

Disability Awareness and Etiquette Training

Engaging Customers with Disabilities

Disability Etiquette

- Disability Rights Movement (1960s – Today).
- Disability Etiquette is the proper way to conduct yourself in the presence of a Person who has a disability or when there are Persons with disabilities nearby.

Or

- Preferred etiquette when meeting, introducing, writing about, assisting, or enjoying the company of a Person who has a disability.
- Everyone is an Individual with Rights and Responsibilities.
- Assistive Technology and Universal Accessibility.

Disability Facts

- About 20% of Americans have a disability.
 - Entire Life Span (Birth – Adulthood)
- Disability is one aspect of a Person's Life.
- We all experience challenges:
 - Accessibility and Accommodations.
 - Portrayal of Disability in Media and Society.

Types of Disabilities

- ADA Definition vs. GVRA
- To Disclose or Not?
- How, When & Why to Refer to GVRA?
- Physical
- Sensory
- Hidden
 - Cognitive
 - Behavioral/Mental Health
 - Other

Person – First Language

- Person with a Disability (Put the Person First, not their Disability).
- Words To Avoid: handicapped, confined, crippled, victim, retarded, and impaired.
- Personal Choice in Terminology.
- Continued Changes in Terminology.
- When in Doubt ... Ask.

Suggestions to Consider

- Treat everyone with respect and equality.
- Create an office culture of acceptance and embrace diversity:
 - Do not permit offensive language or jokes.
 - Encourage Involvement in Inclusive Experiences.
 - Follow up with local Collaboration and Training (GVRA ADA Surveys and Disability Awareness).
 - Disability Awareness Month Activities.
- Emphasize Abilities, not Limitations.

Suggestions Continued

- Ask if assistance is actually needed ... Do not assume.
- Understand what assistance is needed.
- Be sensitive of personal space, physical contact and comfort.
- What if I make a Mistake?

Services to Persons with Sensory Disabilities

- Deaf/Hard of Hearing:
 - Speak Directly to the Person, Not the Interpreter
 - ASL, Written Notes and Lip Reading
 - Real – time Captioning
- Blind/Low Vision:
 - Identify and Notify
 - Guide or Companion Dogs
 - Braille and Large Print

Summary

- Utilize Person – First Language.
- Follow the Golden Rule (Respect and Equality).
- Embrace Diversity and Continue to Learn.
- Do not assume, Ask and Understand.

Sources

Bobby Dodd Institute and Rebecca Stoll

NISH Disability Etiquette and The IDEA Bank

Source America “The Sky is the Limit” Disability Awareness Training

Georgia Council on Developmental Disabilities

United States Census Bureau

Questions and Wrap Up