



Disability Awareness & Etiquette in the Workplace

Presented by:

Parks & Recreation – Adaptive Unit

Human Resources – ADA Coordinator's Office

Dec 2016

SESSION OBJECTIVES

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- OUTLINE VARIOUS TYPES OF DISABILITIES OR IMPAIRMENTS PEOPLE MAY HAVE



- EXPLORE THE ATTITUDINAL BARRIERS TO SUCCESSFULLY INTERACTING WITH PEOPLE WITH DISABILITIES



- UNDERSTAND APPROPRIATE DISABILITY LANGUAGE AND COMMUNICATION METHODS



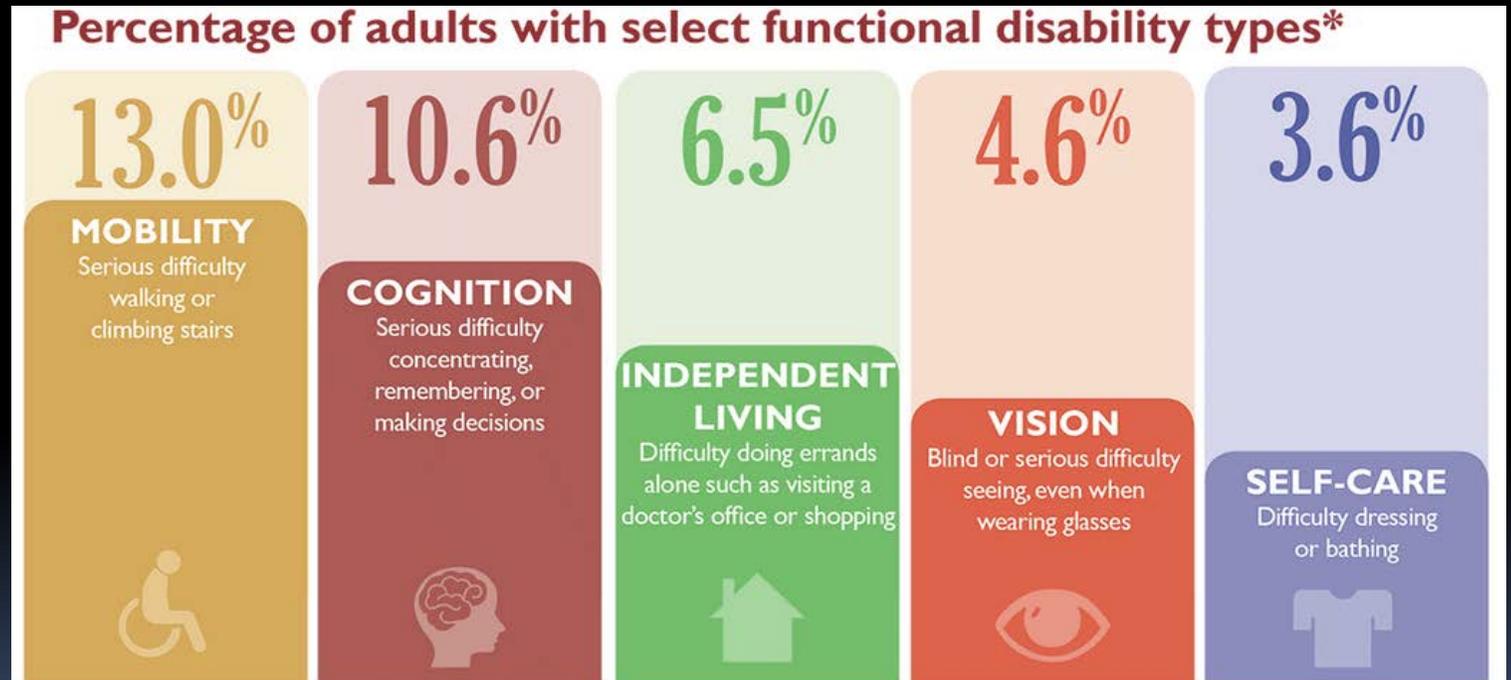
- BUILD APPROPRIATE SKILLS TO INTERACT WITH PEOPLE WITH DISABILITIES



DISABILITY FACTS

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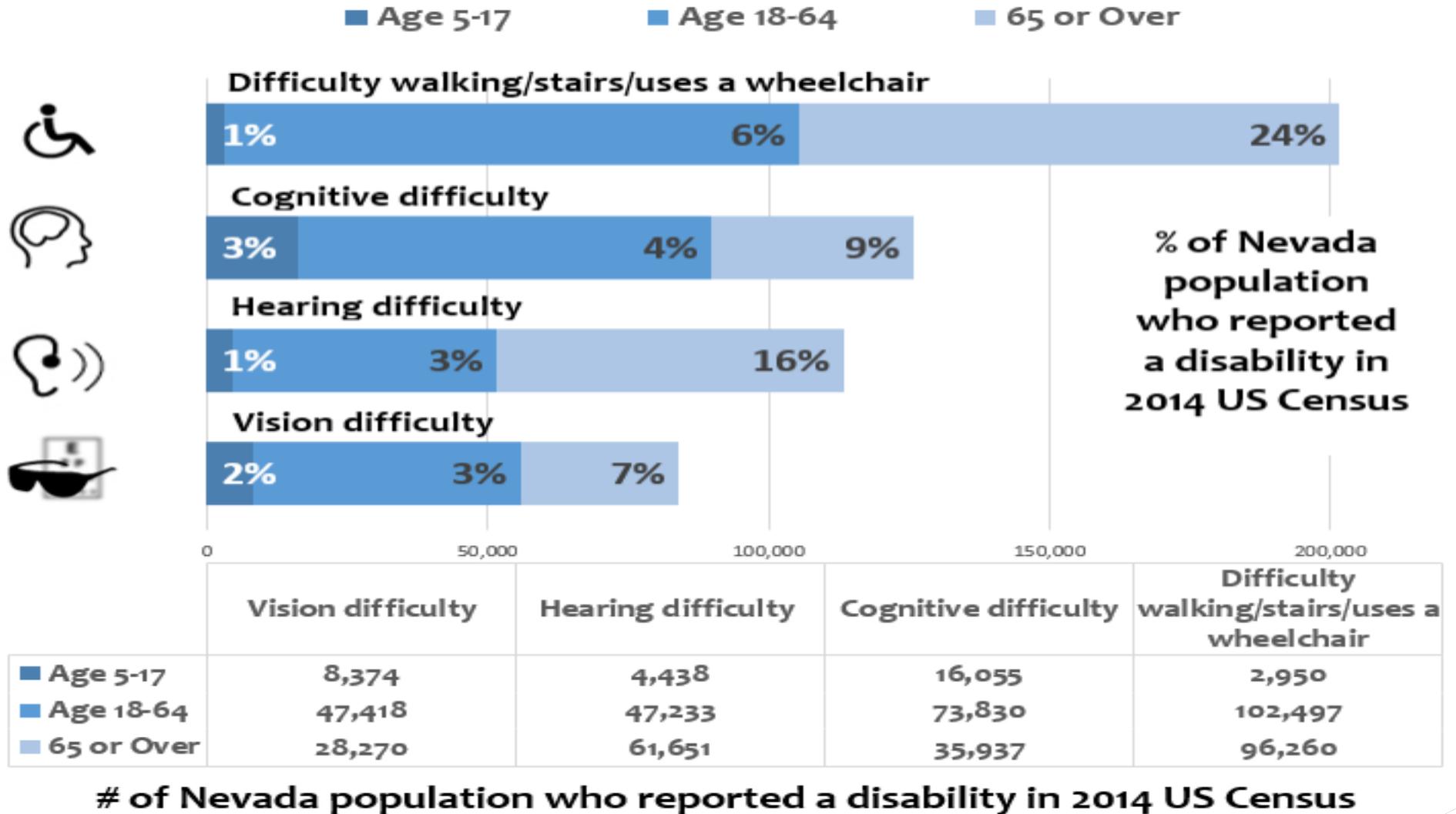
- PEOPLE WITH DISABILITIES ARE AMERICA'S LARGEST MINORITY GROUP
- 22% OF THE POPULATION OR JUST OVER 1 IN 5 PEOPLE HAVE A DISABILITY
- 23.7% OF NEVADANS 18 YEARS OR OLDER REPORTED A DISABILITY IN 2013
- EQUATES TO APPROXIMATELY 143,000 RESIDENTS WITH A DISABILITY IN LAS VEGAS



BEHAVIORAL RISK FACTOR SURVEILLANCE SYSTEM DATA
(THE CDC'S PREMIER HEALTH-RELATED DATA COLLECTION SYSTEM)

HOW COMMON ARE SPECIFIC DISABILITIES IN NV?

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MORE DISABILITY FACTS

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- A MINORITY GROUP THAT YOU DON'T HAVE TO BE BORN INTO TO JOIN
