

Adult Day Services: Exceeding the Vision

California Association of Adult Day
Services (CAADS)

Fall Conference

Sensitivity: An Empathetic Approach

with

Tom Pomeranz, Ed.D.

Tuesday, November 17, 2020



Universal Enhancement

THIS
IS MORE
ABOUT
US
THAN
THEM



Universal Enhancement

Good Intentions

We are good and caring people!

We are not:

malevolent
mean spirited
vitriolic
vindictive



When we are not supportive in helping people get a life, it may be caused by our

IGNORANCE

Universal Enhancement

Forget



**They
don't
want you
to forget
that we
do!**

Universal Enhancement

It Takes More

**When I hear a staff say
“I just love the individuals I
work with”, my first thought
is ...**

...your love is not enough!



Universal Enhancement

Talk vs Actions

Actions

Voice

I can not hear what you
are saying; your actions
are drowning out your
voice.

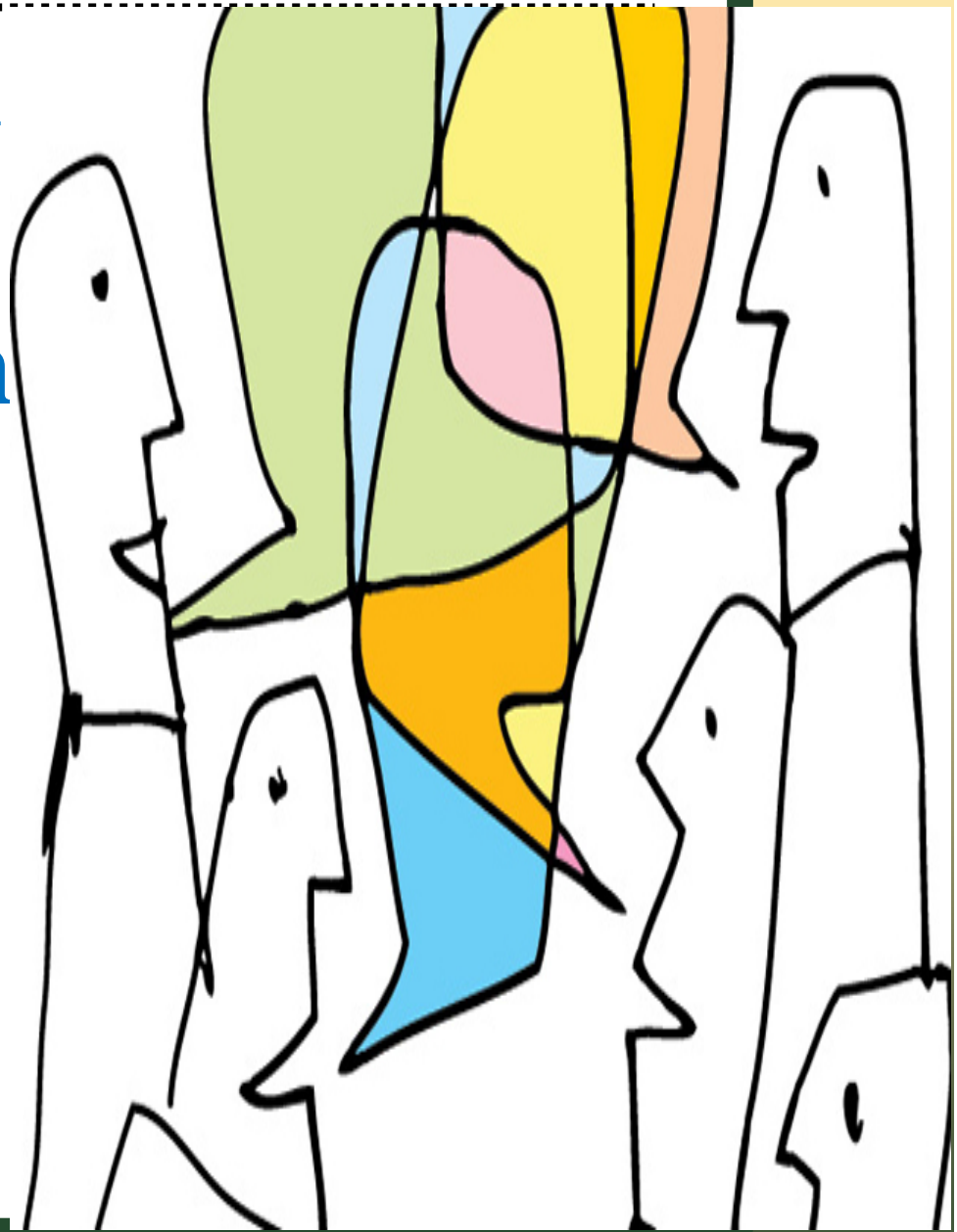
Wolf Wolfensberger

Universal Enhancement

Quality Defined

**“Quality is defined
at the
point of interaction
between a staff
member and
a person with a
disability.”**

**John F. Kennedy, Jr. Founder of the National Alliance
for Direct Support Professionals**



Universal Enhancement

Assessing Quality

Each staff interaction is the defining moment in assessing quality.

It is where:

- *the rubber meets the road*
- *the needle touches the phonograph record*
- *the pen is put to paper*

All else is secondary!

The quality of services must be assessed by the character of those interactions.



Universal Enhancement

UE Toolbox

Eye Contact

Share feelings

Courtesy

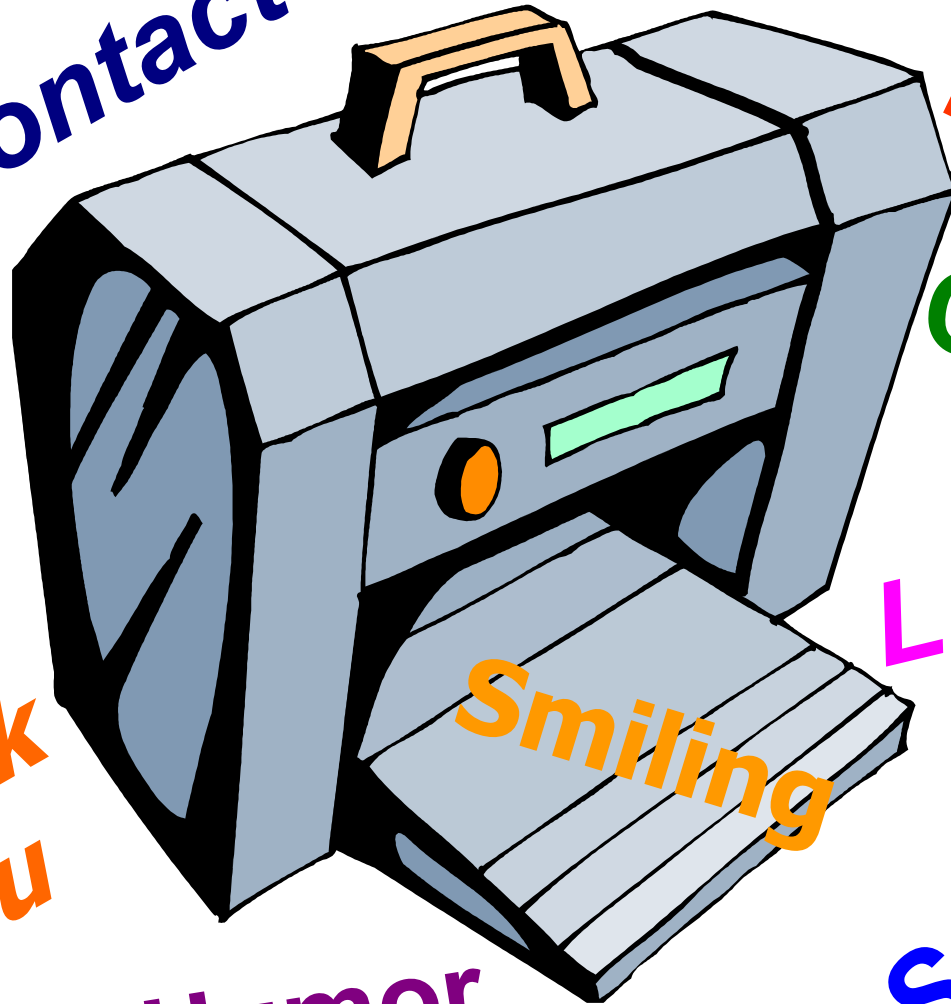
Please & Thank You

Smiling

Listening

Sense of Humor

Speaking Softly



Universal Enhancement

How Many Tools Are There?

Courtesy

Speaking Quietly

Encourage age-appropriate items

Don't talk about people in front of them

Promote Work

Non-contingent touches

Doing with, not for

Being forgiving

Making introductions

Respect positive rituals

Assure access to personal funds

Assist in moving people only with their permission

Remove administrative barriers

Encourage people to "give to" and "do for" others

Humor

Assure privacy

Respectful language

Teach self advocacy

Promote individualization

Offer options

Celebrate success

Assure accessibility

Acknowledge people's gifts

Smiling

Eye contact

**Answer: How many ways are there
to make someone's life miserable?**

Universal Enhancement

Potentially Harmful

Good Enough for Me (GEM)

necessitates that when interacting with those you support, treat them the way you would wish to be treated.

Empathy!

If you allow yourself to be mistreated or you mistreat yourself – do not use GEM!

Universal Enhancement



Staff Feelings

**Dis-ease arises from an elicited
emotive response.**

**Staff for whom
emotions are neither
elicited nor expressed
may lack motivation to
demonstrate sensitivity.**

**For them there is
no Dis-ease.**



Universal Enhancement

Sensitivity Formula

Knowing what is sensitive behavior does not assure sensitive behavior!

Sensitivity necessitates that the cognitive process be evoked by emotive (affective) influences.

Know it + Feel it = Show It!



Universal Enhancement

Emotional Connection

Each individual defines what an emotional connection means to him/her. The following are some basic characteristics that are Universal:

- An emotional connection is a bundle of subjective feelings that meld – creating a bond between two people

- The word emotional means to arouse strong feelings

- The in-depth feelings may be happiness, disappointment, rejection, sorrow, guilt or any of thousands of emotions that humans experience



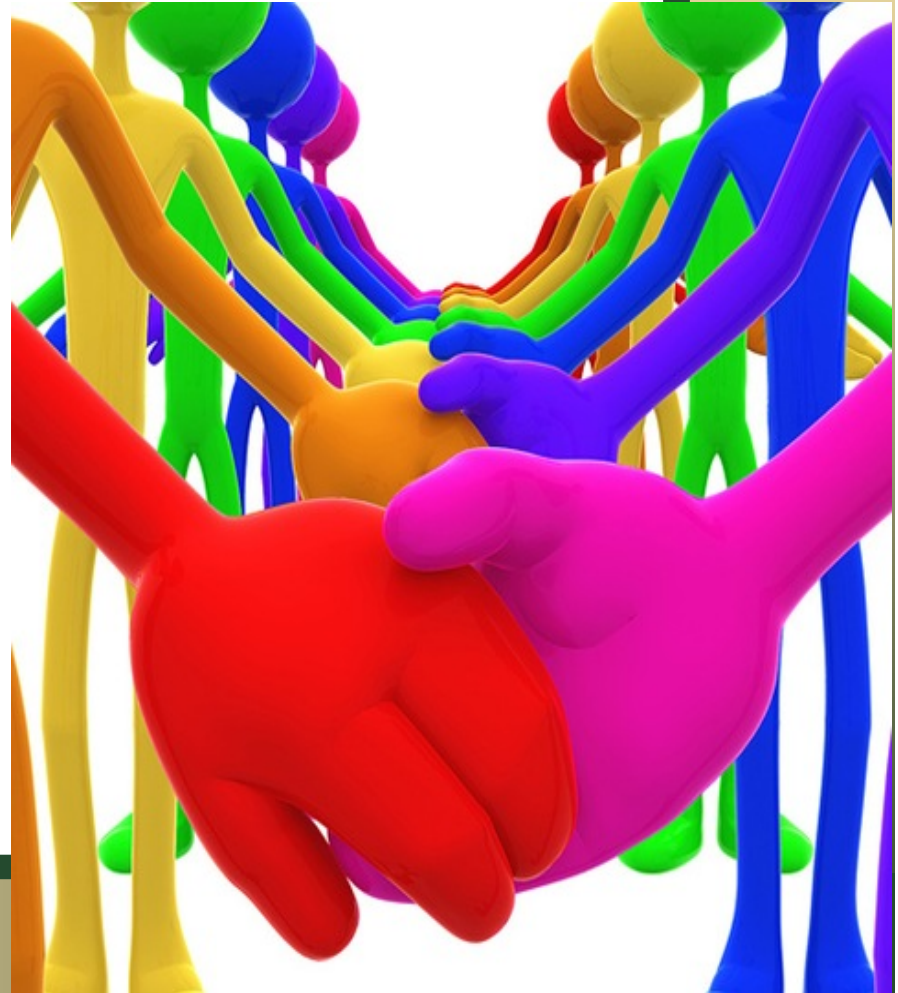
Universal Enhancement

Emotional Connection (cont'd)

- A connection is a bond, a link or tie to something or someone
- Pair the two words - emotional and connection and it transitions to a bond or tie to someone with whom a set of emotions are shared

Forge an emotional
connection – to build
a strong and
enduring
relationship!

Universal Enhancement



The Foundation for QOL

Sensitivity – the quality of being sensitive. Responding or feeling, readily and acutely

Courtesy – polite or considerate act or remark



Universal Enhancement

The Foundation for QOL

Sensitivity – the quality of being sensitive. Responding or feeling, readily and acutely

Courtesy – polite or considerate act or remark

Respect – to feel or show honor or esteem for



Universal Enhancement

Civility Defined

An act of politeness or courtesy; the act of sharing regard for others; an act or utterance that is a customary show of good manners; speech or behavior that is a sign of good parenting; perfunctory politeness; civility is claiming and caring for one's identity, needs and beliefs without degrading.

