Disability Etiquette
March 26, 2014
Welcome
Student Disability Resource Center (SDRC) Staff

- Kevin O’Brien
  Director

- Linda Parker
  Disability Counselor

- Mary Johnson Smith
  Disability Counselor

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Outcomes

- Through participation in this workshop, participants will feel more comfortable and confident in their interactions with persons with disabilities.

- Participants will also gain a better understanding of disability culture.
Video: Lana’s Story
Words People Use...

Can't
Retarded
Handicapped
Crippled
Afflicted
DifferentlyAbled
Invalid
Slow
Wheelchair
Challenged
Impaired
Useless
Creepy
Weird
Blind

Poor Thing
Disability and Handicaps

- Disability: a condition caused by an accident, trauma, genetics or disease which may limit a person’s mobility, vision, speech or cognitive function

- Handicap: a physical or attitudinal constraint that is imposed upon a person, regardless of whether that person has a disability

- Example: Some people with disabilities use wheelchairs. Stairs, narrow doorways and curbs are handicaps imposed upon people with disabilities who use wheelchairs
Question 1 – True or False?

Words such as “wheelchair bound,” “handicapped” or “special needs” are acceptable to use.

FALSE

- Wheelchair user
- Individual with a disability
Question 2 – True or False?

The words “retard” and “crazy” are harmless words.

FALSE

- Person with retardation
- Emotional disorder or mental illness
Individuals with disabilities
People with disabilities
Students with disabilities
## What to Say…

<table>
<thead>
<tr>
<th>Instead of This…</th>
<th>Say…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epileptic</td>
<td>Person who has epilepsy</td>
</tr>
<tr>
<td>Confined/restricted to a wheelchair or wheelchair bound</td>
<td>Uses a wheelchair or wheelchair user</td>
</tr>
<tr>
<td>Disabled student</td>
<td>Student with a disability</td>
</tr>
<tr>
<td>Afflicted, suffers from, or victim of…</td>
<td>Person who has…</td>
</tr>
<tr>
<td>Mute or dumb</td>
<td>Without speech, nonverbal</td>
</tr>
<tr>
<td>Is learning disabled</td>
<td>Has a learning disability</td>
</tr>
<tr>
<td>Normal, healthy</td>
<td>Nondisabled</td>
</tr>
<tr>
<td>Invalid</td>
<td>Paralyzed</td>
</tr>
</tbody>
</table>
Humboldt State SDRC Student Population Statistics
Deaf and Hard of Hearing
Deaf / Hard of Hearing – Differences

- **Hard of Hearing (HH)**
  - Continue to rely on hearing
  - Generally communicate verbally
  - May use phone, hearing aids, ALD’s, amplified sound systems, lip reading

- **Deaf**
  - Profound hearing loss
  - Generally communicate non verbally
  - May hear some frequencies or no sound at all
  - Rely mainly on visual cues or vibration
Communicating with Individuals Who Are Deaf/HH

- Don’t make assumptions
  - Not all Deaf/HH individuals sign, lip read, speak
  - Be open to communicating differently

- Getting a group’s attention
  - Lights off/on

- Getting the individual’s attention
  - Tapping shoulder/arm
  - Waving hands
Deaf/HH Communication – con’t

- Use eye contact
  - Face the individual
  - Avoid turning away, eating, or chewing gum

- Assess the communication = How?
  - Ask the person’s preference

- Lip Reading
  - If the person is lip reading, they are understanding about 30% of the conversation
Methods of Communicating

- Back to basics: use note pad and pen

- Interpreter
  - Request an interpreter through SDRC
  - Speak directly to individual and not the interpreter
  - Line of sight

- Technology: text, email, visual aids

- Speaking
  - Use gestures, facial expressions (eyebrows)

- Phone: TTY or Relay Service
“SDRC” Way to Communicate

S
peak slower
  ◦ enunciate clearly but don’t exaggerate lip movement

D
irect conversation
  ◦ be short and concise

R
epeat or reword

C
heck in for understanding
Video: The World of Deaf Culture Part 1
Disability Etiquette

What to Do...
General Etiquette

- Offer assistance (if so inclined)
  - Be prepared to have the offer declined
  - If accepted, listen to, ask for, and accept instructions
  - Do not proceed to assist if your offer is declined

- Okay to use common expressions that seem to relate to disabilities

- Introductions and shaking hands

- Do not make assumptions about a person’s abilities
You do not have to introduce yourself to someone who is blind because they have awesome memories and hearing ability and will remember your voice.

False

- Always announce yourself when you enter and leave a conversation
Speak using a natural conversational tone and speed

Be precise and thorough when describing tasks, places, individuals, etc.
  ◦ Avoid terms: “over there”, “this”, and “that”

Offer your arm and ask the person if they would like assistance
Demonstration: Guiding Individuals with No/Low Vision
You are having a long conversation with your friend who is a wheelchair user. If your legs and feet begin to hurt from standing so long you may rest on the arms of the wheelchair.