- NEARLY 50% OF ADULTS IN THE US WILL DEVELOP AT LEAST 1 MENTAL ILLNESS DURING THEIR LIFETIME. *WORLD HEALTH ORGANIZATION*
- ODDS ARE THAT 25% OR 1 IN 4 OF TODAY'S 20 YEAR OLDS WILL ACQUIRE A DISABILITY BEFORE THEY RETIRE. *SOCIAL SECURITY ADMINISTRATION*



- MODERN MEDICINE



- MORE CHILDREN ARE SURVIVING AT-BIRTH HEALTH PROBLEMS AND MAY EXPERIENCE TEMPORARY OR LIFETIME DISABILITY



- MORE OF US SURVIVE TRAUMA AS ADULTS – EXPERIENCING DISABILITY BUT REMAINING ACTIVE IN THE COMMUNITY



- THE LIKELIHOOD OF ACQUIRING A DISABILITY INCREASES AS WE GET OLDER. 47% OF PEOPLE WITH DISABILITIES ARE 65 OR OLDER

ATTITUDINAL BARRIERS

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- 1860's - SEVERAL AMERICAN CITIES ENACTED "UGLY LAWS" MAKING IT ILLEGAL FOR PERSONS WITH "UNSIGHTLY OR DISGUSTING" DISABILITIES TO APPEAR IN PUBLIC
- 1930's – PRESIDENT ROOSEVELT ATTEMPTED TO HIDE HIS DISABILITY WHICH WAS A RESULT OF CHILDHOOD POLIO
- 1941 – ROSEMARY KENNEDY WAS LOBOTOMIZED AT AGE 23 TO "HELP CALM HER MOOD SWINGS AND VIOLENT BEHAVIOR". THE SURGERY LEFT HER INCAPACITATED AND SHE WAS LATER INSTITUTIONALIZED FOR 57 YEARS BEFORE SHE PASSED AWAY AT AGE 86
- 1970's – THE BEGINNING OF RIGHTS FOR PEOPLE WITH DISABILITIES. THE REHABILITATION ACT WAS ENACTED AND MANY "UGLY LAWS" WERE TAKEN OFF THE BOOKS
- 1991 – THE AMERICANS WITH DISABILITIES ACT WAS ENACTED, A MERE 26 YEARS AGO