How much of a definition do we need?

Let's be civil to all people including those with disabilities!



Universal Enhancement

Human Spirit

Can staff create environments, provide supports, promote options, nurture relationships and inspire dreams that enhance quality of life if staff effort is void of the human spirit?



Universal Enhancement

Human Spirit (cont'd...)

The absence of the influence of the human spirit results in Task Focused staff versus Person Centered staff.

When the influence of the human spirit is absent, staff performance can only be driven by policies, procedures, rules, regulations and supervisory authority.



Universal Enhancement

Think Out Loud

Make an effort to talk with people who do not speak.

Thinking out loud:

- *Facilitates verbal skills*
- *Encourages bonding*
- *Demonstrates courtesy*
- *Values the person*



Universal Enhancement

Include In The Conversation

Don't talk about the individual in front of them!

Communicate to the individual

Ask the individual's permission to share the information

Take leave



Amy, when we get to the cabin Eric will assist you in calling your Mom.

Universal Enhancement

Let Them Communicate

When appropriate, support the individual in communicating their message to others!



Universal Enhancement

Come Again?

When an individual is difficult to understand,
ask:

- *will you please repeat*
- *if they will show you by gesturing*
- *permission for another to interpret*

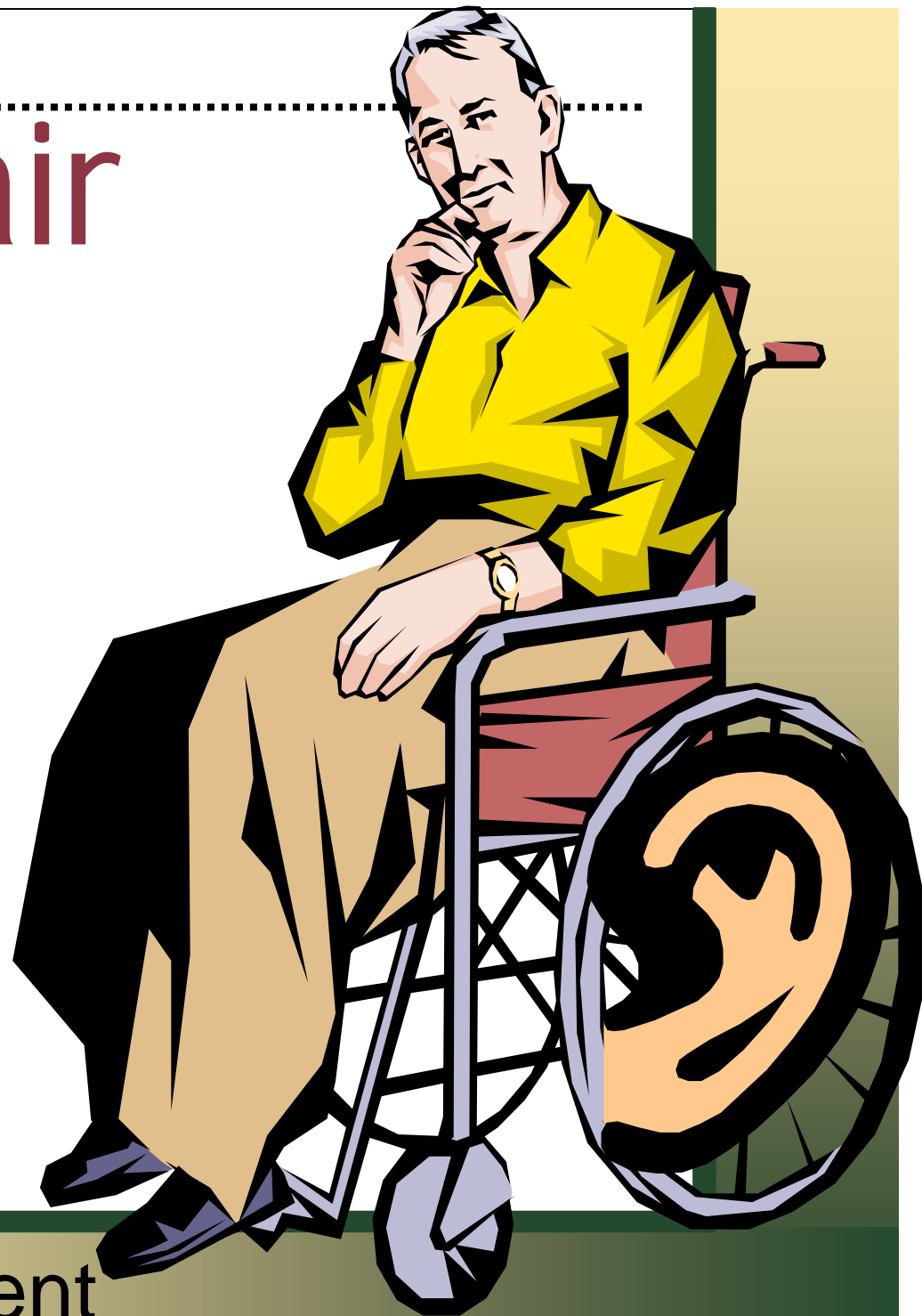
I'm sorry, I don't understand what you are saying.



Universal Enhancement

Louder

A wheelchair
is not a
hearing
aid in
disguise!



Universal Enhancement

Voice Volume

We tend to speak loudly when speaking to:

People with visual impairment

Children

People with pronounced accents

People with cognitive impairment

Does comprehension increase
as we get louder?

Why do children and
people with intellectual
disabilities tend to speak
much louder than others?



Universal Enhancement

Just Between Us

Communicate personal issues,
personally!

It's nobody's business other than the
person with whom you are speaking!

Did you:

shave?

brush your teeth?

take your meds?

make your bed?

take a shower?

*put your clothes in the
hamper?*

comb your hair?



Universal Enhancement

Speak To Others



“And how
are we today,
pumpkin?
You sure
look cute
in that shirt!”

The tone of voice that we use in speaking to others is an indication of how we perceive the individual.

Universal Enhancement

Differentiated Speech

Many factors influence
how we speak to others:

Hearing impairment

Limited vocabulary

Receptive auditory aphasia

Limited attention

Increase volume

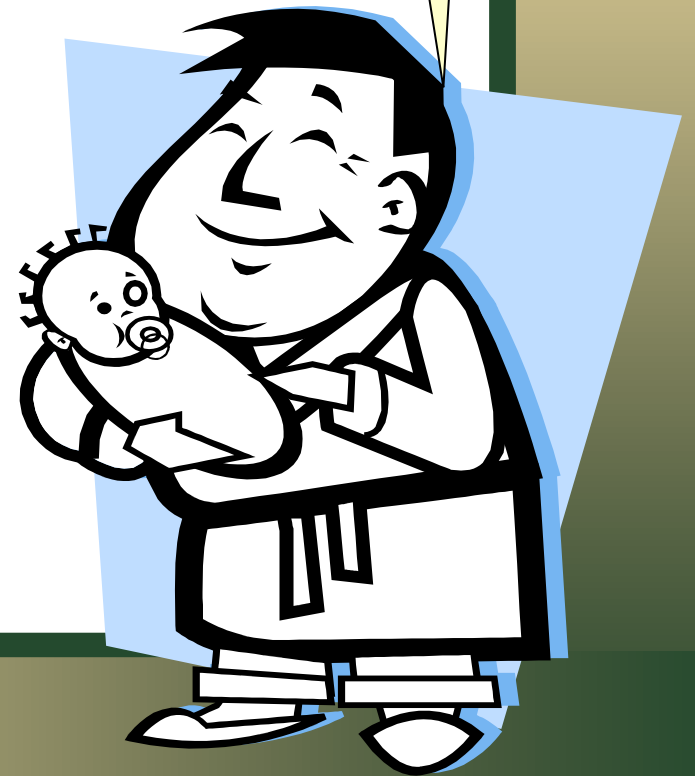
Simplify vocabulary

Slow pace; pause

Shorten sentence
length

There is no reason
to use an age-
inappropriate tone
of voice.

Cootchie, coo
little baby.



Universal Enhancement

Words of Endearment

The mutual exchange of honey, dear and sweetie connote a caring relationship.

What is communicated when a cashier greets an elderly man, who uses a walker, with "Hi honey"?

Are the people you support, your doll babies and pumpkins?

Did you put your ballot in the box sweetie?



Universal Enhancement

Share Your Thoughts

Directive Conversation

- put your dirty clothes in the hamper
- close the door
- turn down the radio
- wash your hands



Universal Enhancement

Food Talk

When staff lack a valued relationship with those they support, meal time conversation (if any) is devoted to food.

Do you like the spaghetti?

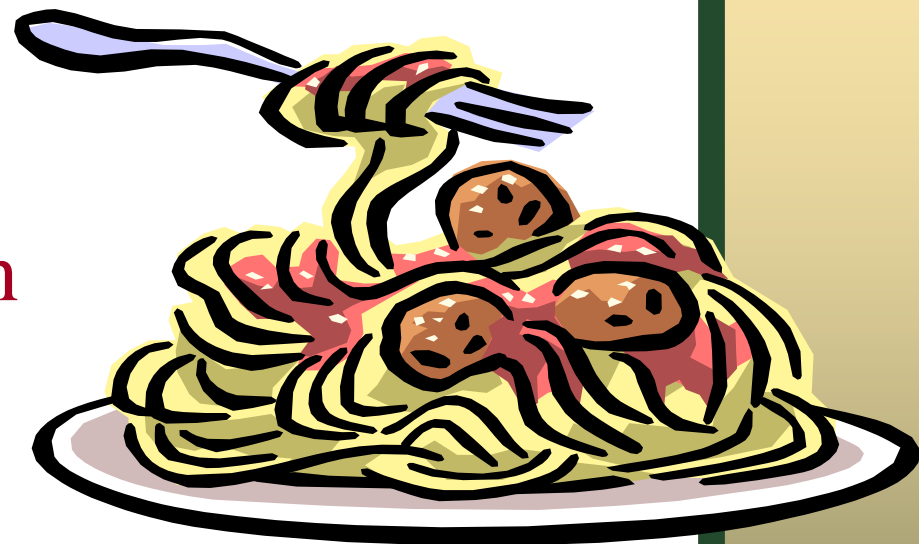
What dressing do you want on your salad?

The tomato sauce sure is hot.

Did you want dessert now or later?

We should have made more meatballs.

What conversation do the staff of your organization engage in during mealtime?



Universal Enhancement

Share Your Thoughts

Directive Conversation

- put your dirty clothes in the hamper
- close the door
- turn down the radio
- wash your hands

Casual Conversation

- my grandmother is in the hospital
- what would you like to do tonight
- your hair looks great
- it sure is cold outside

Follow the 1 to 4 rule-

For each directive, you are obligated to 4 casual statements.



Universal Enhancement

Talk About Yourself

When the people you support lack the ability to speak, talk with them anyway.

For example:

Your dog's name

Your favorite foods

Your pastimes and hobbies



Do you think you will ever have a friend who will be an outstanding listener and accept whatever you have to share?

Universal Enhancement

Talk To Me

We talk to our pets!

- are you ready for breakfast?
- do you want to go for a walk?
- I missed you.
- boy do I have a surprise for you.
- come on Zissa, lets see who's at the door.

Universal Enhancement



Impediments

What impedes our ability to engage in casual conversation with the individuals we support?

Do we believe...

- they are incapable of comprehending our conversation
- they do not initiate or respond to speech
- it's not our job
- we have nothing share
- we have nothing in common

Talk Talk Talk

Talk

Talk

Talk

Talk

Talk



Universal Enhancement

Share Your Emotions

Be real – be human!

Appropriately express your...

Sorrow - my dog died

Joy - my daughter is engaged

Surprise - I found the ring I lost

Excitement - I won a raffle at church

Concern - my father is ill

Frustration - my computer crashed

Enthusiasm - I leave for vacation on Tuesday

Anxiety - they're predicting severe weather

*The emotions we share should befit
the role we hold!*



Universal Enhancement

Ten Minute Rule

When the individuals we support are idle and lack the ability to self-initiate valued, meaningful or appropriate interaction or conduct, make a directed effort to prompt them to engage in an activity at least once every ten minutes.

- Use an internal mind clock
- This procedure can effectively preempt self-injurious behavior, aggression and other interfering behavior
- It communicates that the individual's time is valued and we care about them
- It meets regulatory expectations



Universal Enhancement

Hugs

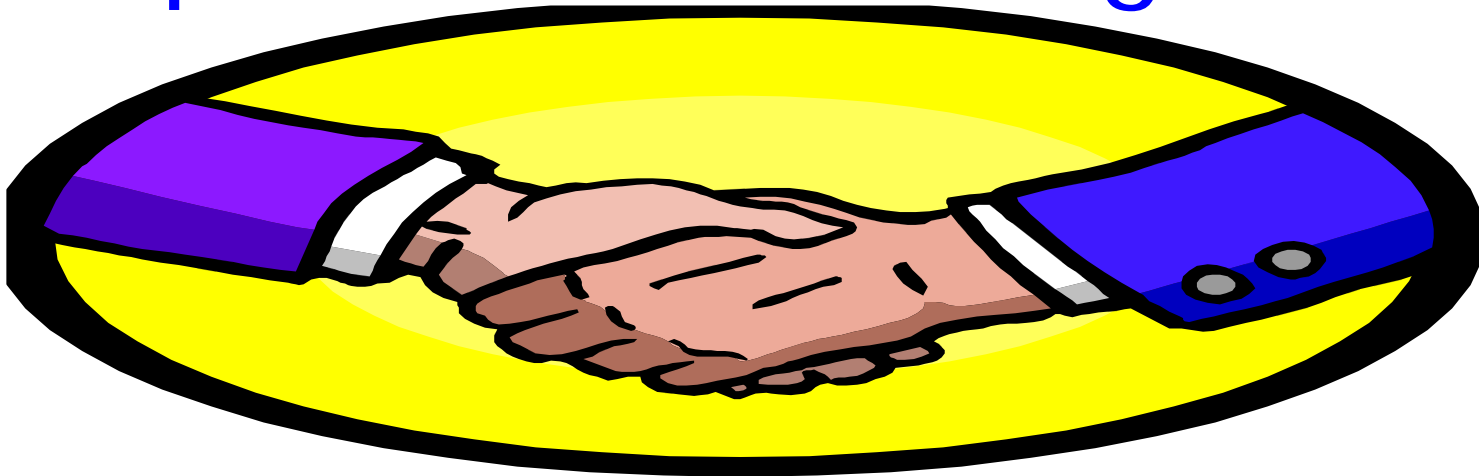


Consider this: If the person you are hugging doesn't know the difference between you and the little old lady with the blue hair -- you better think twice about the effect of your behavior upon the quality of their life.

