

● ● ● Using Acceptable Etiquette
When Interacting with
People with Disabilities

● ● ● Agenda Topics

- > Disability Facts and Statistics
- > The Basics
- > Terminology
- > Video
- > Resources

● ● ● Facts and Statistics

- > 54 million Americans with disabilities
- > Women (24.4%); Men (19.9%)
- > 5% children (5-17 years old)
- > 10% people (18-64 years old)
- > 38 % adults (65+ years old)

Source: US Census (2010); 2008 American Community Survey



More Facts and Statistics

- > 11 million (Using or Needing Assistance)
- > 3.3 million (Wheelchairs/Walking Aids)
- > 1.8 million (Unable to See Printed Words)
- > 1 million (Unable to Hear Conversations)
- > 2.5 million (Difficulty Having Their Speech Understood)
- > 16.1 million (Cognitive Functioning/Mental or Emotional Illness)

Source: US Census (2010); 2008 American Community Survey



The Basics

- > Ask Before You Help
- > Be Sensitive About Physical Contact
- > Think Before You Speak
- > Don't Make Assumptions
- > Respond Graciously To Requests



Terms to Avoid

- | | |
|------------------|-----------------|
| > Special | > Afflicted |
| > Handicapped | > Confined to |
| > Invalid | > Victim of |
| > Retard | > Normal person |
| > Crippled, lame | > Courageous |
| > Crazy, nuts | > Challenged |
| > Suffers from | |



People First Language

- Refer to the Person First
- the disability next, and only when pertinent

- Person who uses a wheelchair
- Person with a visual impairment
- Person who is deaf or hard of hearing



People Who Use Wheelchairs or Have Mobility Impairments

- Don't lean over someone
- Don't use the wheelchair as a coat hanger
- Keep ramps unblocked
- Place items within reach
- Service Counters
- Seating



People Who Are Blind

- Identify yourself
- Offer a tour of your facility
- Offer your arm, don't take theirs
- Guide dogs
- Leaving
- Don't touch
- Written information



People Who Are Deaf or Have Hearing Loss

- > Follow the person's cues
- > Using a sign-language interpreter
- > Decision-making process
- > Attention
- > Rephrase
- > Well-lit rooms
- > Speak clearly



People With Speech Disabilities

- > Full attention
- > Repeat
- > Write it down
- > Quiet environment
- > Don't tease



People Who Look Different

- > Fully participating member of society
- > Strike up a conversation



Hidden Disabilities

- > For example, you may give seemingly simple verbal directions to someone, but the person asks you to write the information down. the individual may have a learning disability that makes written communication easier for them.



Psychiatric Disabilities (Mental Illness)

- > Stress
- > Varying personalities



Developmental Disabilities

- > Use simple words
- > Don't use baby talk
- > The person is an adult
- > May be anxious to please
- > No quick decisions
- > Clear signage/pictograms
- > Routine

● ● ● | People With Learning Disabilities

- Dyslexia
- Write it down
- How best to relay information
- Quiet environment

● ● ● | Introduction to Video

➤ On the next slide I would like you to watch a short five minute video produced by the University of Illinois. Students and staff explain how disability isn't what it seems.

● ● ● | University of Illinois Video on Disability Etiquette

● ● ● | **Resources**

- > Life Span Institute at the University of Kansas
<http://www2.ku.edu/~lsi/news/featured/guidelines.shtml>
- > State Vocational Rehabilitation Offices

● ● ● | **More Resources**

- > Disability Business Technical Assistance Centers (DBTAC)
- > National Center on Accessibility
<http://www.ncaonline.org/>
- > Job Accommodation Network (JAN)

● ● ● | **Questions/Assistance**

- > Dana Perez, Regional EEO and Diversity Program Manager – DCR at 503-231-2260 or at Dana_Perez@fws.gov
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