BARRIERS AND MISCONCEPTIONS

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- THIS HISTORY OF EXCLUSION AND DISCRIMINATION IN AMERICA PLAYS A SIGNIFICANT ROLE IN THE LACK OF AWARENESS WITHIN THE GENERAL PUBLIC
- IT PLAYS AN EVEN GREATER ROLE IN THE ACCEPTANCE OF MISCONCEPTIONS AND STEREOTYPES WHICH LEADS TO INSUFFICIENT OR INACCURATE INFORMATION ABOUT PEOPLE WITH DISABILITIES

THAT'S WHY WE'RE HERE TODAY:

TO LEARN, OPEN OUR MINDS AND TO GAIN AWARENESS



VARIATIONS IN DISABILITY TYPES

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Adult Onset



Childhood Onset



Visible



Invisible



Temporary



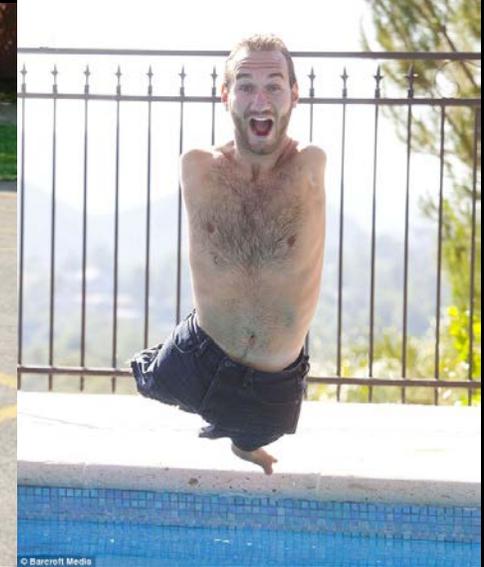
Chronic



Normally impairing



Significantly impairing



Stable

Progressive

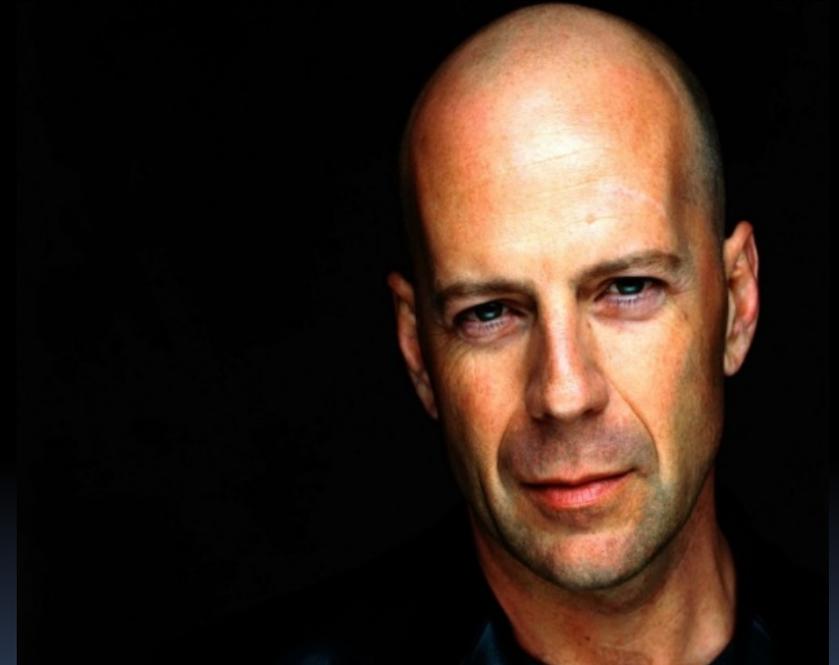


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WHAT DO YOU THINK OF WHEN YOU SEE THIS PERSON?

- ACTOR
- BORN IN GERMANY
- STARRED IN HIS OWN VIDEO GAME
- HAD A TOP 10 HIT SONG
- DEBILITATING STUTTER AS A CHILD



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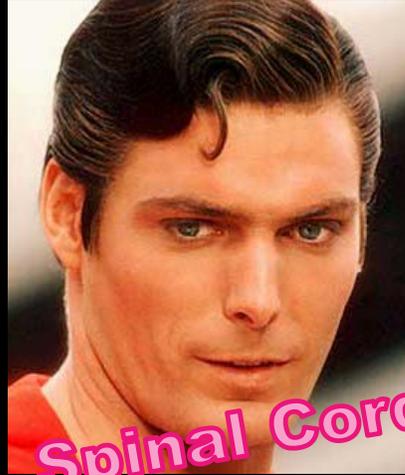


WHAT DO THESE PEOPLE HAVE IN COMMON?

