

WHILE YOU ARE WAITING...

TAKE THE PRE-TEST!

Take the Pre-Test that was sent to you as a handouts for the workshop. If you do not have the Pre-Test, let us know in Chat, and we will get you one.



**Effective Communication with
People with Disabilities
Module 1**

Pre-Test Review

- How many words did you circle?
- Write the number at the top of your paper.
- We will come back to this exercise at the end of our training.

Please Note

- Easter Seals Project Action Consulting is a technical assistance center that strives to provide accurate information on the Americans with Disabilities Act (ADA)
- What we provide is technical assistance and not legal advice



EFFECTIVE COMMUNICATION ACCORDING TO THE ADA

ADA Requirements...



Entities are required to communicate effectively with people who have disabilities.



Effective Communication

- Goal is to ensure communication is as effective for people with disabilities as those without disabilities
- Covered entities must provide auxiliary aids and services
- Must consider the nature, length, complexity and context of communication to determine whether or not it is effective

Auxiliary Aids and Services



For people who
are blind
or have vision
disabilities

- Qualified reader
- Large print
- Braille
- Electronic format





Auxiliary Aids and Services

For people who are deaf

- Note takers
- ASL interpreters
- Tactile interpreters
- Printed or stock text



Auxiliary Aids and Services, continued

For people who have speech disabilities

- Speech-to-speech transliterator (cued speech)
- Communication boards (including apps)
- Paper and pencil
- Allowing extra time for communication



Auxiliary Aids and Services, continued

Additional aids include

- Assistive listening systems
- Open and closed captioning (CART)
- Telephone amplifiers
- Videophones
- Voice text
- And more...



Auxiliary Aids and Services, continued



MD Relay Service

- Real-time captioning
- Telecommunications relay service
- Video relay service



Effective Communications Provisions

- Entities must provide aids and services when needed to communicate effectively with people who have communication disabilities
- A method of communication that works for the individual is key

Companions

Companions are any family member, friend or associate of a person receiving services from covered entities



Companions, continued

The ADA places the responsibility of providing effective communication on the entity, not the person receiving services or a companion

2 Exceptions to the Rule

- Emergency Situations
- Upon request of the individual assuming the companion agrees

EFFECTIVE COMMUNICATION STRATEGIES

Communication with Customers with Disabilities

- Emphasize the person (not the disability) – Use person-first language
- Have paper and pen available
- Speak clearly with normal tone and speed
- Talk directly to customers
- Talk with customers at their eye level

Communication with Customers with Disabilities, continued

- Repeat, write, or spell words if requested
- Break down information into smaller, simpler pieces if needed
- Be patient and allow the person to take his/her time
- Be an effective listener and use affirming responses



WORDS MATTER

Words Matter – Do NOT Use These Terms

- Wheelchair bound
- Confined to a wheelchair
- Handicapped
- Retarded
- Dumb
- Spastic
- Cripple
- Special



Words Matter – Instead Use These

- Person with limited vision
- Person with a service animal
- Person who is blind
- Deaf person (preferred by the deaf community)
- Person who is hard of hearing
- Person with a disability
- Person who uses a wheelchair
- Person with a learning disability
- Person with epilepsy
- Person who is blind
- Person with an intellectual disability

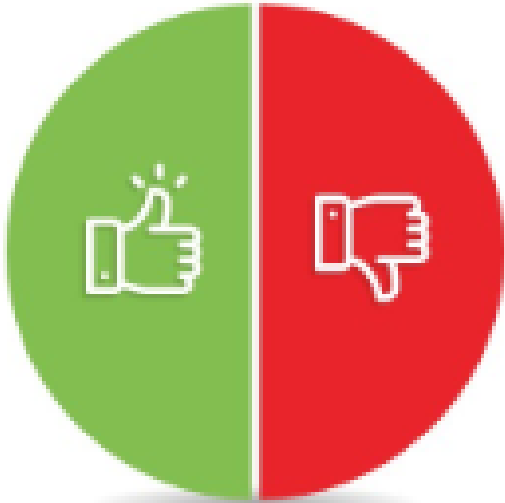
What Do All These Descriptions Have in Common?

