

Disability Etiquette



CENTER *for*
ACCESSIBLE LIVING

Centers for Independent Living

- Nationwide yet community based
- Consumer controlled; operated for and by people with disabilities
- IL philosophy – people with disabilities have the right to make their own choices, live life the way they want, and have the same opportunities and access to their communities as people without disabilities.
- Provide core services and more

Independent Living

“Independent Living does not mean that we want to do everything by ourselves, do not need anybody or like to live in isolation. Independent Living means that we demand the same choices and control in our everyday lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors; work in jobs that are in line with our education and interests, and raise families of our own. We are profoundly ordinary people sharing the same need to feel included, recognized and loved.”

– Dr. Adolf Ratzka



Our Mission

The Center for Accessible Living is an innovative leader in empowering all people to achieve their goal of independent living while involving the entire community.

What is a disability?



- A physical or mental condition that substantially limits one or more major life activity.
- People who have a record of an impairment, even if they do not currently have a disability
- Individuals who do not have a disability, but are regarded as having a disability.
- People who rely on medication /devices to function effectively in their daily lives.

Did you know?

- People with disabilities are the country's largest minority group. 56.7 million (1 in every 5) Americans have a disability .
- People with disabilities can be of all ages, ethnicities, genders, sexual orientations, religions and socio-economic backgrounds.
- Anyone can join at any time!



Medical Model vs Social Model

Medical Model	Social Model
Disability is a problem.	Disability is a natural form of diversity.
A Person with a disability is “broken” or “sick” and requires curing or healing.	Disability is caused by the way society is organized, rather than by a person’s impairment or difference.
Goal: It needs to be fixed!	Goal: Remove societal barriers that restrict life choices for people with disabilities.
-To solve the problem, medical intervention if needed: health professionals are responsible	- Promote change in the attitudes and perceptions

Societal Barriers

- Inaccessible environment: buildings, transport, information, communication
- Segregated services
- Lack of useful education
- Poverty
- Attitudes: Prejudice, stereotyping, discrimination, de-valuing
- Belief in the medical model

What is Person First Language?

It places the person before the disability, and describes what a person has, not what a person is.



Why should we use Person First Language and Preferred Terms?

1. To avoid defining a person by their disability
2. To shape attitudes and perceptions
3. To avoid supporting old stereotypes
4. To model appropriate language

Terminology – Some examples

Words & Phrases to Avoid

1. Handicapped, crippled, disabled person
2. Normal, healthy or able-bodied person/people
3. Wheelchair-bound or confined to a wheelchair
4. A victim of/suffers from multiple sclerosis

5. Mentally retarded, a retard, slow, special, sped
6. The epileptic or epileptics, fits

7. The mentally ill, crazy, psycho, nuts, mental case, lunatic, deranged
8. The blind, or blind as a bat
9. Deaf mute, deaf and dumb

10. Handicap accessible, handicap parking, handicap hang tag

Preferred Alternatives

1. A person with a disability
2. Person without disability
3. A wheelchair user, uses a wheelchair
4. Has multiple sclerosis

5. Person with an intellectual or developmental disability
6. Person with epilepsy, person with seizure disorder, seizure or epileptic episode
7. Person with a mental disorder