Universal Enhancement

Give Them A Hand

An out-stretched hand is sure to stop an undesired hug.



- Establish boundaries
- Demonstrate appropriate behavior
- Provide an explanation

Universal Enhancement

Sensitive Support

When touching another
to assist in meeting
intimate personal needs,
there should always be
something between
your hand and their
body...



***THEIR
HAND!***

Universal Enhancement

No Towing



Universal Enhancement

Physical Guidance

When an individual is...

unsteady of gait

visually impaired

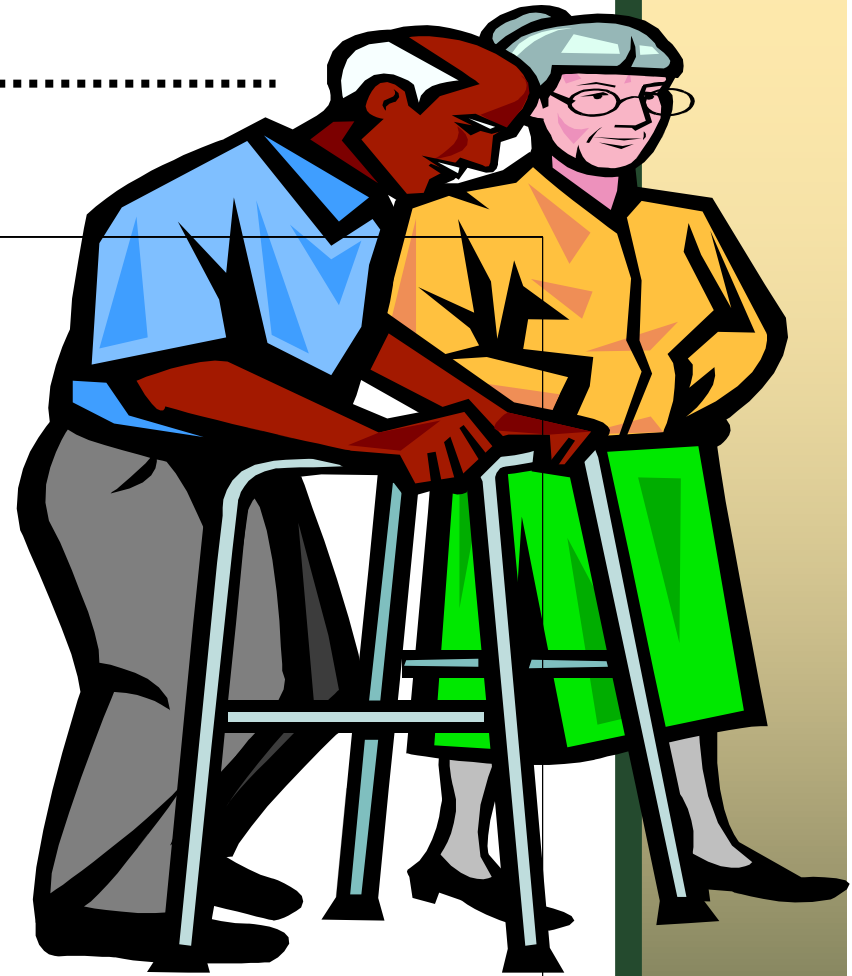
unable to attend

holding hands

encourages

dependence

Encourage the person
to hold your arm.



Universal Enhancement

Touch

Touch is an essential element of the human experience.

"Bob, it's great to see you!"

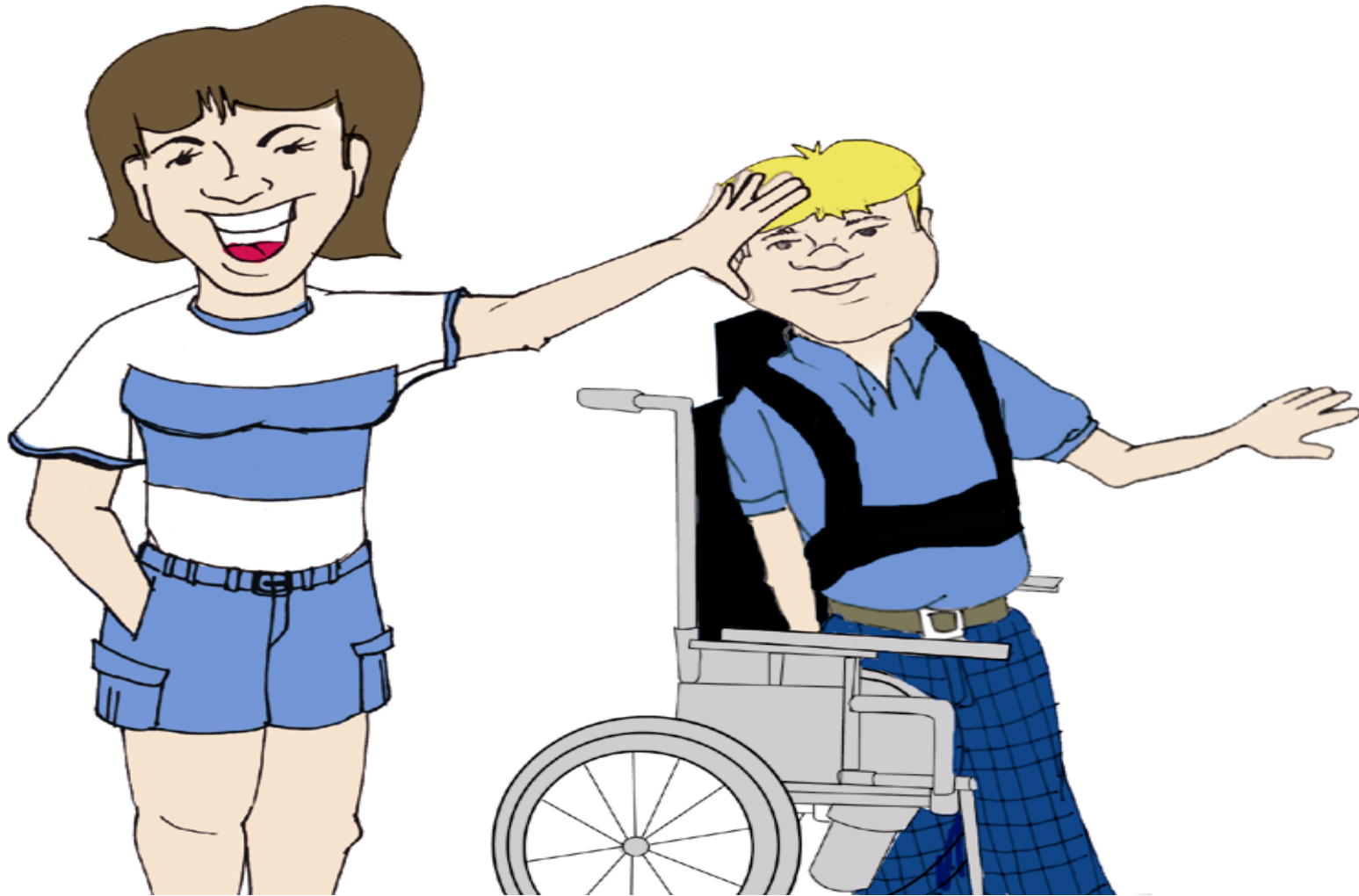
Touch is yet another way that we bond – it communicates "I value you and your presence."



What factors should be considered in defining the boundaries of touch?

Universal Enhancement

Melon “Patters”



Pat your pets, heads of babies and
melons.

Universal Enhancement

Below the Collar

When touching
adults non-
contingently,
keep your hands
below the collar
and above the
waist.



Universal Enhancement

Universal Enhancement Moments

Asking permission prior to assisting in moving

Providing eye contact when conversing

Knocking on a bedroom door before entering

Supporting participation in all daily routines

Speaking softly

Using age-appropriate tone of voice

Offering options to support self-determination

Celebrating all accomplishments



Universal Enhancement

Universal Enhancement Moments (cont'd)

Using respectful
language

Sharing a smile

Advocating for rights

Making introductions

Listening

Being patient

Having fun together

Moments captured, not
on film, but in the heart!



Universal Enhancement

We're Over Here!



Universal Enhancement

Courtesy

Group # 1

Martin Luther King

Barbara Streisand

Thomas Edison

Magic Johnson Mother Teresa

Leonard Bernstein Madonna

Queen Elizabeth Henry Ford

Henry Kissinger Babe Ruth

Albert Einstein

Barbara Jordan

"The Revered"

Universal Enhancement

Group #2

**You and
me**

"Us"

Universal Enhancement

“Outsiders”

**People who
have failed
a test**

Group #3

Universal Enhancement

Failed Test

There are many tests that one must pass!

Can you walk up a flight of steps?

If not – you are “physically handicapped” – test failed.

Can you hear me when I speak?

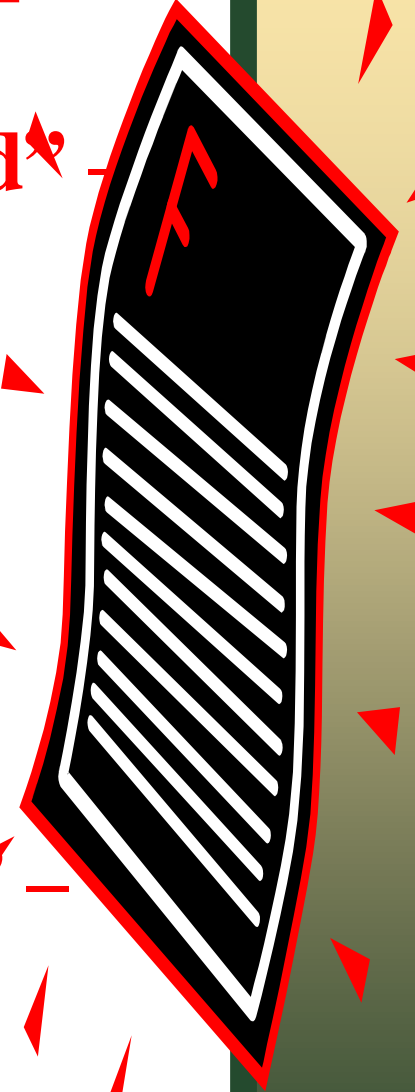
If not – you are “deaf” – test failed.

Can you see the object across the room?

If not – you are “blind” – test failed.

Can you score 70 or more on an IQ test?

If not – you are “intellectually disabled” – test failed.



Universal Enhancement

Protectors Of Circle #2

We are committed to keep “those people” out of **Circle #2!**



Universal Enhancement

The Gatekeeper



Universal Enhancement

Staff Supremacist

Relating to or advocating supremacy of a particular group, an advocate or adherent of group supremacy, someone who believes that a particular type or group of people should lead or have control over other types or groups of people because they believe they are better.

Cambridge Advanced Learner's Dictionary & Thesaurus

Are there staff in
your organization
who are Staff
Supremacist?

Universal Enhancement

Factors Influencing Courtesy

The more:

- radical your clothing and hair style
- pronounced your verbal accent
- orthodox your religious beliefs
- extreme your cultural practices
- disabled you are...

