventilation</td>
</tr>
<tr>
<td>Respiratory Disorders</td>
<td></td>
</tr>
</tbody>
</table>
What Do these People have in Common?

- Patti LaBelle
- Nick Canon
- Bill Gates
- Cher
- George Clooney
- Prince
- Johnny Depp
- Katherine Zeta-Jones
- Neil Armstrong
- Will Smith
- John Nash
- John F. Kennedy
Invisible Disabilities

Patti LaBelle
Diabetes

Nick Cannon
Lupus

Bill Gates
Asperger's Syndrome

Cher
Chronic Fatigue

George Clooney
Brain Injury

Prince
Epilepsy

Johnny Depp
Panic Disorder

Katherine Zeta-Jones
Bi Polar Disorder

Neil Armstrong
Major Depression

Will Smith
ADHD

John Nash
Schizophrenia

John F. Kennedy
Ulcerative Colitis
Mental Health: Culture, Race and Ethnicity

- Are underrepresented in research
- Less likely to have available mental health services
- Receive poorer quality of treatment
- Underuse and delay treatment
- Less likely to receive necessary mental health care
Understanding Diversity and Cultural Awareness
Dimensions of Diversity

- Age
- Gender
- Race
- Ethnicity
- Religion
- Sexual orientation
- Socioeconomic background
- Capabilities/disabilities
Immigration and Changing Demographics

- One-fifth of the U.S. population are immigrants or children of immigrants.
- Today’s immigrants, are largely from Latin American and Asian countries.
- Immigrants today do not assimilate into American communities as easily as did earlier Eastern European immigrants.
- China sends some 87,000 people to the US every year, while Mexico sends an impressive 174,000.
Immigration and Changing Demographics

- 75,000 immigrants come from the Philippines, while 61,000 originate in India

- Most of these legal immigrants settle throughout the following seven states:
  - California
  - Florida
  - Illinois
  - New Jersey
  - New York
  - Pennsylvania
  - Texas
Diversity in the Workplace

A diverse workplace aims to create an inclusive culture that values and uses the talents of all its employees.
Business Reasons for Managing Diversity

- Cost Savings
- Improved marketplace understanding and increased quality of team problem solving
- Societal Expectations
Roadblocks to a Diverse Workplace

Prejudice

STOP

Stereotypes

Discrimination
Creating an Inclusive Workplace

- Celebrate Diversity
- Challenge Assumptions
- Communicate
- Interaction
- Reasonable Accommodation
Culture’s Powerful Influence

A person's culture determines his or her:

- **Beliefs**: How the world works and how people should interact.
- **Values**: What's considered important, such as family or personal life, career, religion, and social responsibility.
- **Behaviors**: Includes gestures, use of eye contact, facial expressions, and rituals for greetings.
Examining Biases

• Cultural Biases highlight the differences among people and groups.

• For example, people can be classified according to intelligence and personality characteristics.

• IQ Tests
Cultural Competence

Awareness

Knowledge

Attitude
Cross – Cultural Communication

• Project a friendly demeanor/attitude
• Don’t rush the person
• Listen carefully
• Speak clearly and not loudly
• Stick to the main Point
• Write down key information for them to refer to later

• Pronounce words correctly
• Emphasize or repeat key words
• Avoid jargon, slang, and difficult words
• Rephrase your statement in various ways to increase understanding
Communication Zones

- Public: 12' +
- Social: 4' - 12'
- Personal: 18'' - 4'

Communicating Across Cultures

- Maintain formality
- Show respect
- Communicate clearly
- Value diversity

Successful Communication Across Cultures
Communication Variations

- Conversation
- Touch
- Eye Contact
- Personal Space
- Time
Awareness

Self knowledge

Our own beliefs

Biases

Nonverbal Communication

Verbal Communication