



# Disability Awareness & Etiquette





# Disabilities

- May be temporary or permanent

## May be caused by:

- Conditions at birth
- Injury or disease occurring anytime during life
- Aging

# Disabilities

## Can affect several areas of functioning:

- Physical
  - Impaired Mobility
  - Speech Problems
- Mental
  - Learning Difficulties
  - Cognitive/Memory Impairments



# Disabilities

## Can affect several areas of functioning:

- Sensory
  - Blindness or Vision Impairment
  - Deaf or Hard of Hearing
- Emotional
  - Extreme Anxiety
  - Depression

# What Disabilities look like



Bulimia Nervosa



OCD



Diabetes

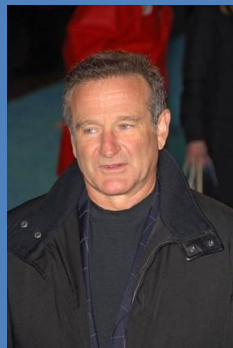


ADD



Dyslexia

ADHD



TBI/Parkinson's



Clinical Depression/Alcoholism



# Disability Etiquette

## Use appropriate language

- Avoid using:
  - Generalized terms
  - Medical terms
  - Demeaning words
- Put the Person First



# Disability Etiquette Tips

## Person using a wheelchair

- Meet them at eye level
- Do not lean on the wheelchair
- Don't move them without permission

# Disability Etiquette Tips

## People with hearing impairments

- Keep hands away from mouth
- Don't chew while speaking
- Speak clearly and do not shout
- Speak to the person, even when using a sign interpreter

# Disability Etiquette Tips

## People with vision impairments

- Identify yourself when greeting them
- Stand still while speaking
- While guiding someone, allow them to hold your arm
- When leaving, tell them

# Disability Etiquette Tips

## People with speech impairments

- Be patient
- Don't interrupt
- Give your full attention
- Don't pretend to understand



# Activity

## Marshmallow Map

# Protection and Advocacy

## Laws to protect our elders:

- Older Americans Act
- The Commonwealth Man Amko Physical Abuse & Mental Cruelty Act
- Americans with Disabilities Act
- Assistive Technology Warranty Act

# Protection and Advocacy

## Programs:

- P&A for Individuals with Mental Illness (PAIMI)
- P&A for Beneficiaries of Social Security (PABSS)
- P&A for Traumatic Brain Injury (PATBI)
- P&A for Assistive Technology (PAAT)
- P&A for Developmental Disabilities (PADD)
- P&A for Individual Rights (PAIR)
- Client Assistance Program (CAP)

# Protection and Advocacy

## Services:

- Investigate Abuse and Neglect
- Negotiate and/or Mediate
- Litigation
- Technical Assistance
- Education & Training
- Information & Referral



# Video

## Getting it Right

# For more information

## Contact NMPASI

- 235-7273/4 [voice]
- 235-7278 [tty]
- [www.nmpasi.com](http://www.nmpasi.com)