**...the more
likely courtesy
will be withheld.**

Universal Enhancement



The Devil

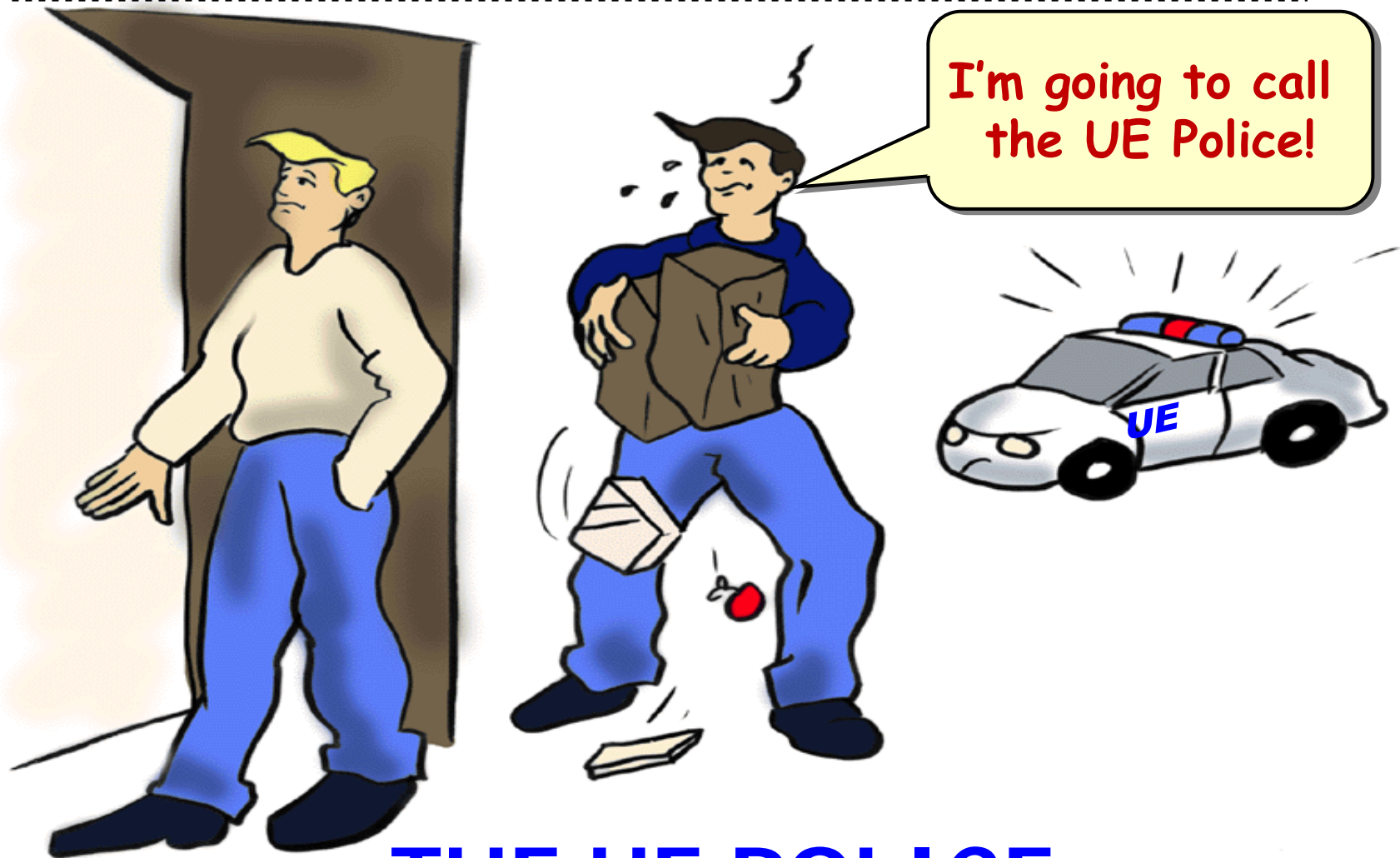
There
is a
devil.



The devil is found
in our behavior.

Universal Enhancement

Universal Enhancement Police



THE UE POLICE

Enforcers of Dignity and Respect

Universal Enhancement

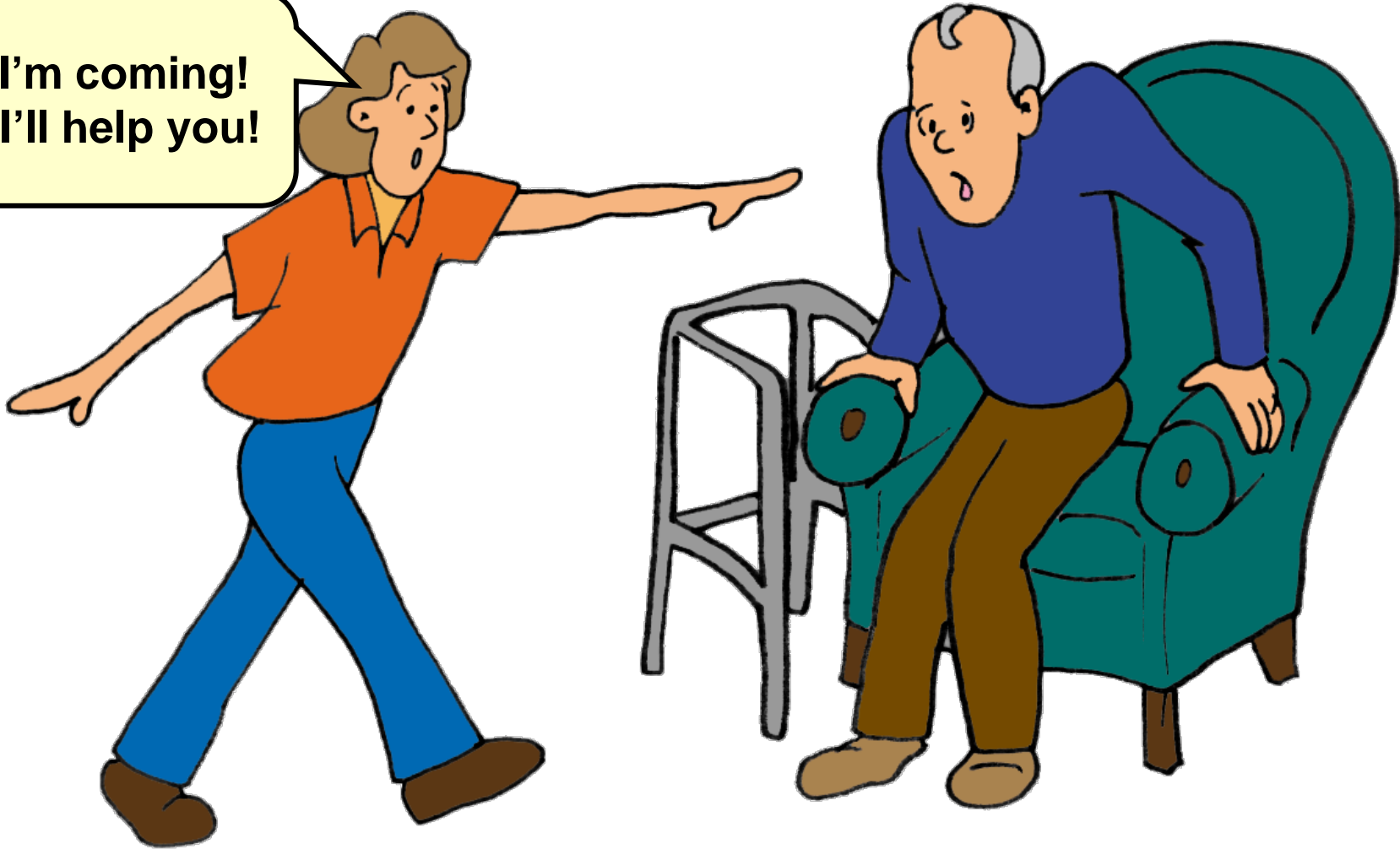
Respect

Responsive

Universal Enhancement

Responsive

I'm coming!
I'll help you!



An ability to recognize the importance of attending to the unmet needs of others

Universal Enhancement

Respect

Responsive
Encouraging

Universal Enhancement

Encouraging



Supporting others in recognizing the importance of achieving the smallest of accomplishments and sharing in the celebration

Universal Enhancement

Respect

Responsive

Encouraging

Sensitive

Universal Enhancement

Sensitive



A demonstration of empathy - a sincere attempt to acknowledge the pain and joy of others

Universal Enhancement

What Is This?

**Thanks
for letting
me know
what I'm
eating!**



Universal Enhancement

Don't Stare



Universal Enhancement

Respect

Responsive
Encouraging
Sensitive
Perceptive

Universal Enhancement

Perceptive



An ability to interpret the silent communication of body posturing and facial expressions - enhances one's ability to be perceptive

Universal Enhancement

Respect

Responsive

Encouraging

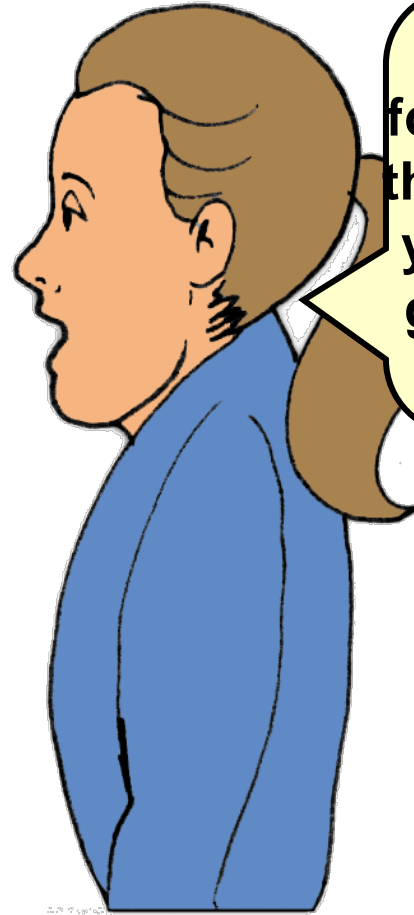
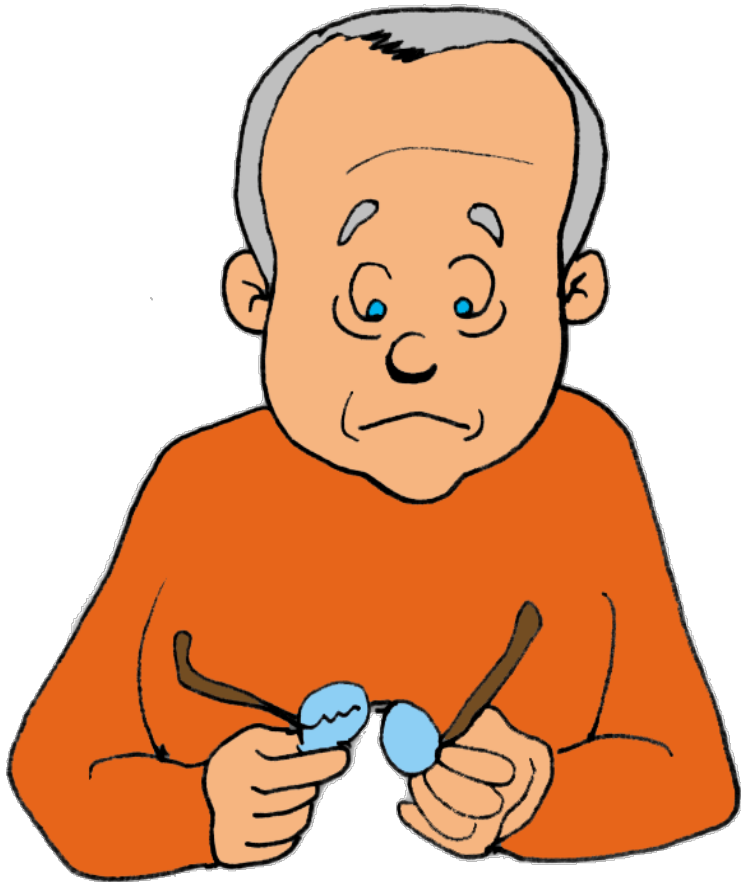
Sensitive

Perceptive

Expediting

Universal Enhancement

Expediting



Would you like for me to help call the optometrist so you can get your glasses repaired this afternoon?

Responding to the needs of others - as you would wish for others to respond to your needs

Universal Enhancement

Respect

Responsive

Encouraging

Sensitive

Perceptive

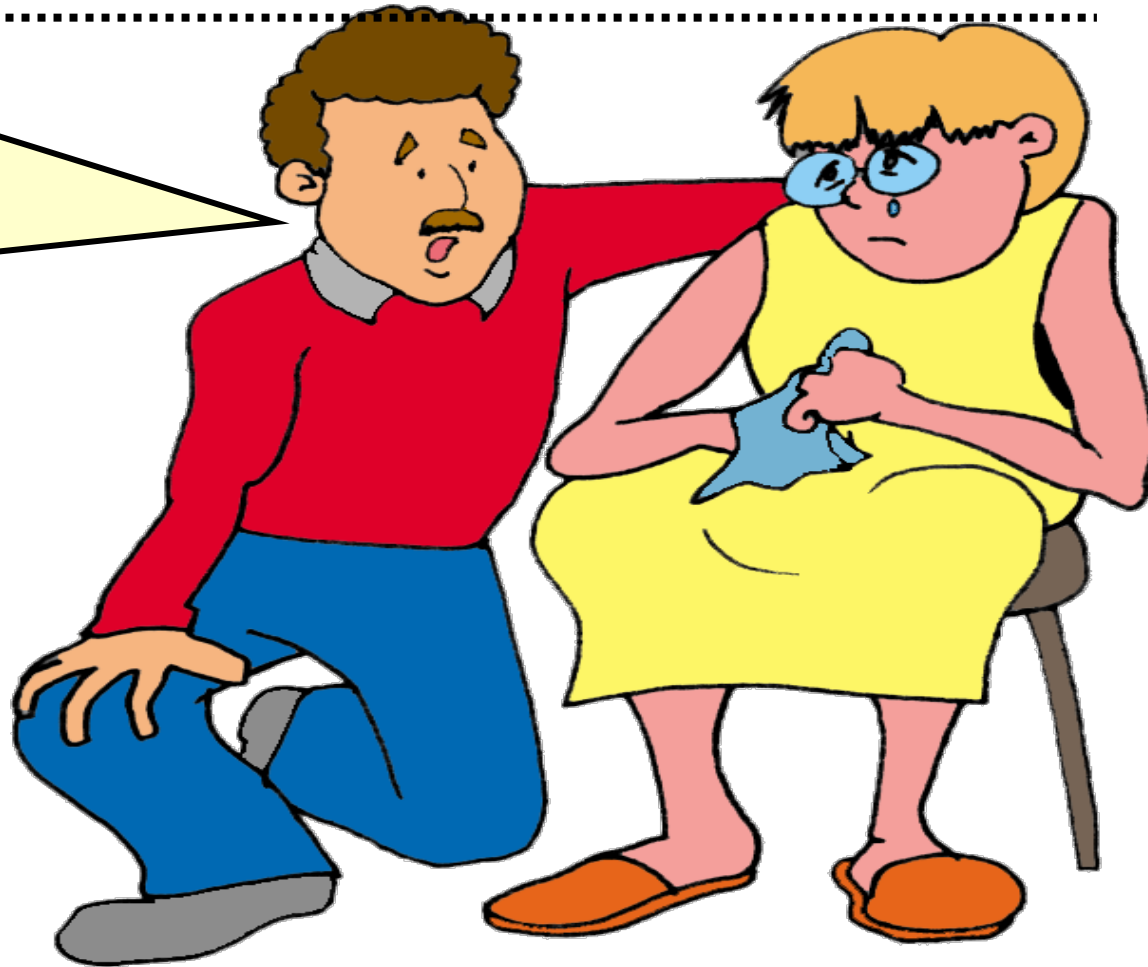
Expediting

Caring

Universal Enhancement

Caring

Susan, why are you crying?
Would you like to talk about what is bothering you?