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Hearing Impaired



Spinal Cord Injury



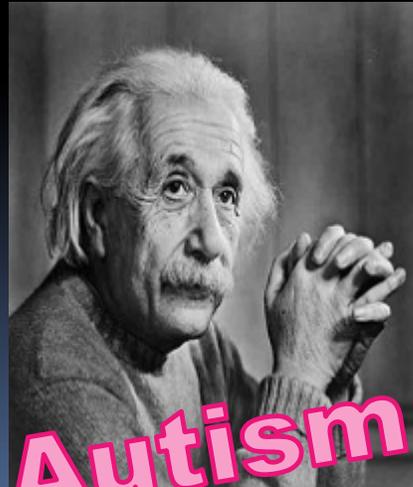
Bels Palsy



Borderline Personality Disorder



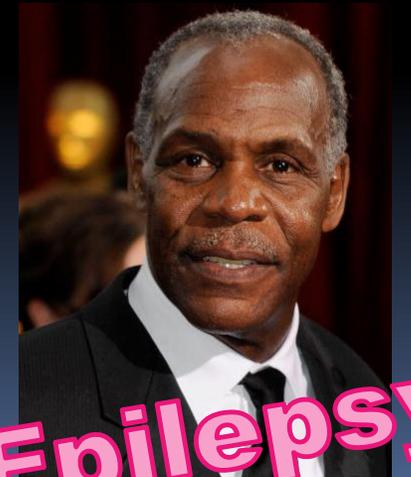
Dyslexia



Autism



Multiple Sclerosis



Epilepsy



PEOPLE WHO HAVE DISABILITIES ARE PRESENT IN EVERY ASPECT OF SOCIETY

THEY ARE:

- PRINCIPALS OF ESTABLISHED PRIVATE SCHOOLS
- NATIONALLY RECOGNIZED SPEAKERS FOR ASSISTIVE TECHNOLOGIES
- PHYSICAL EDUCATION TEACHERS
- RECREATION PROFESSIONALS
- COLLEGE STUDENTS
- MOTHERS AND FATHERS
- SONS AND DAUGHTERS



*Las Vegas Gladiators Wheelchair
Football Team*

MOST IMPORTANTLY, THEY ARE PEOPLE FIRST.

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PEOPLE FIRST LANGUAGE

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- GENERALLY, IN CHOOSING WORDS ABOUT PEOPLE WITH DISABILITIES, THE GUIDING PRINCIPLE IS TO REFER TO THE PERSON FIRST, NOT THE DISABILITY.



- IN PLACE OF SAYING "THE DISABLED," IT IS PREFERABLE TO SAY "PEOPLE WITH DISABILITIES." THIS WAY, THE EMPHASIS IS PLACED ON THE PERSON, NOT THE DISABILITY.



HOW TO USE PERSON FIRST LANGUAGE

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DON'T SAY

- HANDICAPPED
- CRIPPLED, LAME
- THE BLIND
- SUFFERS FROM A HEARING LOSS
- CONFINED, BOUND, OR DEPENDENT ON A WHEELCHAIR
- MUTE
- NUTS, CRAZY

SAY

- PERSON WITH A DISABILITY
- PERSON WITH A PHYSICAL DISABILITY
- PERSON WHO IS BLIND
- PERSON WHO IS HARD OF HEARING
- PERSON WHO USES A WHEELCHAIR
- PERSON WHO COMMUNICATES DIFFERENTLY
- PERSON WITH A PSYCHIATRIC DISABILITY

CHANGE YOUR LANGUAGE AND YOU CHANGE YOUR THOUGHTS.

-KARL ALBRECHT

EXAMPLES OF UNACCEPTABLE DISABILITY LANGUAGE

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mute



**Wheelchair
bound**



midget



retarded



deaf and dumb



afflicted

victim

crazy

crippled

handicapped

defective

abnormal

lunatic

afflicted

sufferer

invalid

Stricken

deformed

BEYOND LANGUAGE IN DISABILITY ETIQUETTE

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- 3 PRIMARY PRINCIPLES TO REMEMBER WHEN INTERACTING WITH PEOPLE WITH DISABILITIES:
 1. THEY ARE NOT THEIR DISABILITY
 2. THEY TREASURE THEIR INDEPENDENCE
 3. THEY ARE THE EXPERTS ON THEIR ABILITIES
- AND > WE HAVE A LEGAL OBLIGATION TO PROVIDE PEOPLE WITH DISABILITIES EQUAL ACCESS TO OUR CITY SERVICES, PROGRAMS AND ACTIVITIES



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- PROTECTION OF RIGHTS

- ACCESSIBILITY

- ACCOMMODATION & MODIFICATIONS



AMERICANS WITH DISABILITIES ACT



AMERICANS WITH DISABILITIES ACT (1990)

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MAKES IT UNLAWFUL TO DISCRIMINATE AGAINST PEOPLE WITH DISABILITIES IN EMPLOYMENT, TRANSPORTATION, PUBLIC ACCOMMODATION, COMMUNICATIONS AND GOVERNMENTAL SERVICES



THE CITY IS OBLIGATED TO:

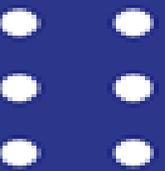


- PROVIDE PEOPLE WITH DISABILITIES THE SAME OPPORTUNITY AS OTHERS TO ENJOY, RECEIVE AND UNDERSTAND INFORMATION



- MODIFY OUR POLICIES, PRACTICES, AND PROCEDURES WHEN NEEDED TO PROVIDE EQUAL ACCESS





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WHO DOES THE ADA PROTECT?

