



## **Creating a Welcoming Environment**



# Learning Objectives

## By the end of this module, you will be able to:

- Identify the elements for creating a culture of inclusion
- Understand how to effectively communicate with people with disabilities
- Know etiquette to follow when interacting with people with disabilities
- Identify when to use people first language
- Identify the applicable laws
- Know where to locate additional accessibility and inclusion information

# Elements of Inclusive Culture

## Two Main Elements:

| Attitude   | Commitment   |
|--|--|
| Hold all volunteers and members to the same high expectations regardless of whether they have a disability | Provide for reasonable accommodations to ensure: <ul style="list-style-type: none"><li>• Equal access</li><li>• Full Participation</li></ul> |

# Communication

Ensure that the person with a disability can:

- **communicate with;**
- **receive information from;** and
- **convey information to** those they need to interact with in their service program.



## Key to Effective Communication:

- Nature
- Length
- Complexity
- Context

# Effective Communication Examples

**Alternative  
Format**

**Website  
Accessibility**

**Revising Plans**

**Accessible  
Entrance**

# Effective Communication Examples

Alternative  
Format

Website  
Accessibility

Revising Plans

Accessible  
Entrance

**Issue:** Supervisor verbally instructs member with learning disability about a task. Member is unable to follow the directions and implement the task.

**Solution:** Supervisor sends an email with the text version of his instructions.

# Effective Communication Examples

Alternative  
Format

Website  
Accessibility

Revising Plans

Accessible  
Entrance

**Issue:** Service member who is blind cannot read her sponsoring program's internet or intranet websites with her screen reader.

**Solution:** Take necessary steps to ensure that these webpages follow website accessibility standards.

# Effective Communication Examples

Alternative  
Format

Website  
Accessibility

Revising Plans

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Entrance

**Issue:** Service member who is deaf cannot follow verbal instructions during an evacuation drill and only gets ASL interpreter service for meetings and trainings, not emergency procedures.

**Solution:** Revise your emergency plan to account for the needs of people with disabilities and ensure availability of accommodations, like ASL interpretation.

# Effective Communication Examples

Alternative  
Format

Website  
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**Issue:** : Applicant who uses a wheelchair cannot understand how to get into the office for an interview due to a lack of signage on accessible entrances.

**Solution:** Ensure that signs are in place regarding accessible pathways from parking and street. Also provide information for the contact person for accommodations on the day of the interview.

# Disability Etiquette

## Dos and Don'ts:

### Do:

- Be Aware
- Be Direct

### Don't:

- Be Fearful
- Make Assumptions



# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

When interacting with a person who has difficulty with attention or short-term memory:

- **Use short sentences;**
- **Maintain eye contact.**

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

When talking with an adult with a cognitive or psychiatric disability:

- **Use age-appropriate language and mannerisms.**

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

When talking with a person who is blind or has low-vision:

- **Always identify yourself at the beginning of the conversation and inform when you're leaving;**
- **Ask if he/she would like verbal cues as to what is ahead when you approach steps, curbs, or other barriers.**

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

When talking with a person with a psychiatric disability:

- **Make eye contact and be aware of your body language;**
- **Speak normally.**

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

When speaking with a person who is deaf or has a hearing loss, always:

- **Look directly at the person;**
- **Keep your mouth and face free of hands or shadows.**

# More Disability Etiquette

Attention

Cognitive

Visual

Psychiatric

Hearing

Speech

If you are speaking with a person with a speech disability:

- **Listen carefully and repeat what you've heard;**
- **Don't pretend to understand if you don't**
- **Don't rush the conversation**

# Mobility Devices & Service Animals



- Never lean on a person's wheelchair
- If you bump into a person's wheelchair, excuse yourself



- Respect them as extensions of the person or as personal property
- Do not move or play with them without permission



- Never pet when the animal is in a harness
- When it is without a harness, ask for permission before petting

# What *Should* You Say?



## Say:

- Service member with disability



## Don't Say:

- Handicapped service member
- Retarded service member

# People First Language

## Using People First Language:

- Implementing people first language means identifying the person before their disability (person with a disability)
- Challenges stereotypical thinking associated with disability
- Changes the perception of people with disabilities
- Allows them to be seen for their own potential



# Applicable Laws

## Do you receive Federal funding?

- Both Section 504 of the Rehabilitation Act and the Americans with Disabilities Act apply to CNCS Grantees, Sponsors and Programs.



# Resources\*

|   |  |
|---|--|
| <p>Accommodations for service position advertising and interviews</p> | <ul style="list-style-type: none"> <li>• <a href="http://askjan.org/Erguide/Two.htm">http://askjan.org/Erguide/Two.htm</a></li> </ul>  |
| <p>Accommodations for emergency evacuations and disasters</p>         | <ul style="list-style-type: none"> <li>• <a href="http://www.dol.gov/odep/topics/EmergencyPreparedness.htm">http://www.dol.gov/odep/topics/EmergencyPreparedness.htm</a></li> <li>• <a href="http://www.fema.gov/office-disability-integration-coordination">http://www.fema.gov/office-disability-integration-coordination</a></li> </ul> |
| <p>Universal Design</p>   | <ul style="list-style-type: none"> <li>• <a href="http://www.dol.gov/odep/media/newsroom/universal.htm">http://www.dol.gov/odep/media/newsroom/universal.htm</a></li> <li>• <a href="http://askjan.org/topics/univdes.htm">http://askjan.org/topics/univdes.htm</a></li> </ul>   |
| <p>Job Accommodation Network</p>                                      | <ul style="list-style-type: none"> <li>• <a href="http://www.askjan.org">www.askjan.org</a></li> <li>• <a href="http://askjan.org/EeGuide/">http://askjan.org/EeGuide/</a></li> </ul>  |

*\* A link to additional resources does not constitute an endorsement of that organization or material but is provided as Resources that may be helpful to you."*

# More Resources\*

- Accommodations for website/internet/ intranet
  - Website accessibility standards: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/guide-to-the-section-508-standards>
  - Website application accessibility: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/guide-to-the-section-508-standards/web-based-intranet-and-internet-information-and-applications-1194-22>
  
- Accommodations in the built environment
  - Access Board: (800) 872-2253
  - ADA Guide: <http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/guide-to-the-ada-standards>
  - ADA standards: <http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/ada-standards>

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# Summary

## You should now be able to:

- Identify the elements for creating a culture of inclusion
- Understand how to effectively communicate with people with disabilities
- Know etiquette to follow when interacting with people with disabilities
- Identify when to use people first language
- Identify the applicable laws
- Know where to locate additional accessibility and inclusion information

# Thank You!

## Congratulations!

You've successfully completed the "Creating a Welcoming Environment" module.