A recognition that caring about others is a bonding activity. Caring for nurtures dependency and learned helplessness.

Universal Enhancement

Respect

Responsive

Encouraging

Sensitive

Perceptive

Expediting

Caring

Thoughtful

Universal Enhancement

Thoughtful

Bob, we really miss you at home. These are from your house-mates.



Graciously given in anticipation of the needs and wants of others

Universal Enhancement

Talk With - Not About



Do not talk about individuals in front of them!

Universal Enhancement

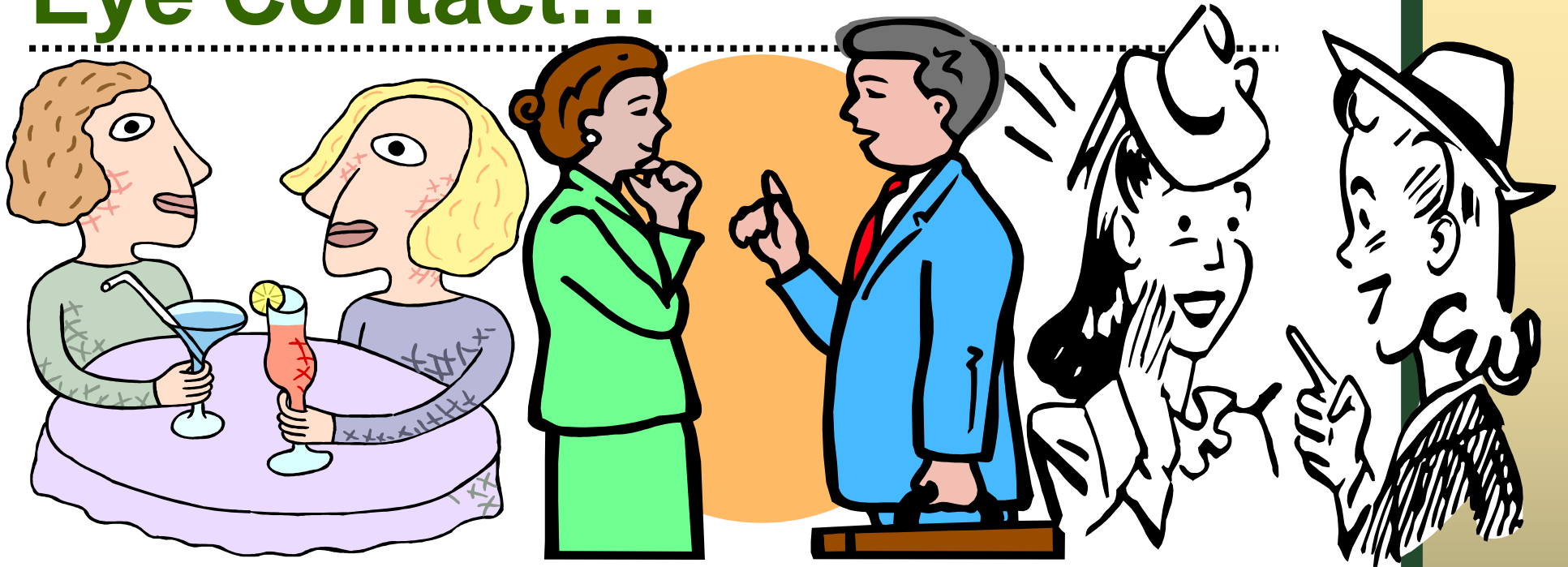
Speak To Me

Don't “talk for” people when they cannot communicate; talk “to them” to relay the communication to others.



Universal Enhancement

Eye Contact...



**Is the way in which you give others
an emotional hug**

**Says that I trust you - I can be
vulnerable**

**Communicates that I listen - what
you say is important**

Universal Enhancement

Smiling...

**...communicates
that you are
feeling good
about yourself**

**...says that
you are
approachable**

**...is the way the
face gives an
emotional hug**



Universal Enhancement

Speak Softly



Time for
Meds!

**Do not speak
any louder than
necessary for
the person to
whom you
are speaking
to hear you.**

Universal Enhancement

Move Furniture Not People



WHOA!

***Never assist
anyone in
moving
without
their
permission!***

Universal Enhancement

Request Permission



***Never assist anyone in moving
without their permission!***

Universal Enhancement

Corrective Feedback

Mary your slip is showing,
please pull it up.

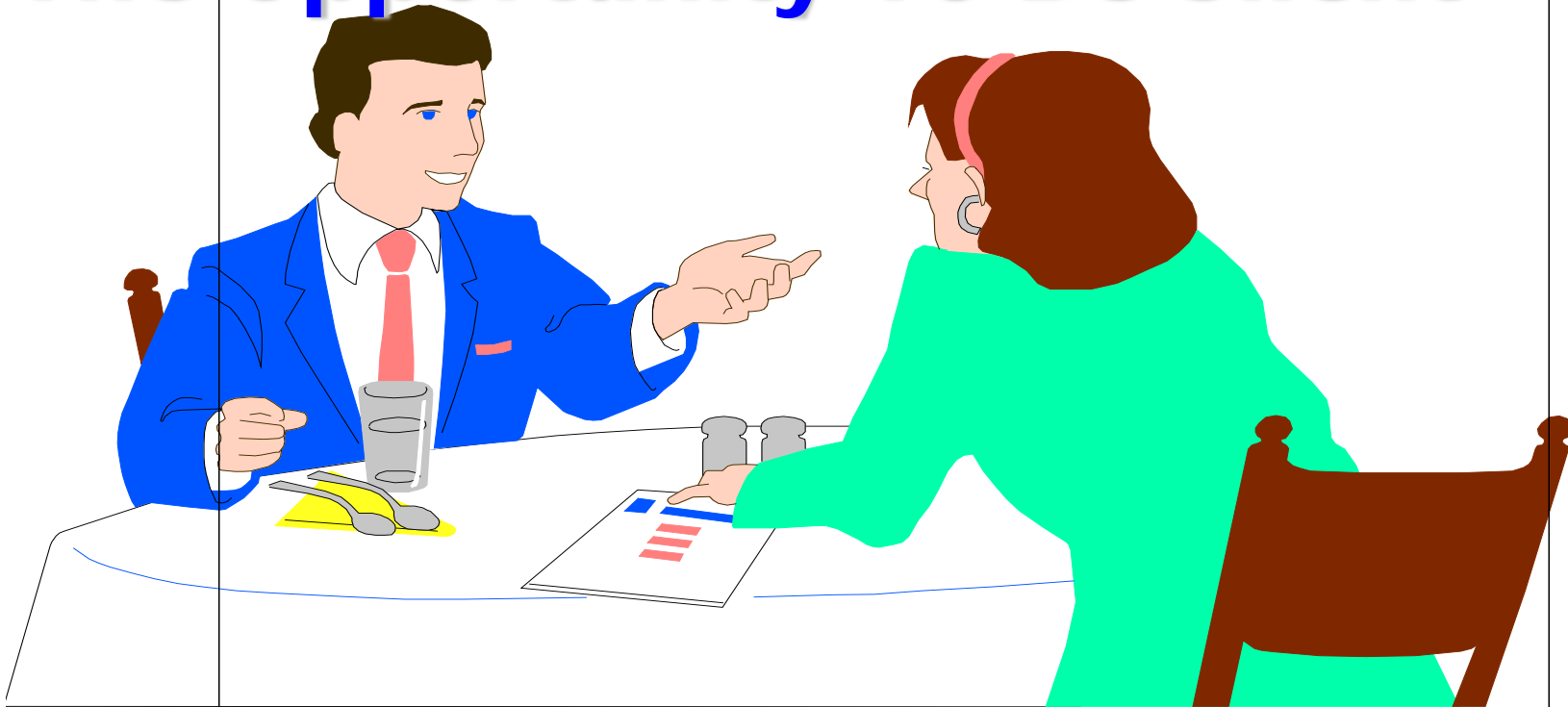


**Corrective feedback should always be given quietly.
It is nobody's business other than the person with
whom you are sharing the feedback.**

Universal Enhancement

Being a Good Listener

.....
**Listener's Code: Never Pass Up
The Opportunity To Be Silent**



Definition of Listening:

Quiet

Universal Enhancement

Respect

Responsive

Encouraging

Sensitive

Perceptive

Expediting

Caring

Thoughtful

It must start with respecting yourself!



Universal Enhancement

Do's

Top Ten Things You Should Do When You Support Us

- ❑ *Forget the records: Get to know US
as people*

SABE Conference – Providence, RI, September, 2000

Universal Enhancement

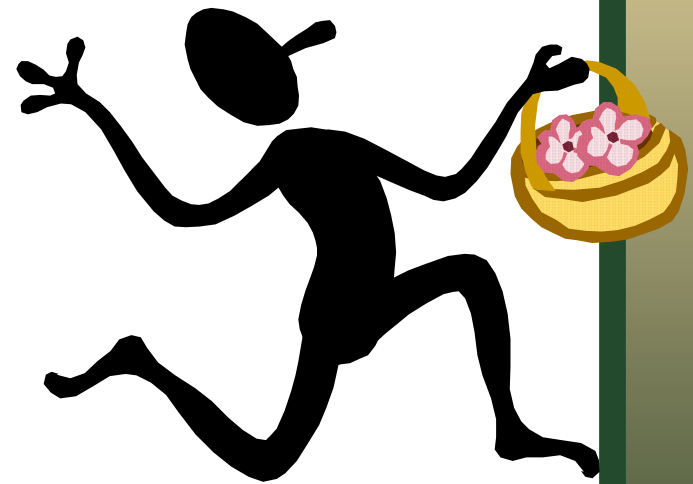


Know Us As People

I'm not a behavior needing
to be extinguished, I am a
person!



VS



Universal Enhancement

Do's (cont'd)

Top Ten Things You Should Do When You Support Us

- ☐ *Forget the records: Get to know
US as People*
- ☐ *Listen and Hear our voice:
We've got a lot to say*

SABE Conference – Providence, RI, September, 2000

Universal Enhancement



Hear Our Voices

How do you hear the voices of people who lack language and speech?

Be sensitive to:

- Frown or smile
- Head up or head down
- Attentive eyes or eyes not engaged
- Silent or boisterous
- Hands outstretched or hands retracted, etc.



Universal Enhancement

Do's (cont'd)

Top Ten Things You Should Do When You Support Us

- ☐ *Forget the records: Get to know US as People*
- ☐ *Listen and Hear our voice: We've got a lot to say*
- ☐ *Treat us like you want to be treated*
- ☐ *Ask us how we feel about stuff*
- ☐ *Make your goal to help us accomplish ours*
- ☐ *Take time to explain things*
- ☐ *Put yourself in our shoes – walk our walk*
- ☐ *Tell us the truth*

SABE Conference – Providence, RI, September, 2000

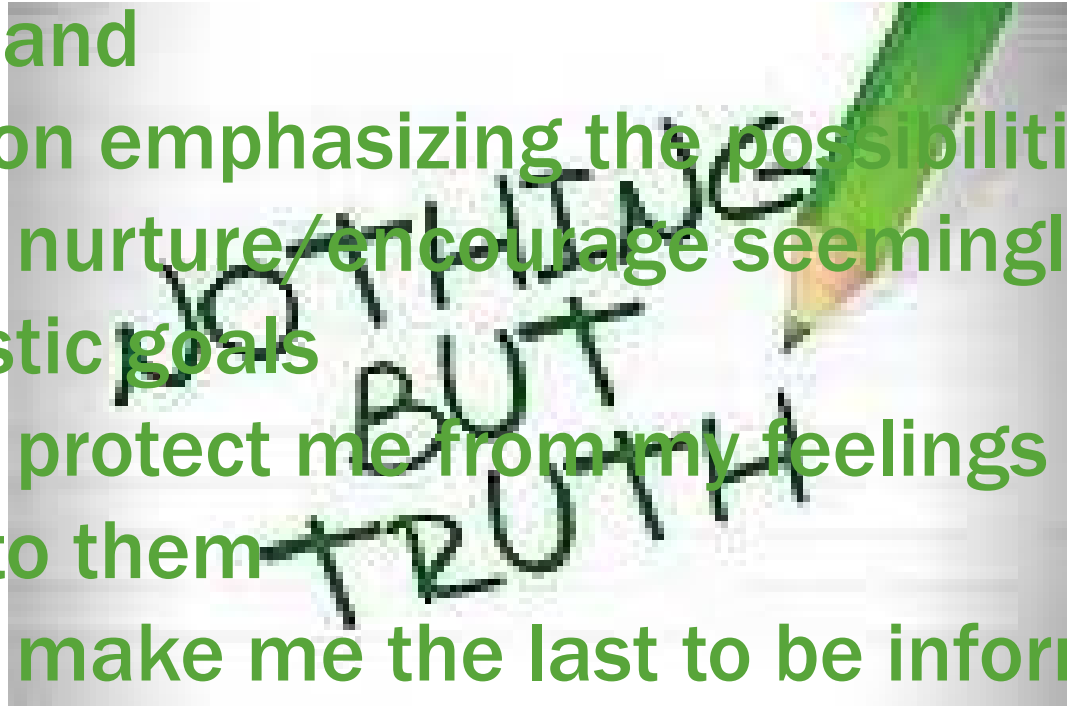
Universal Enhancement



Tell Us the Truth (cont'd)

When you tell me the truth, please make it a thoughtful process – deception is insincere.

- Explain the truth to me in a way that I can understand
- Focus on emphasizing the possibilities
- Do not nurture/encourage seemingly unrealistic goals
- Do not protect me from my feelings – I have a right to them
- Do not make me the last to be informed – if it's about me shouldn't I know first?