- INDIVIDUALS WITH:

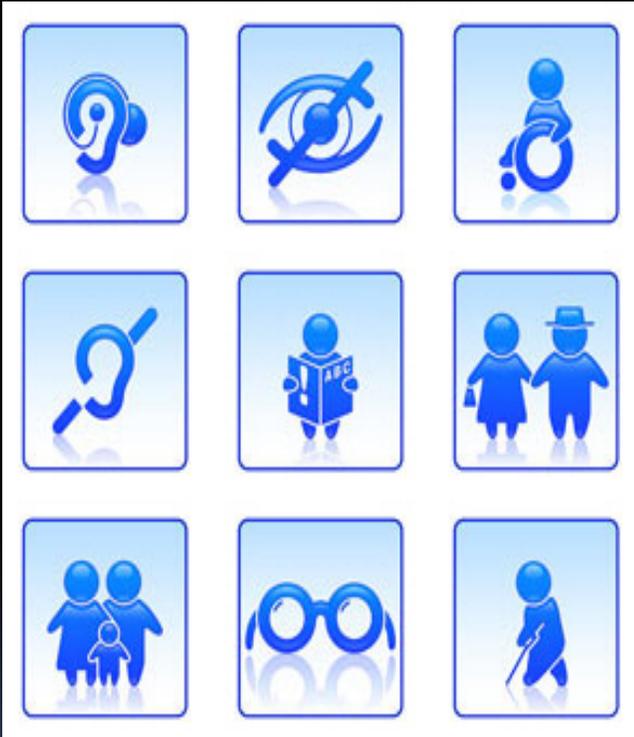
1. PHYSICAL OR MENTAL IMPAIRMENT(S) THAT SUBSTANTIALLY LIMIT A MAJOR LIFE ACTIVITY
2. HAVE A RECORD OF A SUBSTANTIALLY LIMITING IMPAIRMENT, OR
3. WHO ARE REGARDED AS HAVING A SUBSTANTIALLY LIMITING IMPAIRMENT

- MAJOR LIFE ACTIVITY CATEGORIES INCLUDE:

- HEARING, SEEING, SPEAKING, BREATHING, PREFORMING MANUAL TASKS, WALKING, CARING FOR ONESELF, LEARNING OR WORKING



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WHAT IS ACCESSIBILITY?

- DEGREE TO WHICH A PRODUCT, DEVICE, SERVICE, OR ENVIRONMENT IS AVAILABLE
- LARGELY BASED ON PHYSICAL/STRUCTURAL ISSUES, BUT ALSO INVOLVES ACCESSIBILITY TO PARTICIPATE VIA THE USE OF AUXILIARY AIDS AND ASSISTIVE TECHNOLOGY
(EX. PROVIDING PRINTED BROCHURES IN BRAILLE OR IN LARGE FORMAT FOR THOSE WITH BLINDNESS OR LOW VISION)

ACCOMMODATION

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ANY MODIFICATION OR ADJUSTMENT TO A SERVICE, PROGRAM, ACTIVITY OR PROCEDURE THAT WILL ENABLE A PERSON WITH A DISABILITY TO PARTICIPATE

- PROVIDING ASSISTIVE LISTENING DEVICES TO PEOPLE WITH HEARING IMPAIRMENTS FOR PUBLIC MEETINGS
- ASSISTING PERSONS WITH DISABILITIES (COGNITIVE, MOBILITY, VISUAL) TO FILL OUT FORMS
- GRANTING EXTRA TIME FOR PUBLIC COMMENT TO PERSON WITH SPEECH IMPAIRMENT
- TO PROVIDE A READER TO A QUALIFIED INDIVIDUAL WITH A VISUAL IMPAIRMENT
- TO ALLOW A PERSONAL CAREGIVER COME INTO A CLV RECREATION PROGRAM AND PROVIDE TOILETING FOR A CHILD IN THE PROGRAM

INTERACTING WITH PEOPLE WITH DISABILITIES

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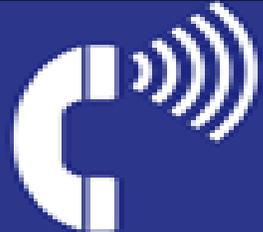


- DON'T MAKE ASSUMPTIONS.
- DON'T BE AFRAID TO ASK QUESTIONS WHEN YOU ARE UNSURE WHAT TO DO - PEOPLE ARE THE BEST JUDGE OF WHAT THEY CAN AND CANNOT DO.
- BE SENSITIVE ABOUT PHYSICAL CONTACT – PEOPLE DEPEND ON THEIR ARMS FOR BALANCE, CONSIDER EQUIPMENT PART OF THEIR PERSONAL SPACE.
- OFFER ASSISTANCE - DON'T JUST GIVE IT. IF ACCEPTED, LISTEN OR ASK FOR INSTRUCTIONS.
- SPEAK DIRECTLY TO THE PERSON - PEOPLE DESIRE TO BE INDEPENDENT AND TREATED WITH RESPECT.
- DON'T APOLOGIZE IF YOU HAPPEN TO USE ACCEPTED COMMON EXPRESSIONS THAT SEEM TO RELATE TO A PERSON'S DISABILITY.