False

- A person’s wheelchair is part of their personal space
- Position yourself at the person’s eye level if possible
Mobility Limitations

- Don’t push someone using a wheelchair unless they ask
- Enable people who use mobility aids (crutches, canes, wheelchairs) to keep them within reach
- Some individuals who use wheelchairs may choose to transfer out of their wheelchairs
- Don’t pat a wheelchair user on the head
Service Animals

Why is There a Dog in My Office?
Video: Service Animals at Work
Topics Covered

- Federal Law
- Distinction between Service Animal and Companion or Assistance Animal
- Service Animals
- Assistance Animals
- Certification and Licensing
Federal Law

- Americans with Disabilities Act (ADA) and Fair Housing Amendments Acts

- Definition:
  - Guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability

- Limited to dogs and miniature horses
Service Animal vs. Companion Animal

- **Service animal**
  - Working animal, not a pet
  - Specially trained to perform specific task
  - Task must be directly related to person’s disability

- **Companion animal**
  - Provides comfort to person with disability
  - Not trained to perform specific tasks
  - Also called emotional support or assistant animals
  - Does not qualify as service animal under ADA
Service Animal Examples

- Guiding people who are blind
- Alerting people who are deaf
- Pulling a wheelchair
- Alerting and protecting a person who is having a seizure
- Reminding a person with mental illness to take medication
- Calming a person with PTSD during an anxiety attack
Where Service Animals Are Allowed

- Generally must allow service animals to accompany people with disabilities in all areas of a facility where the public is normally allowed to go.
Must be under Control

- Must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents their use.

- The individual must maintain control of the animal through voice, signal, or other effective controls.
Inquiries About Service Dogs

- When not obvious, staff may ask two questions:
  1. Is the dog a service animal required because of a disability?
  2. What work or task has the dog been trained to perform?

- Staff cannot:
  - Ask about person’s disability
  - Require medical documentation
  - Require special I.D. or training documentation for dog
  - Ask that dog demonstrate ability to perform task
Exclusions

- Allergies and fear of dogs are not valid reasons for denying access or refusing service.

- A person with a disability cannot be asked to remove service animal from premises unless:
  1. The dog is out of control and the handler does not take effective action to control it.
  2. The dog is not housebroken.
Service Dog Etiquette

- Remember that the dog is working. Don’t do anything to interrupt while it is performing its tasks
- Speak to the person first. Do not aim distracting or rude noises at the dog
- Do not touch the service dog without asking for, and receiving, permission
- Do not offer food to the service dog
- Do not ask personal questions about the handler’s disability, or otherwise intrude on his or her privacy
The Fair Housing Act requires accommodation of “assistance animals,” including untrained emotional support or companion animals, in campus housing.

The FHA requires accommodation of a much broader range of animals than the ADA.

A letter or prescription from a qualified diagnostician can be required to bring a companion animal into housing.
A person may keep an assistance animal in a dwelling unit as a reasonable accommodation if:

1. The person has a disability;
2. The animal is necessary to afford the person with a disability an equal opportunity to use and enjoy a dwelling; and
3. There is an identifiable relationship or nexus between the disability and the assistance the animal provides
Federal and State Law do NOT require:
- Registration
- Certification
- Identification

Special service/companion animal registration may be available from counties in this state but is NOT required.
Certification and Licensing – con’t

- Special harnesses, vests, or other items worn by a dog are unnecessary and do not prove that a dog is a service animal
  - Retailers on the web commonly misrepresent this fact to sell merchandise

- Service/companion dogs must be licensed by the county just as any other dogs need licenses
  - not because they are service/companion animals
Video: S#%t People Say

Video: S#%t People Say
Psychological Disabilities
Psychological Disabilities

- Speak directly
- Offer to shake hands when introduced
- Make eye contact and be aware of body language
- Listen attentively
- Treat adults as adults
- Do not give unsolicited advice or assistance
- Do not blame the person
- Question the accuracy of media stereotypes
- See the PERSON, not the ILLNESS
- Relax!
Assistive Technologies (AT)

Who Uses What...
What Are Assistive Technologies?

- Software or hardware systems or devices that allow an individual with a disability to access computers or everyday life activities.

- Allows individual to interact with their environment in a more efficient/effective manner.
Assistive Technologies: Blind
Assistive Technologies: Low Vision
Assistive Technologies: Hard of Hearing
Assistive Technologies: Mobility
Assistive Technologies: Cognitive
Acknowledgements

Thank-you to the following:

- Nancy Resnick, APS & HR
- Jeff Williams, APS & HR
- Lanaya Gaberel, APS & HR
- Cassandra Tex, SDRC
- Mark Turner, Chancellor’s Office
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Final Thoughts...