Universal Enhancement

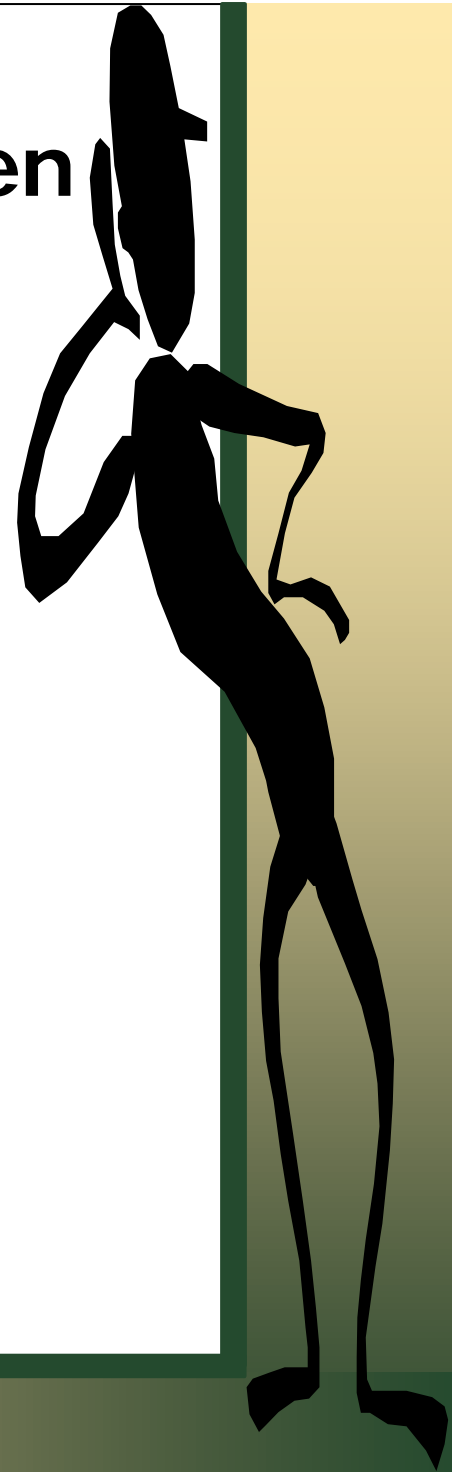
Do's (cont'd)

Top Ten Things You Should Do When You Support Us

- ❑ *Forget the records: Get to know US as People*
- ❑ *Listen and Hear our voice: We've got a lot to say*
- ❑ *Treat us like you want to be treated*
- ❑ *Ask us how we feel about stuff*
- ❑ *Make your goal to help us accomplish ours*
- ❑ *Take time to explain things*
- ❑ *Put yourself in our shoes – walk our walk*
- ❑ *Tell us the truth*
- ❑ *Believe in us and our Dreams*

SABE Conference – Providence, RI, September, 2000

Universal Enhancement



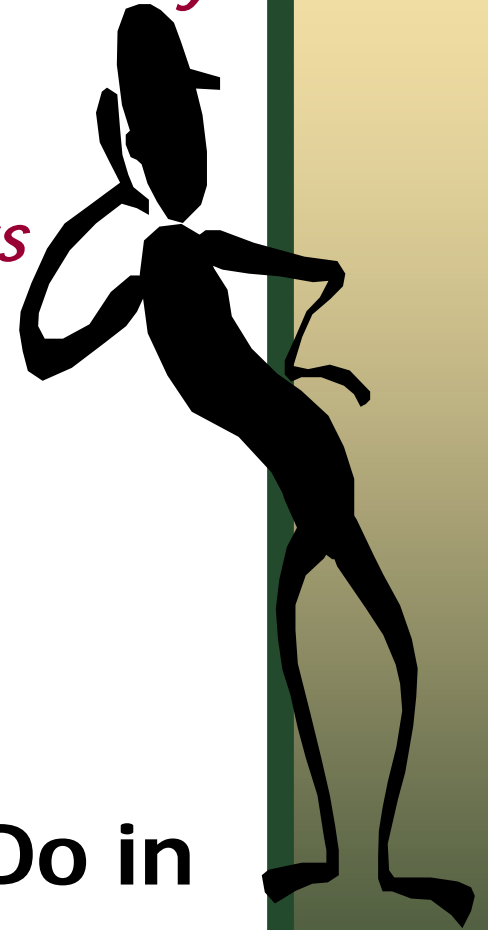
Do's (cont'd)

Top Ten Things You Should Do When You Support Us

- ☐ *Forget the records: Get to know US as People*
- ☐ *Listen and Hear our voice: We've got a lot to say*
- ☐ *Treat us like you want to be treated*
- ☐ *Ask us how we feel about stuff*
- ☐ *Make your goal to help us accomplish ours*
- ☐ *Take time to explain things*
- ☐ *Put yourself in our shoes – walk our walk*
- ☐ *Tell us the truth*
- ☐ *Believe in us and our Dreams*
- ☐ *Be good to yourself – We need you to be energized!*

**Thanks for the Great Work You Do in
Supporting US!**

SABE Conference – Providence, RI, September, 2000



Universal Enhancement

Blue Ribbon Staff

Sensitive and effective Support Staff, their supervisors and clinical staff who serve as their resources need “fire in their bellies.”

Check those characteristics depicting how you present yourself to the individuals you support:

- ✓ *Energetic*
- ✓ *Happy*
- ✓ *Motivated*
- ✓ *Inspired*
- ✓ *Excited*
- ✓ *Enthusiastic*

- ✓ *Encouraging*
- ✓ *Proud*
- ✓ *Self Confident*
- ✓ *Willing*
- ✓ *A leader*
- ✓ *Determined*



Universal Enhancement

Blue Ribbon Staff (cont'd.)

or...

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Tired | <input type="checkbox"/> Reluctant |
| <input type="checkbox"/> Depressed | <input type="checkbox"/> Inflexible |
| <input type="checkbox"/> Discouraged | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Indifferent | <input type="checkbox"/> Passive/Aggressive |
| <input type="checkbox"/> Spent | <input type="checkbox"/> Needy |
| <input type="checkbox"/> Pessimistic | <input type="checkbox"/> Cranky |

Which staff would you prefer to
have
supporting you?

Universal Enhancement



Burn Out

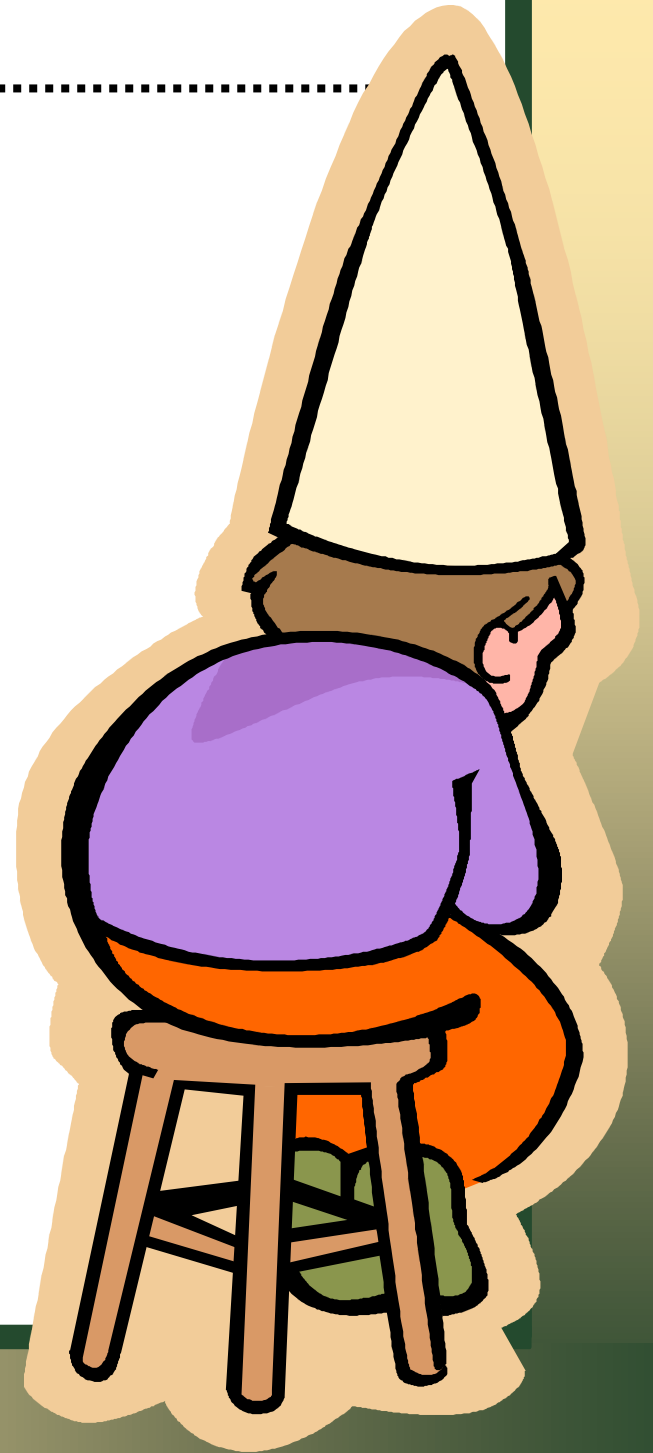
**Passion
Fatigue
Synonym
for
Burn Out**



Universal Enhancement

Be Sensitive

To
belittle
is to be
little.



Universal Enhancement

Hurt People

Hurt people hurt people. That's how pain patterns gets passed on, generation after generation after generation. Break the chain today.

Meet anger with sympathy, contempt with compassion, cruelty with kindness. Greet grimaces with smiles. Forgive and forget about finding fault. Love is the weapon of the future.

~ Yehuda Berg ~

Universal Enhancement

How Do You See Them?

The way you see people is
the way you treat them,
and the way you treat
them is what they become.

Goethe

Universal Enhancement

Sensitivity Training

Placing: cotton in one's ears
blinders over one's eyes
rigid tubes on one's
limbs
tape over one's mouth

**Pretending to be
deaf, blind,
paralyzed or
mute is neither
educational or
sensitive.**



Universal Enhancement

Sensitivity Training (con'td)

The imposition of these impairments suggests that one can experience the emotional state of the person who lives with the disability.

That is insensitive!

Would you use this simulated disability instructional training in the presence of someone who has the disability?

Universal Enhancement



Sensitivity Training (cont'd)

Role playing the emotional impact of :

talking about you to another person

physically assisting without permission

speaking age inappropriately

pretending to understand

when you really don't

touching age inappropriately

not offering options

using directive commands

is very educational
and memorable.



Universal Enhancement

Awareness Training



Universal Enhancement

Awareness Training (cont'd)



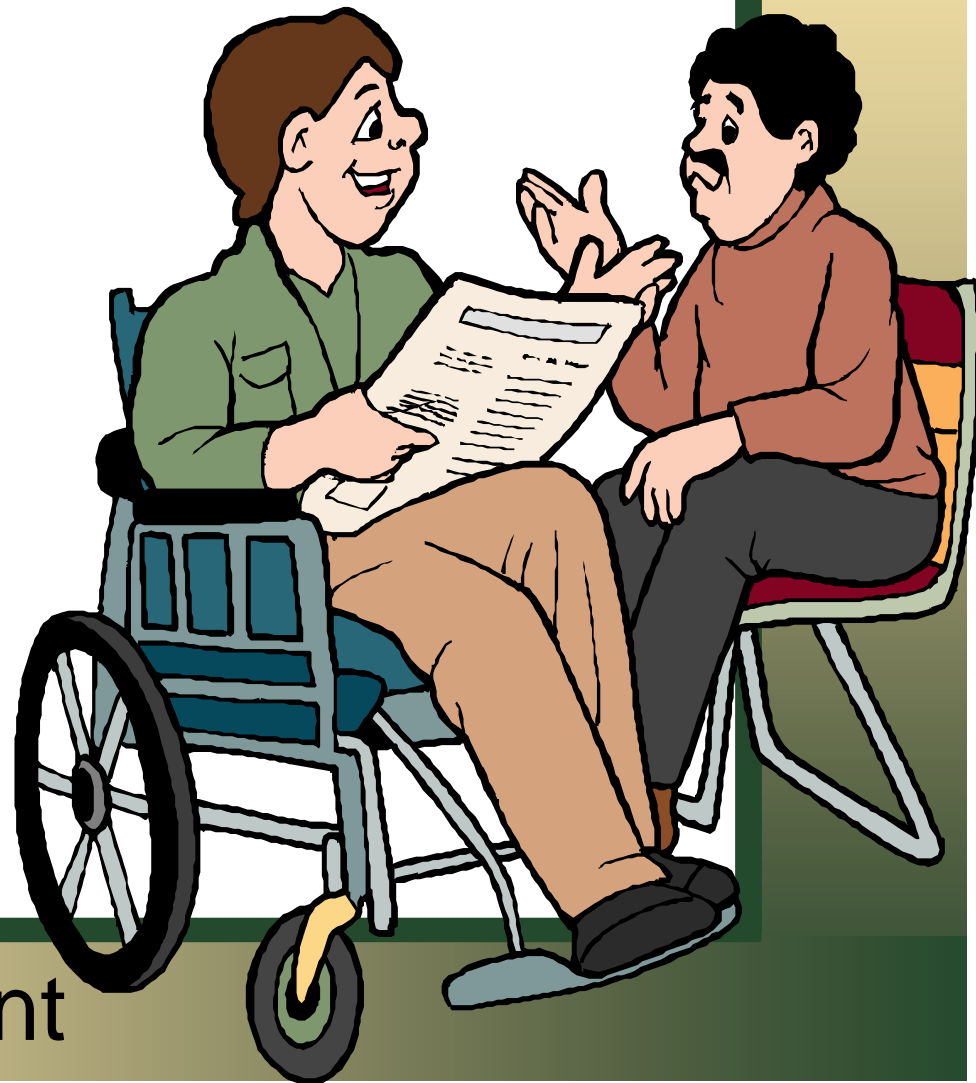
Universal Enhancement

Connect

When speaking to an individual who is seated or is using a wheelchair, squat or be seated.