8. People who are blind or visually impaired
9. Person who is hard of hearing, person who is deaf, deaf people*

10. Accessible, accessible parking, accessible hang tag

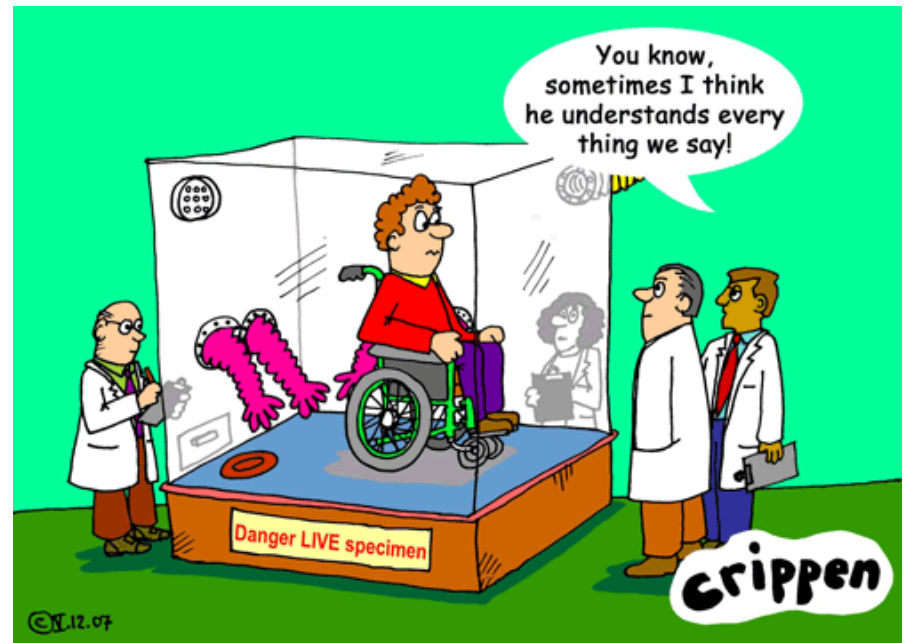
Meeting a person with a disability

1. A handshake
2. Speak directly
3. Don't ask!
4. Treat adults as adults.
5. Be patient and give your undivided attention.
6. Don't yell.
7. Do not pretend to understand what a person is saying if you don't.
8. Use common expressions like "see you soon."
9. Relax and don't be afraid. We all make mistakes.



Interacting with a Person who uses a wheelchair

1. Personal space – treat the wheelchair as an extension of the body
2. Communicate eye-to-eye
3. Clear a path
4. Know the geography
5. Directions



Meeting a person with a disability that affects speech

1. Pay attention, be patient, and wait.
2. Ask the person to repeat what is said.
3. Be prepared for persons who use assistive technology.
4. Resist finishing sentences.



Engaging a person who is blind

1. Greetings
2. Departing
3. Guiding
4. The Landscape
5. Details Matter
6. Guide dogs/canes
7. Not everyone reads braille



Meeting someone with a cognitive impairment that affects learning/intelligence, or brain function

1. Keep your communication concrete
2. Stay on point
3. Allow the person time
4. Focus on the person
5. Repetition
6. Patience



Communicating with someone who is deaf or uses an assisted hearing device

1. Let the person take the lead: ASL, ESL, writing notes, lip reading.
2. Talk directly to the person.
3. If the person lip-reads, face him or her directly.
4. May help to simplify sentences and use more facial expressions and body language.
5. Gain the person's attention prior to speaking.



Face me
when
you talk



Meeting a person with a mental disorder

- Assume that people with mental disorders are individuals and are not necessarily violent or easily stressed
- Know that not all people with mental disorders need medication
- Recognize that people with mental disorders can hold jobs and lead independent lives
- Be comfortable in behaving in the same manner as you would with anybody else



Invisible Disabilities

May not be visible on the outside of a person

May affect a person's bones, muscles, nerves, cells, or their cognition

Examples include:

- Brain injury
- Epilepsy
- Hearing loss
- Multiple sclerosis
- Chronic fatigue syndrome

People without disabilities often assume people with invisible forms of disabilities can work just as hard, walk just as far, or sit as long as people without disabilities simply because people with invisible disabilities "do not look disabled."



Invisible Disabilities



- People do not always choose to identify themselves as a person with disabilities.
- If they do, do not refuse to believe what you cannot see by doubting a person's truthfulness.
- If you are aware that a person has a form of invisible disability, the best tactic may be to simply speak with the person and ask them what they are able to do and what they cannot do.
- If a person with an invisible disability says they are unable to do something, do not attempt to somehow coax or convince them to try anyway.
- If you are unaware that a person has an invisible disability, but see them struggling, ask how you can help or ask how a task or activity can be made easier (accommodation.)

Invisible Disabilities

Signs of a possible invisible disability:

- Has trouble following a conversation
- May not respond when you call or wave
- May make a request that seems strange to you
- May say or do something that seems inappropriate

Don't make assumptions about the person or his/her disability

BE OPEN-MINDED!!!!

