



# Disability Awareness



## Disability Training, Awareness, Knowledge & Etiquette



### Training

#### VIDEOS:



Check out additional [Disability Training Simulations from WINTAC](#). Download a facilitator guide, [Hello, Is Anybody Here?](#)

#### [Disability Awareness Training for Front Line Staff](#)

This PowerPoint presentation gives basic tips on interacting with individuals who have disabilities... helps do away with some of the of the myths that surround disability...and gives background information that might come in handy to better meet the needs of customers.

#### [Disability Etiquette- A Presentation by the Disability Task Force](#)

This PowerPoint Presentation focuses on etiquette targeted by specific disability.

#### [At your Service: Engaging Customers with Disabilities](#)

## Service Animals



- [FAQs About Service Animals and the ADA](#)
- [ADA Requirements: Service Animals](#)
- [Where are they allowed & what conditions?](#)

#### VIDEO:



This video explores best practices offering insights, tips, and recommendations on how to provide exemplary customer service to individuals with disabilities.

#### [Disability Awareness and Etiquette](#)

This 21 page printable guide from the LEAD center is a resource for American Job Centers to address effective strategies for people with disabilities.

#### [American Job Centers Customer Flow Scenarios](#)


This booklet features five illustrated stories that represent scenarios of customer experiences, and the guidance an AJC staff member might provide.


#### [Labor Characteristics of People with a Disability](#)

This Spotlight examines the labor force characteristics of people with a disability and puts these characteristics in context by comparing them to those of people with no disability.

#### **Resources for Employers:**

 [Disability Etiquette in the Workplace:](#)  
[\(Webpage\)](#)   
[Word Doc](#)

 [Business Strategies That Work: A Framework for Disability Inclusion](#)

 [Unconscious Biases: Shattering Assumptions and Surprising Ourselves](#)

Through this creative animation, learn about unconscious biases against people with disabilities and their ability to work in the competitive workplace and how to challenge those assumptions.

## Communication

# Interpreter Resources

 [Interpreter Directory & Services](#)

 [National Registry of Interpreters](#)

 [Idaho Registry of Interpreters](#)

 [Network Interpreting Service](#)  
 (Professional agency)

- (800) 284-1043 Voice
- (858) 799-0123 Text Message Only
- [support@networkinterpretingservice.com](mailto:support@networkinterpretingservice.com)

 [Use People First Language](#)

Positive language empowers. When writing or speaking about people with disabilities, it is important to put the person first. Group designations such as "the blind," "the retarded," or "the disabled" are inappropriate because they do not reflect the individuality, equality, or dignity of people with disabilities. Further, words like "normal person" imply that the person with a disability is not normal, whereas "person without a disability" is descriptive, but not negative. The accompanying chart shows examples of positive and negative phrases.

 [Communication Etiquette for Communicating with Customers with Disabilities](#)

Today, a lot of customer service takes place with voice calls over the telephone and Internet; however, there are other synchronous methods for communicating when individuals are not face-to-face, such as text and instant messaging.

Although the same general rules of etiquette apply when communicating with customers face-to-face, there may be additional issues to consider when communicating with non face-to-face methods.

**[Communicating with Deaf Individuals](#)**

There is no "one size fits all" approach to communication, nor is there a "typical" deaf person. Each individual is unique and brings their own set of communication needs and preferences, based upon the setting and the purpose of the interaction.

**[Communicating With and About People with Disabilities](#)**

Suggestions from ODEP on how to relate to and communicate with and about people with disabilities.

**[A Guide to Augmentative & Alternative Communication Accommodations](#)**

There are many devices and apps for phone and face-to-face communication that are designed for individuals who do not speak at all or who find speaking very challenging. These may be helpful to some individuals with voice disorders as well. [AAC devices](#), also called speech generating devices, are an example of a type of technology that can be used by individuals who have difficulty speaking.

Statistics

VIDEOS:



What's the third largest market segment in the United States? The answer might surprise you. It's not a particular race, gender, or age group. It's people with disabilities. The size of this population—54 million strong—surpasses Hispanics, African Americans and Asian Americans, as well as Generation X and teens. Add in their families, friends, and associates, and you get a trillion dollars in purchasing power.

- [Where does the 54 million Americans living with a disability number come from?](#)
- [What is the definition of disability?](#)



**[Idaho Disability Employment Statistics](#)**

(DRIVE) allows users to research national disability data and state profiles. In addition, users can make state comparisons of the data.



**[Disability Statistics and Data Resource Library](#)**

Disability statistics can be a powerful tool to increase our collective understanding of the barriers faced by the disability population in the workforce. Piecing together data is like connecting the pieces of a jigsaw puzzle in allowing one to eventually see a more complete picture.



• Where can I get more information about disability data sources?



**2017 Disability Statistics Annual Report**

This report addresses the following:

- > How many people with disabilities live in the United States?
- > What is the percentage of people with disabilities in different age groups?
- > What is the percentage of people with disabilities for different types of disability?
- > To what extent are people with disabilities employed?
- > What are the earnings for people with and without disabilities?
- > What is the poverty percentage for people with and without disabilities?

**Disability Applications Plunge as the Economy Strengthens**

The number of Americans seeking Social Security disability benefits is plunging, a startling reversal of a decades-old trend that threatened the program's solvency. It is the latest evidence of a stronger economy pulling people back into the job market or preventing workers from being sidelined in the first place.

The drop is so significant that the agency has revised its estimates of how long the program will continue to be financially secure. This month, the government announced that the program would not run out of money until 2032, four years later than its previous estimate last year. Two years ago, the government had warned that the funds might be depleted by 2023.



**Physical & Programmatic Accessibility**

- [ADA Network Guide to Planning Accessible Events](#)
- [Disability Resources for the AJC](#)
- [Disability Technical Assistance Videos](#)
- [Programmatic and Physical Accessibility](#)

**Computer Accessibility**

- [Staff Guide to Universal Design & the Accessible Computers](#)
- [Accessible Computer Training PowerPoint](#)
- [Accessible Computer PRESET GUIDE](#)
- [Basic Training for NVDA](#)