To gain their attention, pause when speaking or touch their shoulder.

Don't stand over people!



Universal Enhancement

Physical Disabilities

People with physical disabilities view and treat their wheelchairs as extensions of their bodies.

Do not lean or hang on someone's wheelchair.

Never move adaptive equipment outside of someone's reach.

Beth Callahan



Universal Enhancement

Talk To Me!



Does he want
mustard on
his hot dog?

**Always directly
address
the person with
a disability
regardless of
your
perception of
their
ability to
understand.**

Universal Enhancement

Act Naturally

Avoiding expressions commonly used, overly emphasizes a person's disability.



"I hear what you're saying."

"Let's go for a walk."

"Do you see what I mean?"

"Let's give him a standing ovation."

Universal Enhancement

Allow Time

Give an individual time to respond.... either slowly or in their own way.

A person who is slow to respond or does not respond, may still be aware of you and what you are saying.



Universal Enhancement

Emotional Descriptors...

...must be avoided!

Referring to an individual's
"life circumstances" as:

unfortunate

pitiful

tragic or pathetic...

...is projecting your
feelings on them.

**It assumes you
know how they
feel.**

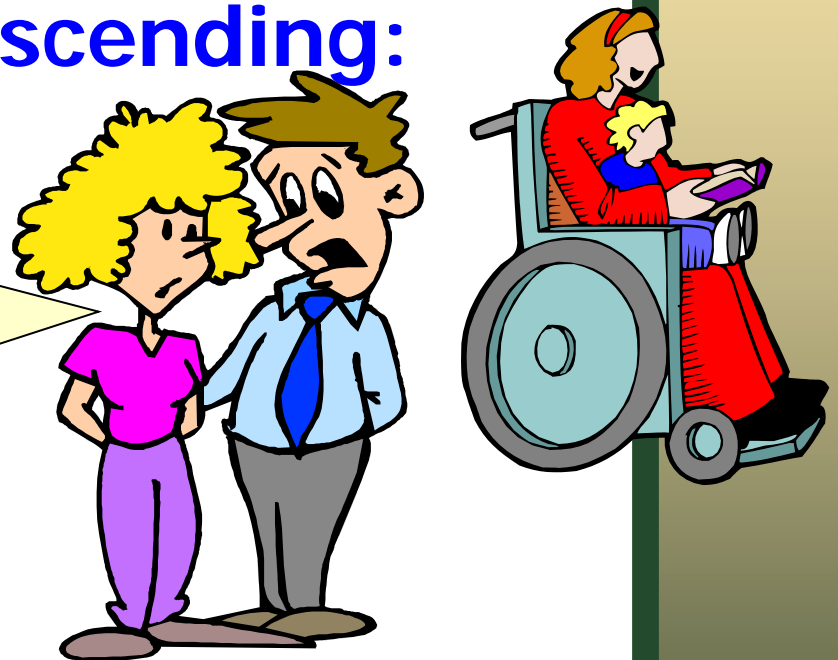


Universal Enhancement

It's Not Bravery

Depicting people with disabilities as courageous or heroic for simply getting on with their lives and living as normal a life as possible is condescending:

Isn't she amazing! And she is still able to read to her son!



It suggests we expect very little of the person to begin with.

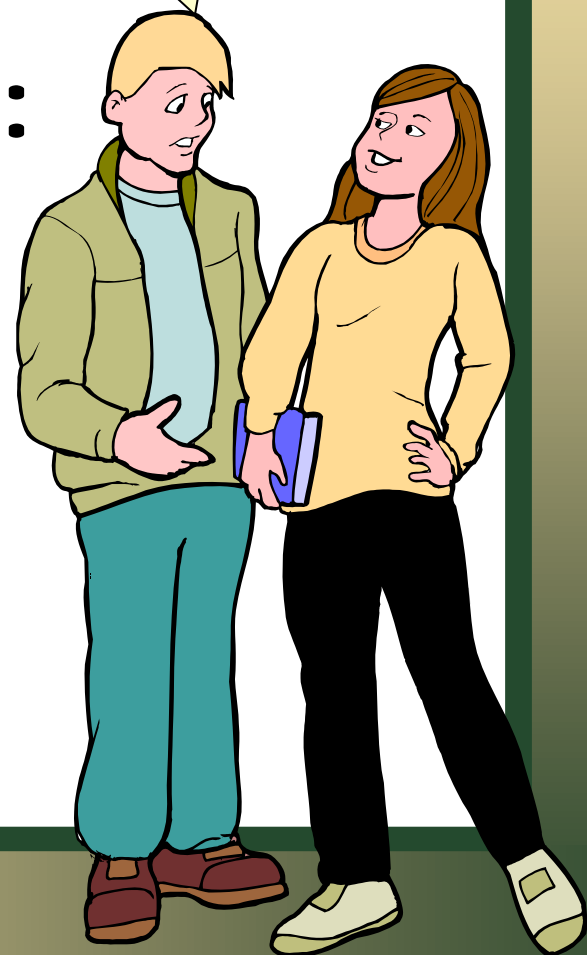
Universal Enhancement

Sensationalizing...

...a person's
disability
must be avoided!

Using phrases such as:
afflicted with,
victim of,
or suffering from
is disrespectful!

It's so sad that she
is afflicted with
cerebral palsy!



Universal Enhancement

“Polite” Prejudice

You know...

- **Pretending to understand someone when you don't**
- **Giving an allowance for unacceptable conduct**
- **Celebrating that which is not deserved**
- **Expressions of endearment motivated by the disability**
- **Attributing positive attributes as a function of the disability**

**Of all the disabilities
I think Down
Syndrome is best.
They are so sweet
and lovable.**



Universal Enhancement

Greetings

Extend the same courtesies to individuals with disabilities as extended to others.

Shake hands with individuals who have:

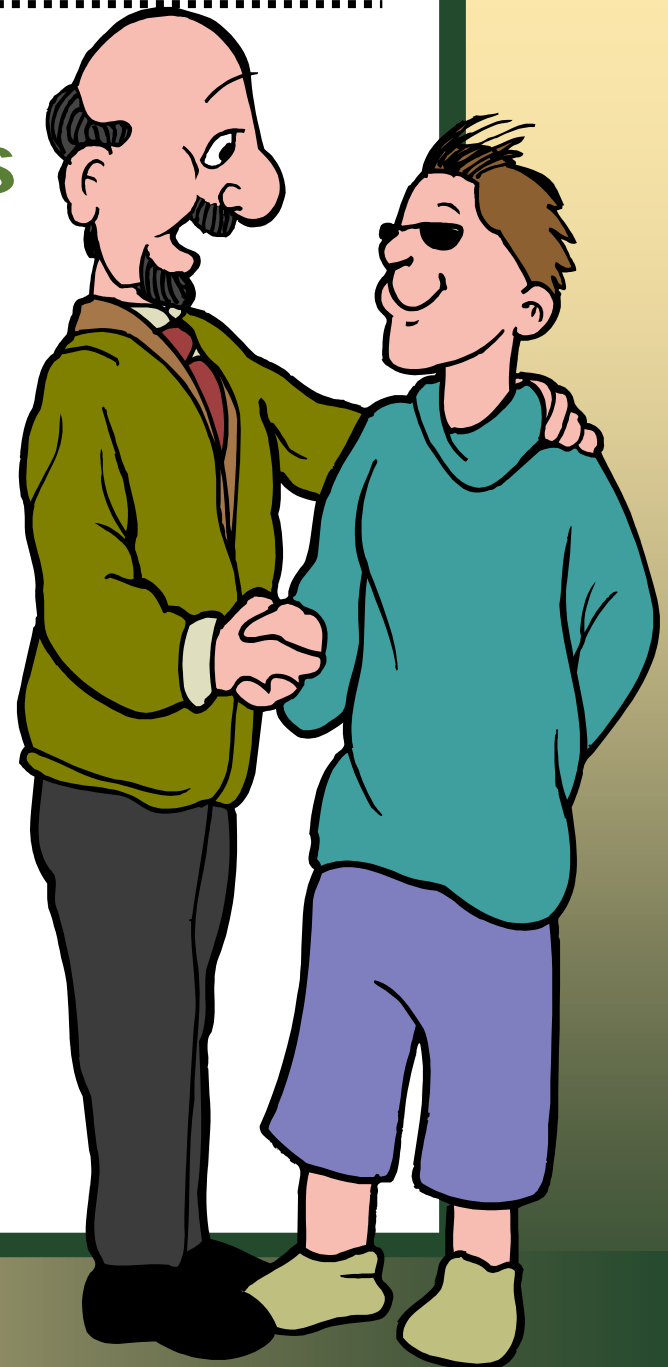
Short arms

Prosthetic arms

Contractures

Visual impairment

Touch the arm or hand of an individual who cannot raise a hand in greeting.



Universal Enhancement

Communicating With The Deaf

Here are some points to consider when communicating with people with hearing impairments:

- 👉 Ask how he or she wishes to communicate.
- ✌️ While you are writing a message, don't talk, they can not read your message and your lips simultaneously.
- ✌️ When speaking, make sure to face the person so they are able to see your lips. Don't cover your mouth and stay in the light.
- 🖐️ If speaking via an interpreter, pause occasionally. The interpreter may be slower than your speech.
- 🖐️ Unless asked, do not raise your voice. Speak in a normal tone.



Universal Enhancement

When Speaking With The Deaf

- ⑥ **Don't exaggerate your speech**
- ⑥ **Speak to the person, not the interpreter**
- ⑥ **Don't block the interpreter**
- ⑥ **Be conscious of your body language**
- ⑥ **Be patient**
- ⑥ **Remember ASL is not English**



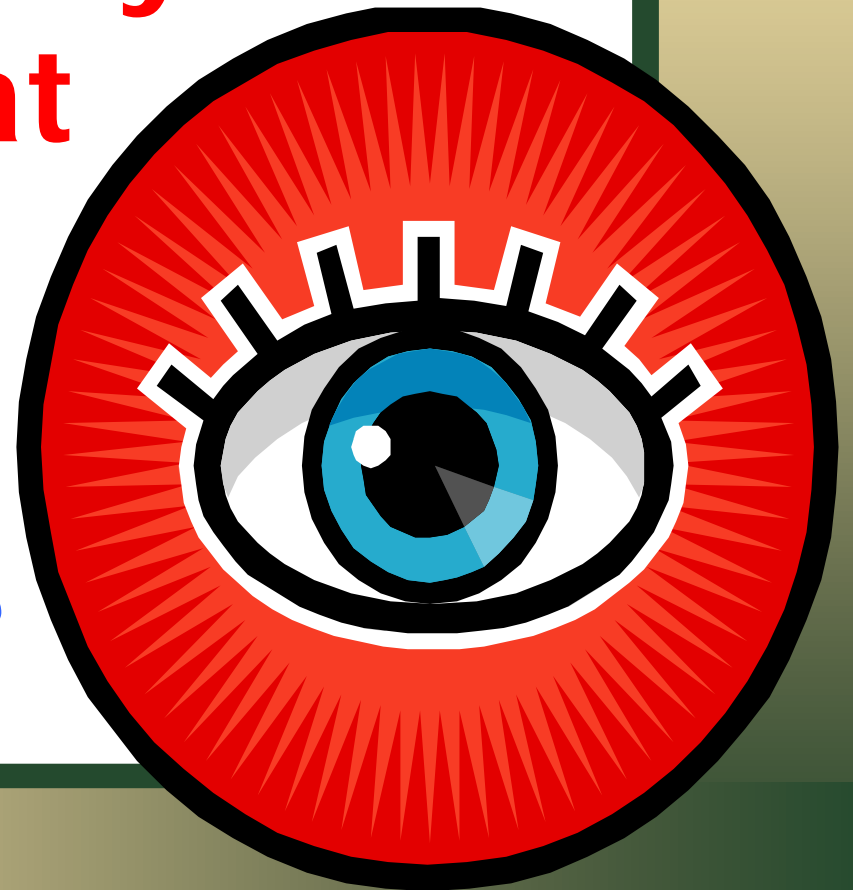
Universal Enhancement

Be Their Eyes

**When conversing with
individuals with limited
vision – say what you
see and say what
you think ...**

talk, talk, talk

Be Their Eyes

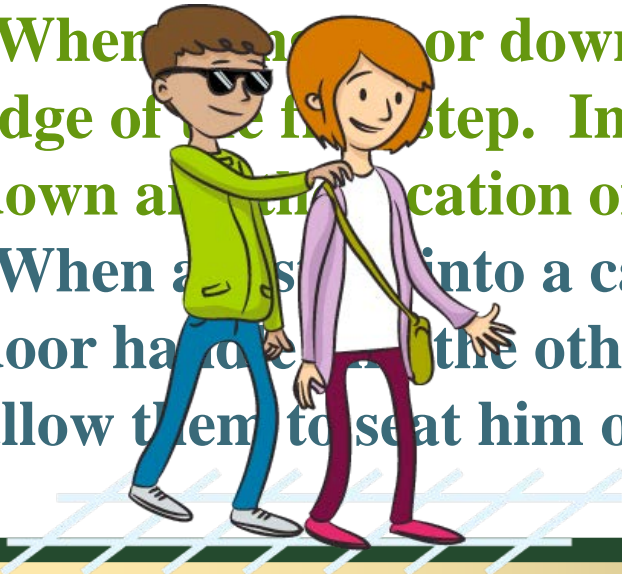


Universal Enhancement

Interacting With People With Visual Impairments

Points to remember when interacting with a person with a visual impairment:

- **Identify yourself when entering a room.**
- **Always let the person know when you're leaving too. Don't leave the person talking to an empty room.**
- **Don't use hand signals.**
- **Give explicit directions such as "on your left" "to the right of your plate" or "one block south"**
- **When going up or down stairs, come to a complete stop at the edge of the first step. Indicate whether the steps go up or down and the location of the handrail.**
- **When assisting into a car, place one of their hands on the door handle and the other hand on the car roof. This will allow them to seat him or herself.**



Universal Enhancement

Interacting with People with Visual Impairment (cont'd)

Offer to read signs, menus, etc. when accompanying a person with a visual impairment.