INTERACTING WITH PEOPLE WITH DISABILITIES

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PLAY

Disability Sensitivity Training Video

PEOPLE WITH DEXTERITY/ MOBILITY DISABILITIES

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- PLACE YOURSELF AT EYE LEVEL WHEN COMMUNICATING
- DO NOT LEAN ON THEIR WHEELCHAIR OR ASSISTIVE DEVICE OR ASK THEM TO HOLD ITEMS (COATS, UMBRELLA, ETC.)
- DON'T PUSH OR TOUCH THEIR WHEELCHAIR (PERSONAL SPACE)
- KEEP RAMPS AND WHEELCHAIR ACCESSIBLE DOORS UNLOCKED AND UNBLOCKED
- DON'T GRAB THE ARM OF SOMEONE USING CANES OR CRUTCHES (LOSE BALANCE)



ASSISTIVE TECHNOLOGY SOLUTIONS

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DEXTERITY/MOBILITY DISABILITIES

- ALTERNATIVE KEYBOARDS & POINTING DEVICES
- KEYBOARD ENHANCEMENT SYSTEMS
- SPEECH RECOGNITION SOFTWARE AND TRAINING
- ERGONOMIC CHAIRS
- BACK RESTS AND FOOT RESTS
- MOTORIZED WHEELCHAIRS OR SCOOTERS



PEOPLE WHO ARE BLIND/LOW VISION

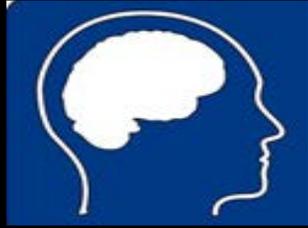
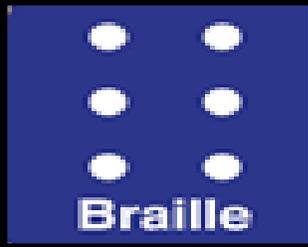
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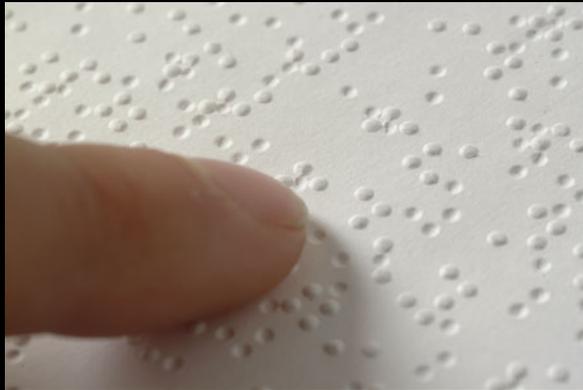
- IDENTIFY YOURSELF BEFORE MAKING PHYSICAL CONTACT (ENTERING AND LEAVING A ROOM)
- PROVIDE A TOUR OF A NEW FACILITY (NEW EMPLOYEE)
- OFFER TO READ INFORMATION
- DESCRIBE SETTING, ENVIRONMENT, OBSTACLES WHEN EN ROUTE
- DON'T GRAB THEIR ARM TO GUIDE THEM
- OFFER YOUR ARM OR SHOULDER IF THEY NEED GUIDANCE
- DON'T PET THEIR SERVICE DOG
- FACE THEM WHEN YOU SPEAK



ASSISTIVE TECHNOLOGY SOLUTIONS



BRAILLE



BRAILLE DISPLAYER



LARGE FONT (SIZE 18, SANS SERIF FONT)
& HIGH CONTRAST



PEOPLE WITH LEARNING (COGNITIVE) DISABILITIES

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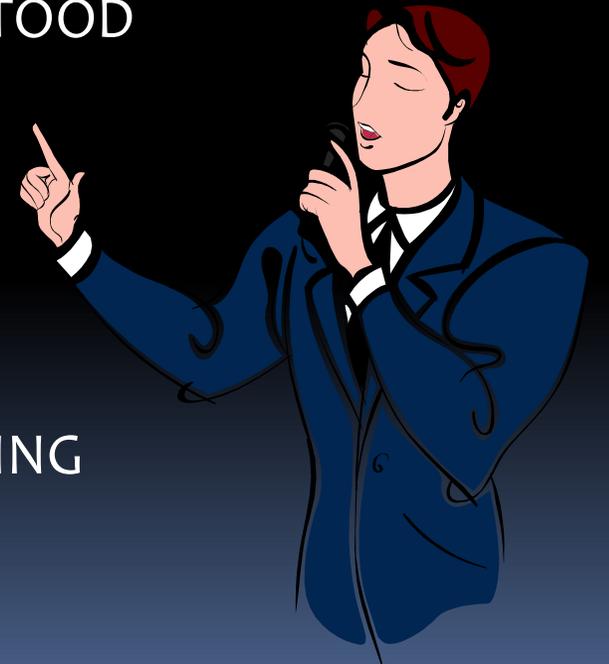
- OFFER TO BE IN A QUIET OR PRIVATE LOCATION
- GIVE VERBAL EXPLANATIONS
- SPEAK CLEARLY
- ALLOW ADEQUATE TIME FOR ACTIONS (READING, WRITING, SPEAKING)
- ASK IF THEY NEED CLARIFICATION OR HAVE QUESTIONS
- PROVIDE ALTERNATIVE WAYS OF COMMUNICATING THE MESSAGE (DEMONSTRATIONS, IN WRITING)
- BE PATIENT, FLEXIBLE AND SUPPORTIVE
- DON'T TAKE SUDDEN EMOTIONS PERSONALLY



PEOPLE WITH SPEECH DISABILITIES

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- GIVE PERSON FULL ATTENTION
- MAKE EYE CONTACT
- DON'T INTERRUPT OR FINISH SENTENCES
- ASK FOR CLARIFICATION IF PERSON IS MISUNDERSTOOD
- REPEAT THEM FOR VERIFICATION
- IF NEEDED, ASK THEM TO WRITE IT DOWN
- MOVE TO A QUIETER ENVIRONMENT
- DON'T PRETEND TO UNDERSTAND IF YOU ARE HAVING DIFFICULTY DOING SO.