Accessible Parking

Parking here for “Just a Minute...”
Is 60 seconds too long!

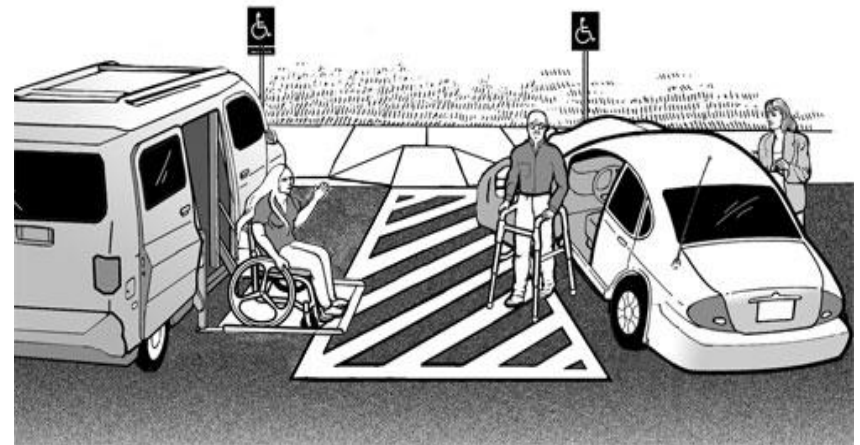


NEVER park in a space that is reserved for people with disabilities, **UNLESS** you have a permit, placard or designated parking plates. It is the courteous thing to do—
AND THE LAW!

Stripes Have a Purpose!

REMEMBER to **not park in the striped access aisles** next to spaces reserved for individuals with disabilities, even if you have a permit or plates!

Access aisles provide room for wheelchair users to enter and exit their vehicles or provide needed space to deploy ramps or a lift in those aisles.



Service Animals

- A trained dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability.
- Treat service animals as an extension of the body – petting can interfere with the animal's service.
- One service animal at a time
- Emotional Support Animal is an animal (typically a dog or cat) that provides a therapeutic benefit to its owner through companionship. Air Carrier Access Act and Fair Housing Act both recognize ESA.
- Businesses not required to allow emotional support animals.

Service Animals

- Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally **must allow service animals to accompany people with disabilities**.
- Service animals must be **harnessed, leashed, or tethered**, unless these devices interfere.

Service Animals

Staff may ask:

1. Is the dog a service animal required because of a disability?
2. What work or task is the dog trained to perform?

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals.

Assign them, if possible, to different locations or rooms.



Service Animals

A service animal may be removed if:

1. The animal is out of control and the handler does not take effective action to control it, or
2. The animal is not housebroken.

If removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

Establishments that sell or prepare food must allow service animals.

Questions

Does anyone have a question
they've always wanted to ask
or been too afraid to ask?

For questions about rights and responsibilities under the ADA
contact :



1419 Mayson Street
Atlanta, GA 30324

Toll-Free: 800-949-4232
(AL, FL, GA, KY, MS, NC, SC, TN)

Telephone	404-541-9001
Fax	404-541-9001
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Web	ADAsoutheast.org



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The Fundamentals of Researching Kentucky Land Patents

Friday, April 26, 10-11:30 am ET (9-10:30 am CT)

Knowledge Transfer

Tuesday, April 30, 10-11 am ET (9-10 am CT)

Library Link Up: Family Programming

Thursday, May 2, 10-11 am ET (9-10 am CT)

Oh, the Places You'll Go: Travel RA

Wednesday, May 15, 10-11 am ET (9-10 am CT)

Give Us Your Tired, Your Poor, Your Huddled Masses, and Make Them Behave

Thursday, May 16, 10-11 am ET (9-10 am CT)

Information Security

Thursday, May 16, 2-3 pm ET (1-2 pm CT)

Almost Painless Politics: or, How to Conduct a Civil Candidate Forum

Tuesday, May 21, 2-3 pm ET (1-2 pm CT)

More webinars are available on our **Archived Webinars** page:

<https://kdla.ky.gov/librarians/staffdevelopment/kdlaarchivedwebinars/Pages/default.aspx>

Thank you for attending!

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