Offer your arm – don't propel or aggressively lead a person with a visual impairment.

Disability Services
Tidewater Community College
Beth Callahan



Universal Enhancement

Ask First

**Always ask
someone's
permission
to assist
them.**

**Thank you so
much for your
help!**



Universal Enhancement

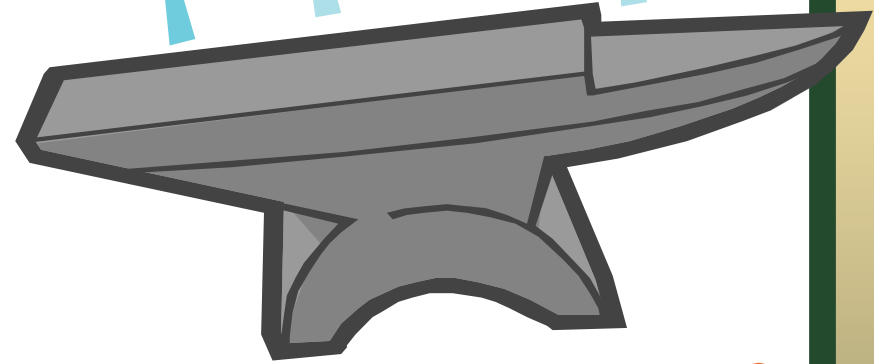
When To Act

**Sensitivity dictates that you ask
before you assist an individual
with disabilities
(any individual).**

**In situations of
imminent danger
don't ask –**

ACT!

Universal Enhancement



May I? vs. Do You?

Some individuals with disabilities may be hesitant in acknowledging they “need” assistance.

Thus, it may be more sensitive to say:

May I
assist you?

Thanks
so much!



Universal Enhancement

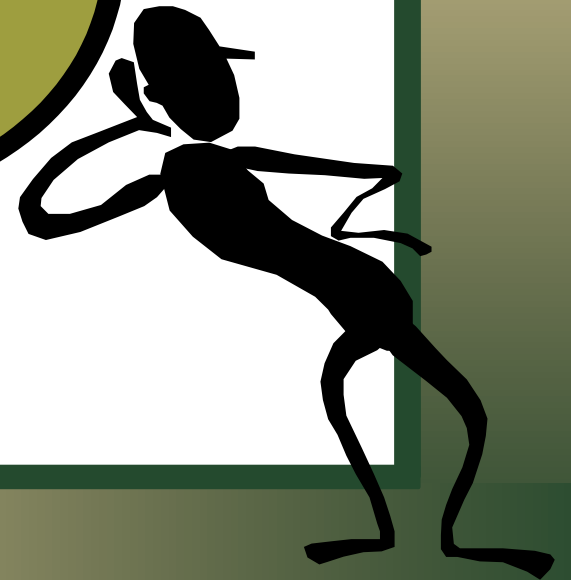
Assistance

In offering assistance to a person with a disability (anyone):

Stop

Ask

Listen



Universal Enhancement

Service Animal Etiquette

Do not...

Touch the Service Animal or the person they assist without permission

Make noises at the Service Animal, it may distract them from their job

Feed the Service Animal; it may disrupt their schedule

Be offended if the person does not wish to discuss their disability or the assistance provided by their Service Animal

A Practical Handbook on Disability Sensitivity Linda Fitzpatrick



Universal Enhancement

ADA Message

Cut curbs

Install ramps

Modify bathrooms

OPEN ARMS!

Demonstrate
sensitivity!!



Universal Enhancement

How Would You Feel?

How would you feel if you were...

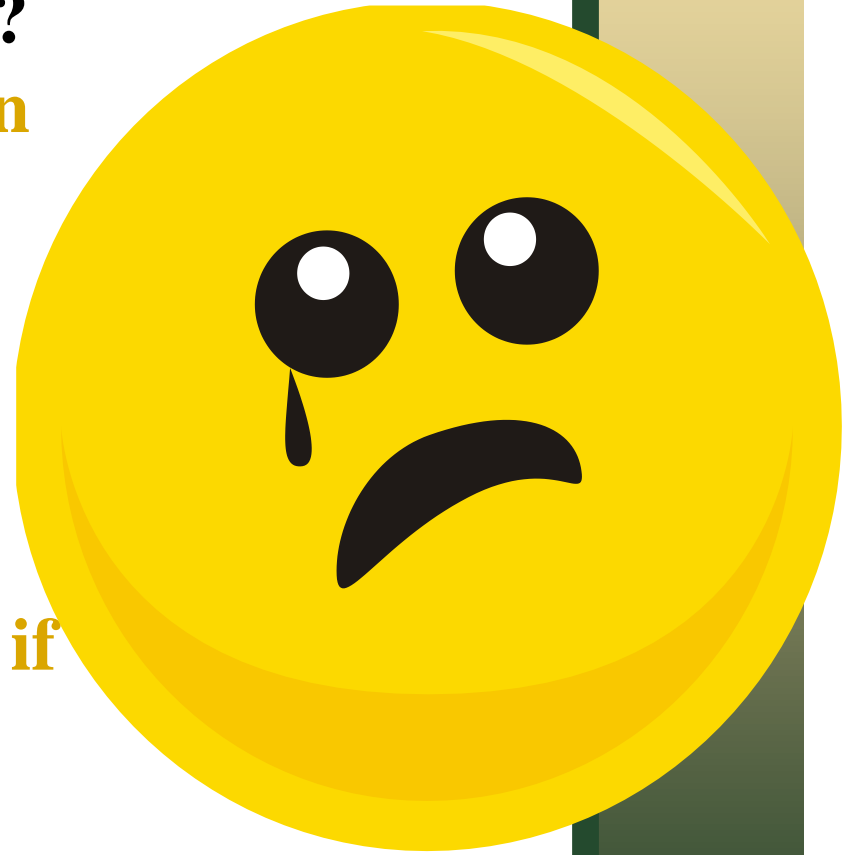
**transferred, placed, picked up, rolled over or sat up
without warning or your permission?**

**always with other people who were in your face and
in your space - denied private time?**

**given only a twin bed to sleep in even
though you always had a double
bed at your parent's home?**

**the subject of discussion in your
presence as though you weren't
there?**

**patted on the head and spoken to as if
you were a child, by people young
enough to be your children?**



Universal Enhancement

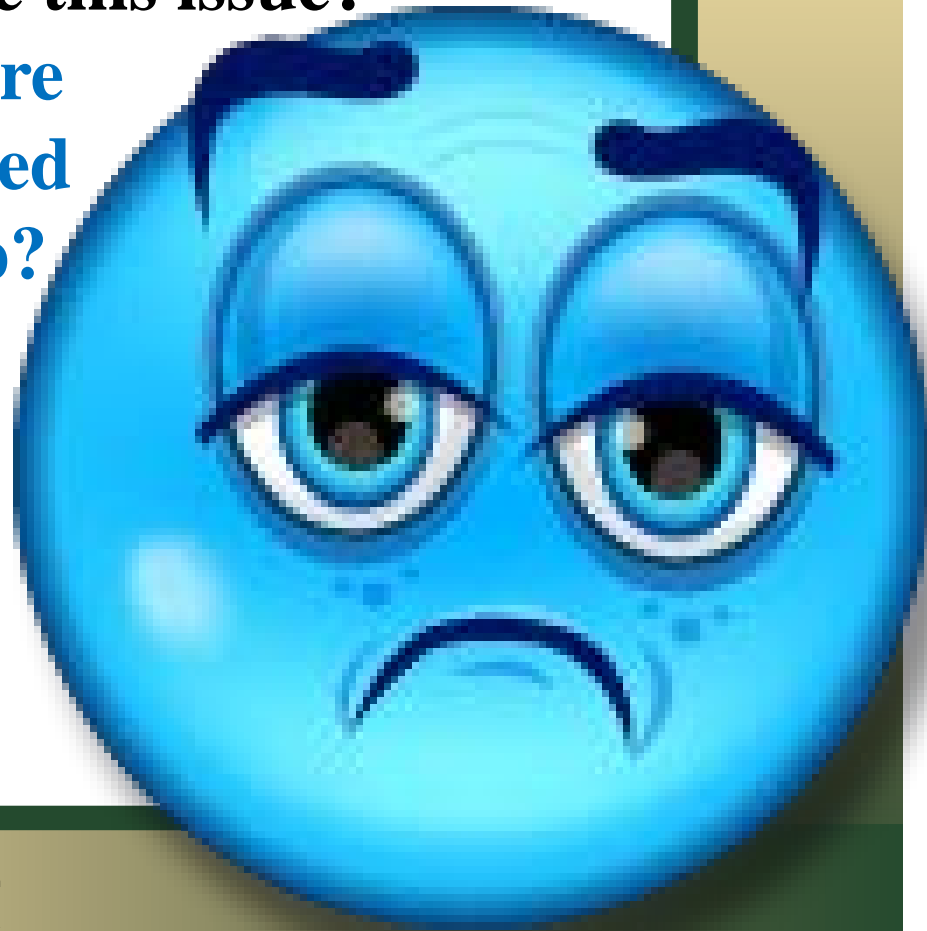
How Would You Feel? (cont'd)

not taken seriously and those around you made little or no attempt to understand what you were trying so desperately to communicate?

drooling persistently but others made little or no attempt to find ways to alleviate this issue?

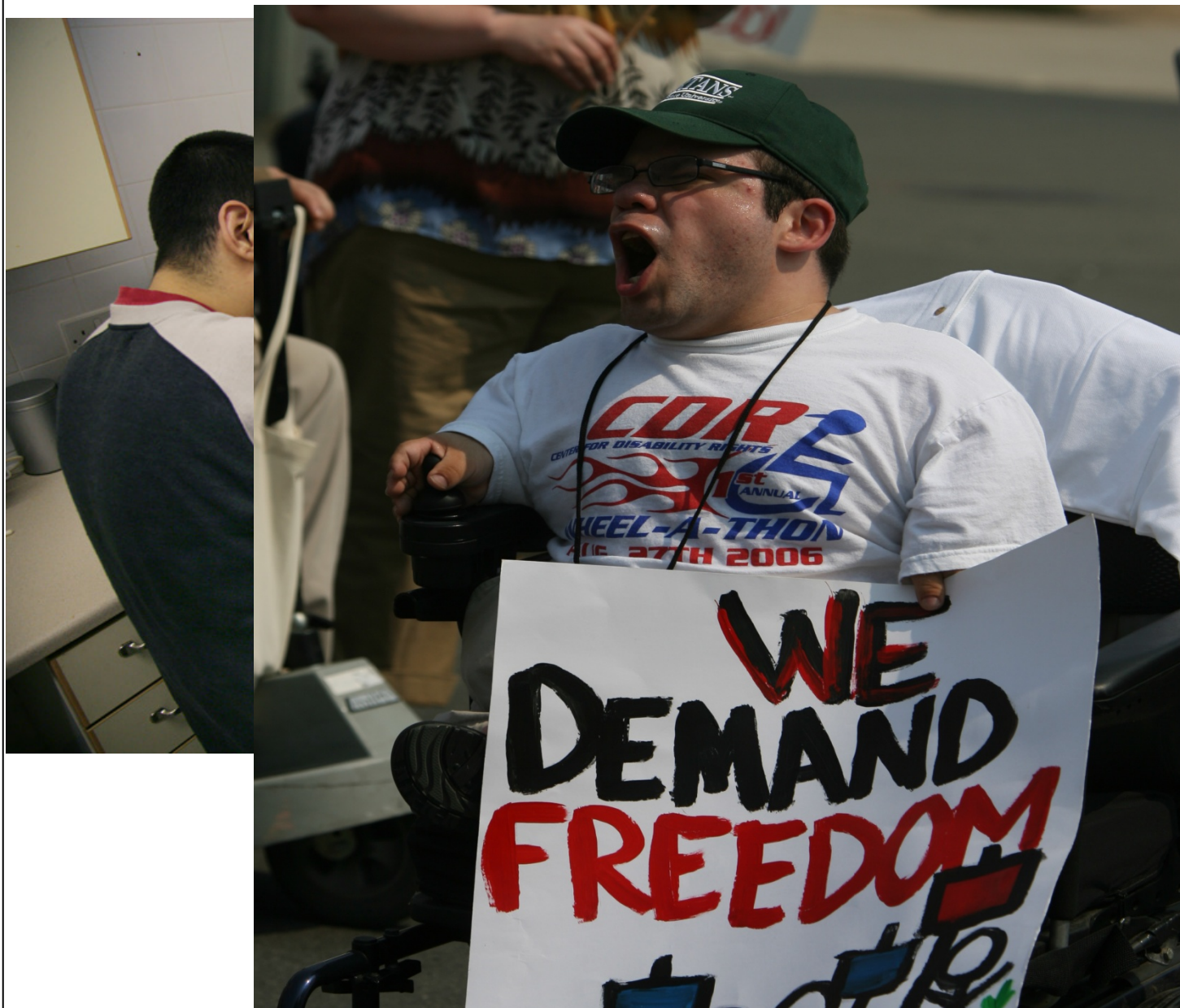
required to reside in a place where one of your housemates screamed all the time as you tried to sleep?

living a life where yesterday was no different than today and tomorrow will always be the same?



Universal Enhancement

How Would You Feel? (cont'd)



accessible

is;

it's

ways

for



Universal Enhancement