



# **Disability Awareness in the COVID Environment**

**Strategic Populations Team  
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**Welcome!**  
Say hello, share your job title, and let us know where you are located in the Zoom Chat box!



# Agenda

- Icebreaker — *Match the Celebrity with the Disability*
- Pre-Recorded Video
- Interactive Activities A, B, & C.
- Live Q&A

# Icebreaker – Match the Celebrity with the Disability



Jennifer Aniston



Chris Rock



Justin Timberlake



Tom Cruise

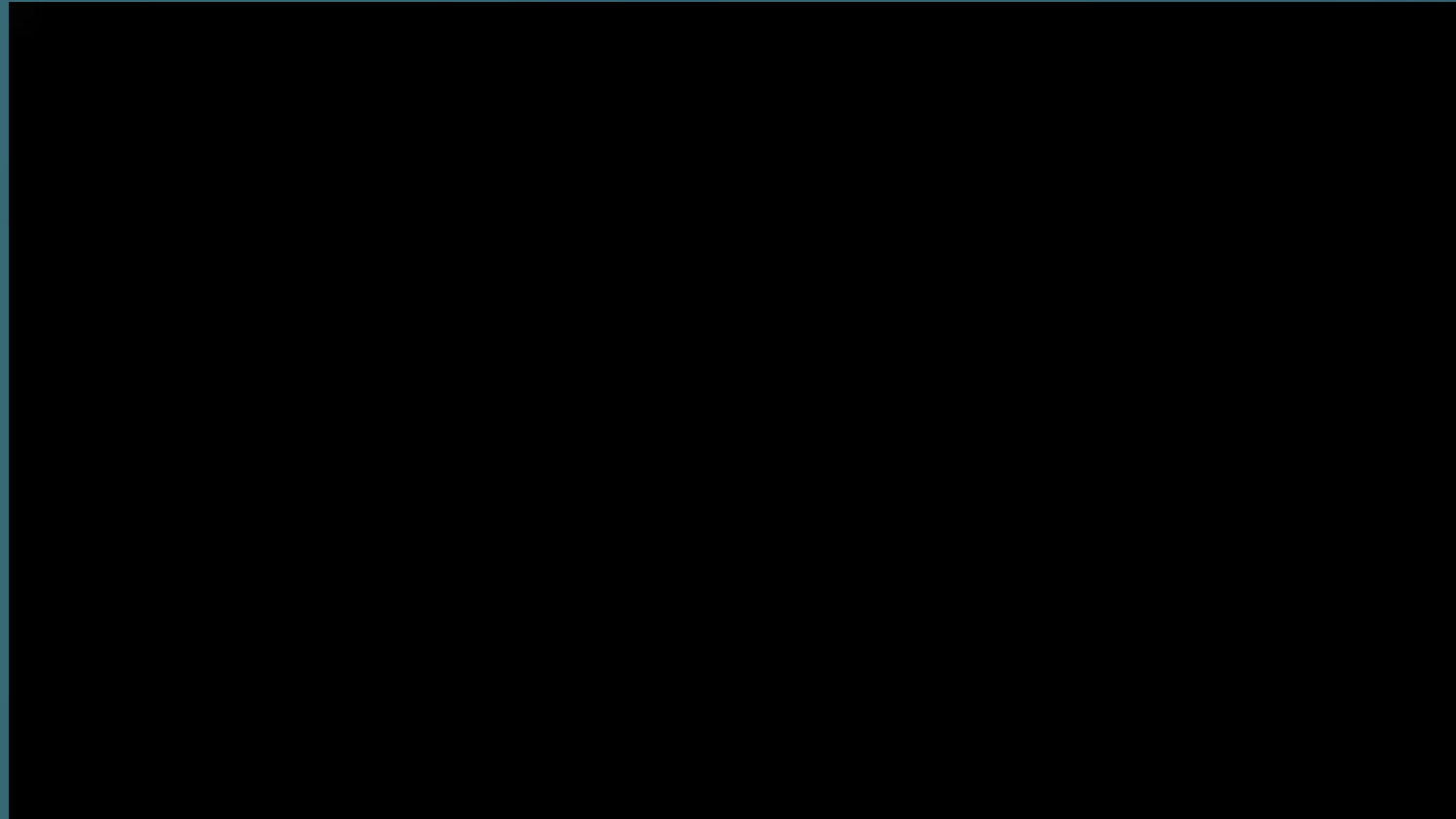
# Pre-Recorded Video



# Interactive Activity A



# Interactive Activity B – Part 1: Sheldon



# Interactive Activity B – Part 2: Monica



# Interactive Activity C – Scenario 1

- **Scenario 1:** You receive an email from someone that seems to be requesting WIOA services. The email has no content. However, the subject line reads “ I need a job can you call me back”. You should ...
  1. Ignore the email, as the email is evidence that the person is not ready for employment.
  2. Return the email asking for a contact number to call the person back.
  3. Ignore the email due to lack of contact information.



# Interactive Activity C – Scenario 2

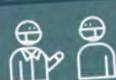

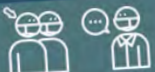






- **Scenario 2:** Joseph is hard of hearing and he complements his hearing by reading lips. You are communicating with him through a zoom video call. While looking down at the documents you are reviewing with him, you proceed to ask him questions. You should ...
  1. Proceed forward because your behavior shows Joseph you are comfortable working with him.
  2. Start looking to the camera and repeat the information you were discussing with him before when you weren't looking into the camera.
  3. Proceed with your conversation because it is Joseph's responsibility to follow the WIOA Title I process.

