

**SEE THE PERSON  
NOT THE DISABILITY**

<https://youtu.be/S6sLI7-Ulh8>

# DISABILITY ETIQUETTE

- ❖ When talking to a person with a disability, look at and speak directly to that person, rather than through a companion or attendant.
- ❖ When referring to a person with a disability, make reference to the person first, then the disability. Use terminology such as "a person with a disability" rather than a "disabled person."
- ❖ Listen attentively when talking with a person who has a speech impairment. Keep your manner encouraging rather than correcting. so.

# DISABILITY ETIQUETTE

## contd.

- ❖ To get the attention of a person with a hearing impairment, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, naturally, and slowly to establish if the person can read lips.
- ❖ Shouting probably will not help but written notes may. To facilitate conversation, be prepared to offer a visual cue to a hearing impaired person or an audible cue to a vision impaired person, especially when more than one person is speaking.

# DISABILITY ETIQUETTE

## contd.

- ❖ Do not touch a service animal, or the person the animal assists, without permission. Noises may distract the animal from doing his/her job, and feeding the service animal may disrupt the animal's schedule.
- ❖ When talking with a person who uses a wheelchair or scooter for more than a few minutes, use a chair whenever possible in order to place yourself at the person's eye level; this facilitates conversation. Do not move a wheelchair, crutches, or other mobility aid out of reach of a person who uses them.

# Communicating with People with Disabilities

## Don't Say

Handicapped

Crippled, lame

The blind

Suffers from a hearing loss

## Say

Person with a disability

Person with a physical disability

Person who is blind

Person who is hard of hearing

**Put the person first!!!!**

# Interacting with People with Disabilities

## Top 5 things to consider

- ❖ **Ask before you help**

- ❖ *People desire to be independent and treated with respect*

- ❖ **Be sensitive about physical contact**

- ❖ *People depend on their arms for balance, consider equipment part of their personal space*

- ❖ **Think before you speak**

- ❖ *People are the best judge of what they can or cannot do*

- ❖ **Don't make assumptions**

- ❖ *People are the best judge of what they can or cannot do*

- ❖ **Respond graciously to requests**

- ❖ *An accommodation is not a complaint*

# What's so funny about mental illness? VIDEO

❖ **Ruby Wax**

❖ <https://youtu.be/mbbMLOZjUYI>

# What is a Mental Disability?

Some common mental health impairments:

- ❖ Depression, which affects a person's mood, concentration, sleep and social behavior
- ❖ Bipolar Disorder, which causes a person to experience extreme highs and lows
- ❖ Tourette syndrome (TS) is a neurological disorder characterized by repetitive, stereotyped, involuntary movements and vocalizations called tics.

# Comfort or Companion Animals

- ❖ Companion animals are not individually trained to perform any specific kind of task. Instead, the principal service that companion animals provide is simply that—companionship.
- ❖ While service animals are trained to behave flawlessly in public, companion animals may or may not be as well-behaved. As a result, companion animals are virtually indistinguishable from the family pet.
- ❖ Companion animals have come to play an important part in the lives of many people. Companion animals range from dogs to cats to birds, fish, rabbits, guinea pigs and horses to more unusual pets such as ferrets, snakes and reptiles, livestock and native animals. They provide companionship and a sense of responsibility.

# Origin to Destination Service

The Department's ADA regulation, 49 CFR §37.129(a), provides that, with the exception of certain situations in which on-call bus service or feeder paratransit service is appropriate, "complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service."

This term was deliberately chosen to avoid using either the term "curb-to-curb" service or the term "door-to-door" service and to emphasize the obligation of transit providers to ensure that eligible passengers are actually able to use paratransit service to get from their point of origin to their point of destination.



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