PERSON

A person with a disability is a person.

Pre-Test Re-check!

- Let's look back at your Pre-Test
- Check the list again
- This time put a check mark next to the ones you believe are not appropriate
- Write the number of check marks at the top of the page
- Did the number change?



Do's and Don'ts



Common Sense Guide for Serving Customers with Disabilities

- Do apply the “golden rule”
- Do identify needs and how best to serve the customer
- Do ask if customers need assistance
- Do smile, listen, and show respect
- DON'T make assumptions

COMMUNICATION BY TYPE OF DISABILITY

Serving Customers Who are Deaf or Hard of Hearing

- Do face customers when speaking
- DON'T let objects obstruct their view
- DON'T raise your voice
- If you are picking them up at their door, use the doorbell; do not knock.
- Be sure to notify the person of any audible announcements (Suggestion: if needed, use pen and paper) & let them know in advance that you will alert them for their stop

Relay Services (711)

- National program with different service providers in each state
- Dial 711 anywhere in the U.S.
- Each state also has a 1-800 number
- If you get a call from Relay Services, DON'T hang up

* For a complete list of Relay Services 1-800 numbers by state, visit the FCC Website at www.fcc.gov

Serving Customers with Visual Impairments

- Identify yourself both at the initial encounter & during conversations involving multiple people
- Respond verbally when people share information with you
- Allow persons who are blind to take your arm when walking – don't take theirs





Serving Customers whose Speech is Difficult to Understand

- Display empathy
- Do not interrupt, hurry the person, or finish his/her sentences
- Have pen and paper available
- Ask yes/no questions
- Ask the person to repeat and/or spell words
- Just because you don't understand them, that doesn't mean they don't understand you
- **BE PATIENT!**



Serving Customers Who Use Wheelchairs



- Ask passengers if/how you can assist them, don't assume
- Mobility devices are part of the passenger's personal space – Don't hold or lean on them without their permission



POST-TEST

Please complete the Post-Test that was sent to you as a handout for this workshop. If you do not have a copy of the Post-Test, let us know in the Chat Box and we will make sure you get a copy.

POST-TEST ROLL CALL

Please be prepared to share your answers. We will do a quick survey of the participants to hear your answers. Raise your hands to be called on to provide your “Recommended Alternative”

COMMUNICATION BY SITUATION

On the Phone

- Do not multi-task
- Keep a positive tone
- Enunciate very clearly
- Be concise
- Repeat when necessary
- Ask clarifying questions
- Be mindful of the lack of any body language cues



In-person: One-to-One

- Be an effective listener
- Use affirming responses
- Ask clarifying questions
- Repeat when needed
- Remember personal space
- Consider your positioning relative to theirs
- Use body language to your advantage



In-person: Meetings and Conferences

Design for Inclusiveness

- Use accessible platforms & incorporate accessible graphics, color & visual images
- Hold meetings in places where public transit is available & during hours when public transit is operating
- Offer translators for different languages, including American Sign Language
- Have large print & auditory materials available



Design for Inclusiveness, continued

- Make sure your meeting space is accessible
- Have microphones & **require everyone to use them**



Plain Language

- Writing and speaking in a way to ensure the reader or listener understands as quickly, easily and completely as possible.

It is:

- Clear
- Concise
- Organized
- Appropriate for the intended audience

Plain Language, continued

It is not:

- Dick and Jane vocabulary
- Patronizing
- Inaccurate or incomplete

Plain language conveys a message using the clearest terms that the message will allow.

Communication



“The problem with communication is the illusion that it has been accomplished.”

George Bernard Shaw

DIVERSITY EXERCISE

We are going to break into groups and discuss the 4 questions on the Diversity Exercise Handout. Be sure to have it with you when you go to the Breakout Group.

We will not assign a reporter for your group. These questions are for discussion only.

Questions



CONTACT INFORMATION

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