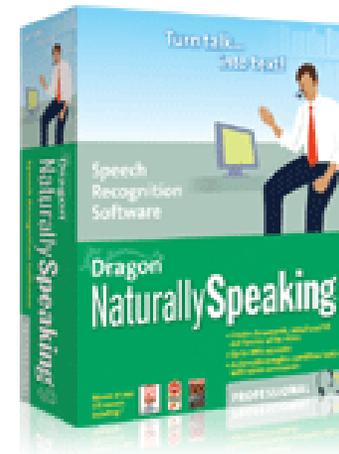
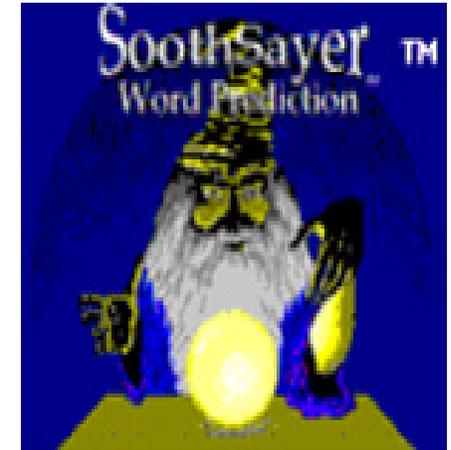
ASSISTIVE TECHNOLOGY SOLUTIONS

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COGNITIVE/COMMUNICATION DISABILITIES

- VOICE RECOGNITION SOFTWARE
- WORD PREDICTION SOFTWARE
- SCREEN READER SOFTWARE
- CUEING/MEMORY AIDS
- TEXT BASED DEVICES
- COMMUNICATION DEVICES
- ASSISTIVE LISTENING DEVICES

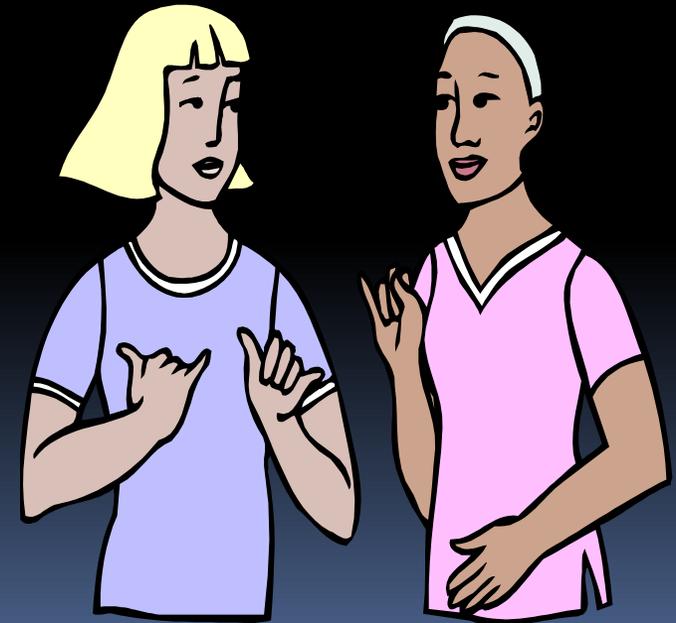


PEOPLE WHO ARE DEAF OR HARD OF HEARING

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- UTILIZE A SIGN LANGUAGE INTERPRETER OR WRITE THINGS DOWN
- LOOK AND SPEAK DIRECTLY TO THE PERSON, NOT THE INTERPRETER
- DO NOT OBSTRUCT VIEW OF MOUTH WHEN SPEAKING
- SPEAK CLEARLY AND AT A NORMAL PACE
- DO NOT SHOUT OR EXAGGERATE SPEECH
- AVOID SUDDEN CHANGES OF TOPIC IN CONVERSATION
- RECOGNIZE THE USE OF ASSISTIVE LISTENING DEVICES



ASSISTIVE TECHNOLOGY SOLUTIONS

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DEAF/HARD OF HEARING

RELAY NEVADA 711 & CAPTIONED TELEPHONES



TEXT-BASED COMMUNICATION DEVICES



VIDEO RELAY SERVICE (VRS)



FOR BRIEF
COMMUNICATIONS

REAL-TIME CAPTIONING (CART)



VIDEO REMOTE INTERPRETING (VRI)



QUALIFIED AMERICAN SIGN LANGUAGE (ASL)



FOR LONGER,
CONFIDENTIAL, OR
MORE COMPLEX
COMMUNICATIONS

UNDERSTANDING RELAY NEVADA 711

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PLAY

Relay Nevada 711 Deaf Blind TTY Relay

SERVICE ANIMALS ARE WELCOME

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- A SERVICE ANIMAL IS:

- “ANY DOG THAT IS INDIVIDUALLY TRAINED TO DO WORK OR PERFORM TASKS FOR THE BENEFIT OF AN INDIVIDUAL WITH A DISABILITY” INCLUDING:
 - PHYSICAL, SENSORY, PSYCHIATRIC, INTELLECTUAL OR OTHER MENTAL DISABILITY
 - A WORKING ANIMAL, NOT A PET
 - HOUSEBROKEN AND UNDER THE HANDLER’S CONTROL AT ALL TIMES
 - MUST HAVE A HARNESS, LEASH OR OTHER TETHER *UNLESS THE INDIVIDUALS DISABILITY PROHIBITS USE OF A HARNESS, OR IF THE ANIMALS TASKS WOULD BE ADVERSELY IMPACTED BY THEIR USE

- SERVICE ANIMALS CANNOT BE DENIED ACCESS BECAUSE OF PATRONS WITH ALLERGIES OR FEARS

- IF POSSIBLE, SEPARATE THE PATRON WITH THE ALLERGY/FEAR OR ASK THEM TO RETURN AT A LATER TIME

- SERVICE ANIMALS CAN BE DENIED ACCESS OR ASKED TO BE REMOVED IF THE ANIMAL IS:

- DISRUPTIVE
- OUT OF CONTROL
- NOT HOUSEBROKEN
- DAMAGING PROPERTY
- THE INDIVIDUAL WITH THE DISABILITY HAS THE OPTION OF RETURNING WITHOUT THE ANIMAL

HOW TO KNOW IF IT'S A SERVICE ANIMAL

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- IF THE PERSON HANDLING THE ANIMAL DOES NOT HAVE AN OBVIOUS DISABILITY, STAFF CAN ASK TWO QUESTIONS:

- IS THIS A SERVICE ANIMAL REQUIRED BECAUSE OF A DISABILITY?
- WHAT TASK HAS THE SERVICE ANIMAL BEEN TRAINED TO PERFORM?



- THE TASKS PERFORMED MUST BE DIRECTLY RELATED TO THE DISABILITY OF THE PERSON HANDLING THE ANIMAL. THIS WOULD INCLUDE:



- GUIDING A PERSON WHO IS BLIND/HAS LOW VISION
- ALERTING A PERSON WITH HEARING LOSS TO CERTAIN SOUNDS
- PICKING UP OR RETRIEVING OBJECTS
- PROVIDING NON-VIOLENT PROTECTION OR RESCUE WORK
- ASSISTING A PERSON DURING A SEIZURE
- ALERTING INDIVIDUALS TO THE PRESENCE OF LIFE-THREATENING ALLERGENS
- PROVIDING PHYSICAL SUPPORT OR ASSISTANCE WITH BALANCE
- ASSISTING A PERSON WITH PSYCHIATRIC DISABILITIES BY INTERRUPTING IMPULSIVE BEHAVIORS



- DOCUMENTATION PROVING THE TRAINING IS NOT REQUIRED

THAT'S A SERVICE ANIMAL?!!

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- WHAT'S NOT A SERVICE ANIMAL... IS IT?

- ANIMALS THAT PROVIDES EMOTIONAL SUPPORT, CRIME PREVENTION, COMFORT OR COMPANIONSHIP ARE NOT CONSIDERED SERVICE ANIMALS BECAUSE THEY DO NOT PERFORM SPECIFIC TASKS ASSOCIATED WITH THE PERSON'S DISABILITY
- OTHER SPECIES OF ANIMALS BESIDES DOGS, WILD OR DOMESTIC, TRAINED OR UNTRAINED, ARE NOT SERVICE ANIMALS WITH THE EXCEPTION OF.....

- MINIATURE HORSES ARE CONSIDERED SERVICE ANIMALS UNDER THE ADA

- CLV IS REQUIRED TO MAKE REASONABLE MODIFICATIONS TO PERMIT A MINIATURE HORSE THAT

- HAS BEEN TRAINED TO DO WORK OR PERFORM TASKS
- IS HOUSEBROKEN
- UNDER THE HANDLERS CONTROL



RESOURCES IN THE CITY OF LAS VEGAS

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- ADA WARDEN'S NETWORK



- [THE INTERNAL ACCESSIBILITY SHAREPOINT SITE](#)



- [THE EXTERNAL ACCESSIBILITY WEBSITE](#)



SERVICES FOR PEOPLE WITH DISABILITIES

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THE ADAPTIVE UNIT PROVIDES SERVICES

FOR PEOPLE WITH DISABILITIES INCLUDING:

- SENSITIVITY TRAINING
- COMMUNITY OUTREACH
- OUTDOOR ADVENTURE
- AFTER SCHOOL/ AFTER WORK PROGRAMS
- WHEELCHAIR SPORTS
- GOAL OF INCLUSION FOR ALL VEGAS RESIDENTS



INCLUSION

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INCLUSION IS PART OF A MUCH LARGER PICTURE THEN JUST PLACEMENT IN “REGULAR” ACTIVITIES WITHIN SOCIETY. IT IS BEING INCLUDED IN LIFE AND PARTICIPATING USING ONE'S ABILITIES IN DAY TO DAY ACTIVITIES AS A MEMBER OF THE COMMUNITY.

IT IS BEING A PART OF WHAT EVERYONE ELSE IS, AND BEING WELCOMED AND EMBRACED AS A MEMBER WHO BELONGS.



INCLUSION

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PLAY

Whoopi

QUESTIONS & ANSWERS

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Aly Mikos 229-5055



Parks & Recreation – Adaptive Unit
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