# Interactive Activity C – Scenario 3

- **Scenario 3:** You are completing a WIOA intake over the phone. The participant self-discloses having a disability and requests for his mother to be with him during the intake process. You, as the WIOA Title I staff should ...
  1. Direct all your attention from that moment on to the mother of the participant because she can provide you with the most reliable information.
  2. Inform the participant that he is an adult, therefore having his mother participating in the intake process would be a breach of confidentiality.
  3. Acknowledge the presence of the mother and continue forward with the interview process with the participant. Providing the participant, the flexibility to get assistance from his mother when he considers it necessary.

# Disability Etiquette Tips

**Disability Etiquette Tips in the COVID Environment**

-  Whether you are providing in-person or remote services to an individual with a disability, always ask if he/she would like assistance and listen for the response. Follow any specific directions given.
-  Relax and act natural when interacting (in person, over the phone or through an online platform) with an individual with a disability. Don't be uncomfortable using common, accepted phrases such as "see you later" that may relate to a person's disability.
-  When speaking (in-person, over the phone, or through an online platform) to an individual with a disability, speak directly to the person, not through his/her companion, aide, or interpreter.
-  Avoid using inappropriate phrases such as handicapped, crippled, victim, sufferer, etc.
-  When writing or speaking about an individual with a disability, place the person before the disability out of respect for the individual. Say "person with diabetes" instead of "diabetic".
-  Whether the interaction is in-person or remotely, treat adults in a manner appropriate for adults. Do not patronize individuals with disabilities by talking down to them or using baby talk.
-  When communicating (in-person or remotely) with an individual who is deaf or hard of hearing, find out the best method for communication, such as writing notes, lip reading, sign language, etc.
-  When interacting (in-person or remotely) with an individual who is blind or visually impaired, identify yourself and others in the group. If you are giving directions, give specific, nonvisual information.
-  When speaking (in-person or remotely) with a person with a speech impairment, give him/her your full attention. Be patient and rephrase if necessary. Don't tease or mock them.

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# Live Q&A

*We want to hear from you!*

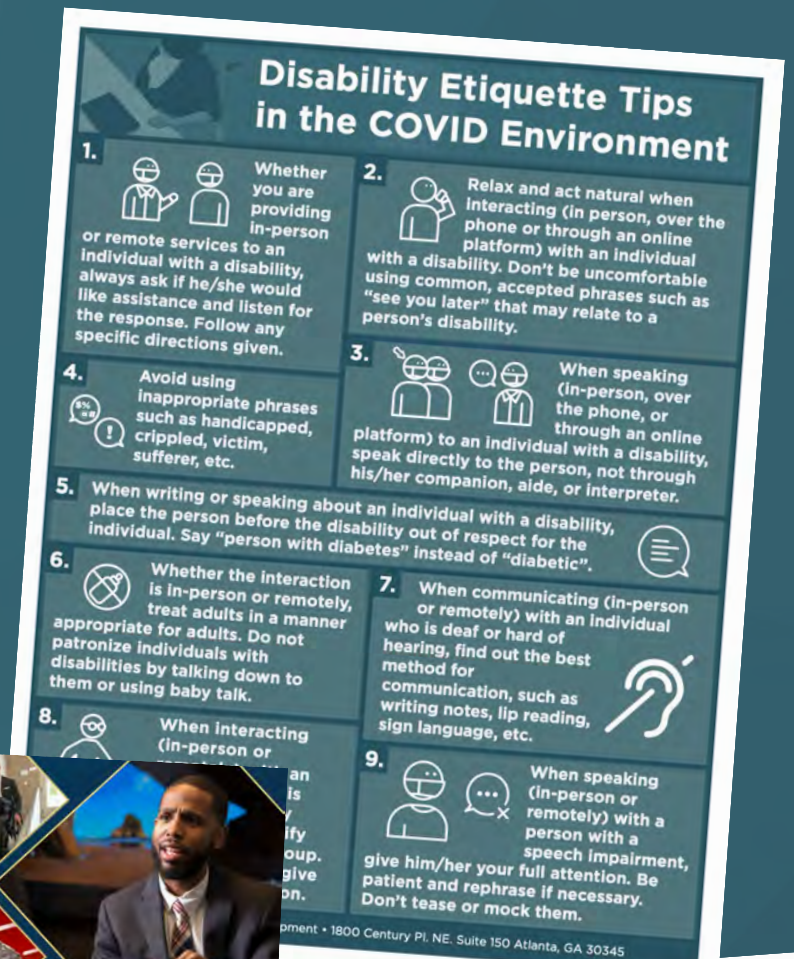
Enter your questions in the Zoom chat box OR unmute and introduce yourself to ask a question.

# Thank you!

We'll be sending you a link to the recording and the resources that were mentioned here today. Have a great day!

[WorkSourceGeorgiaAcademy.com > Learning Pathways > Disabilities Employment Representatives](https://www.worksourcega.com/learning-pathways/disabilities-employment-representatives)

- 9 Disability Etiquette Tips in the COVID Environment (Flyer & Video)
- DEAM Posters
- Interactive Activities A, B, and C (scan the QR Code below with your smart phone camera to complete the activities)
- Social Security Cash Benefits and WIOA Title I Financial Eligibility Video – Chevy!
- Recording of THIS Training (within a week).



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