

disAbility 101: Exploring Today's Inclusive Work Setting

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Goals for disAbility 101

- Join us as we explore common etiquette scenarios and tips for becoming disability-friendly in today's inclusive work settings.
- Let's dive into disAbility culture and review:
 - People First Language
 - Myths vs Facts
 - A Closer Look at Assistive Technology
 - Q&A

Who we are: Tools for Life

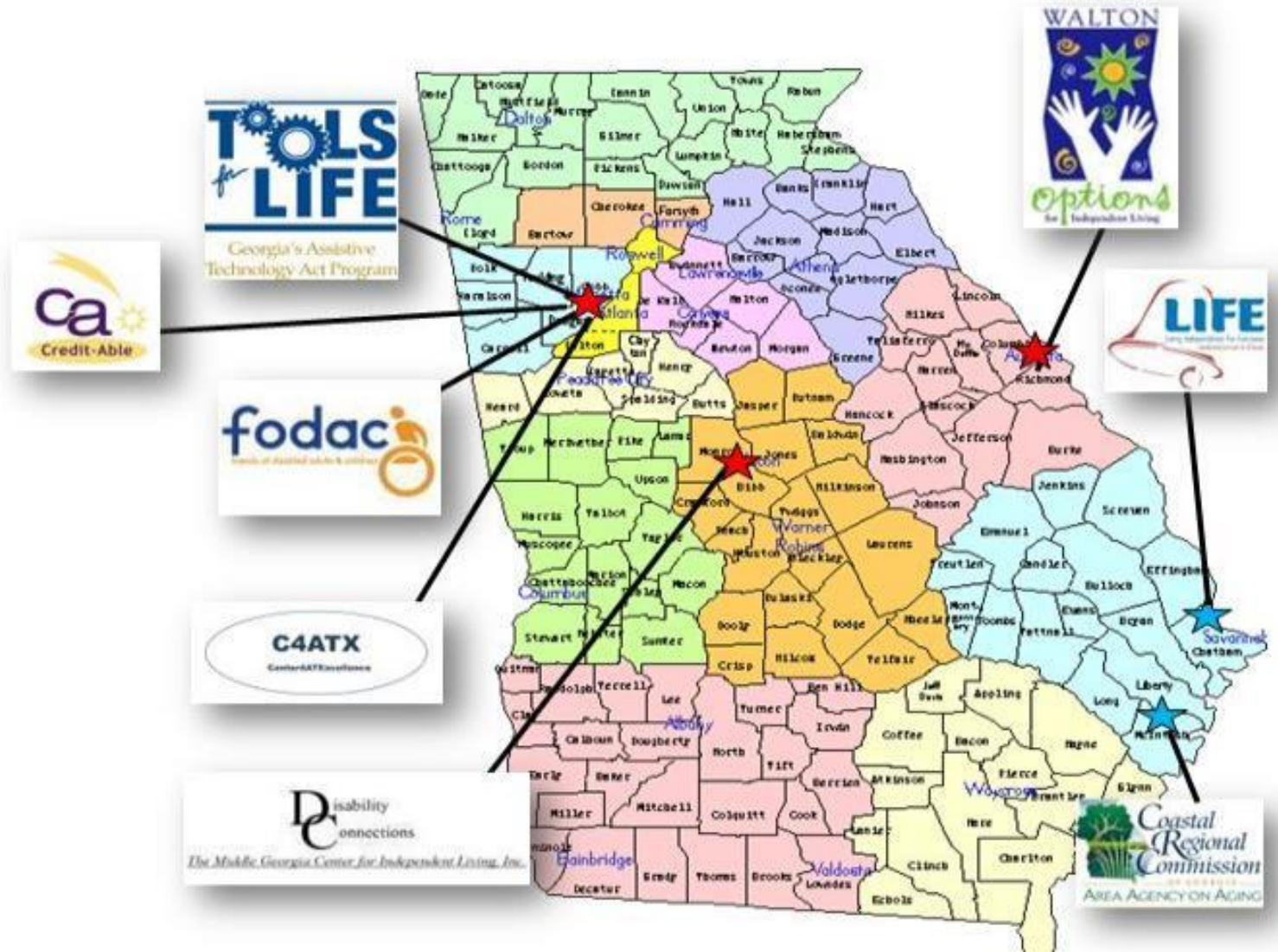
We're here to help Georgians with disabilities gain access to and acquisition of assistive technology devices and assistive technology services so they can live, learn, work, and play independently in the communities of their choice.



Tools for Life, Georgia's Federal AT Act Program

- **TFL developed Georgia's Plan for AT**
 - We serve individuals of all ages & all disabilities in Georgia
 - Over 50,000+ thru various activities throughout the year
- **TFL Network**
 - Assistive Technology Resource & Outreach Centers
 - AT Lending Libraries
 - Training and Demonstrations
 - AT Reuse
 - AT Funding Education/Assistance and Resources
- **Online Resources**
 - www.gatfl.org - 5,000 unique visitors a month

Tools for Life Network



- TRAINING
- FUNDING
- PUBLICATIONS
- TFL WIKI
- MEET THE TFL TEAM
- MEET THE ADVISORY COUNCIL
- DIRECTIONS/MAP
- JOIN OUR MAILING LIST
- SCHEDULE A TOUR

Welcome AT Services Try AT Get AT AT Guides Research

CUSTOMIZED AT TRAINING
for Individuals or Groups

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Welcome to Tools for Life

Tools for Life, Georgia's Assistive Technology Act Program, is dedicated to increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work and play independently and with greater freedom in communities of their choice.

Tools for Life and the TFL Network work collaboratively together to accomplish our mission through:

2014 GATE SEMINAR

DEC 5 Georgia Tech Student Center

WEBINARS

OCT 29 [Lighting the Path: A Guided Discussion on AT for Dementia](#)

NOV 6 [Unlocking Communication in the Severely Impaired Child](#)

- Current Webinar Schedule
- Webinar Archives

TOOLS FOR LIFE APPFINDER

...for Living, Learning, Working, and Playing.

AT ONLINE EXCHANGE

AT FUNDING GUIDE

DOLLARS & SENSE
NAVIGATING THE AT FUNDING STREAM

Defining Assistive Technology

Assistive technology – “Any item, piece of equipment, product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.”

Assistive technology service – “Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.”

Public Law 108-364



Why Assistive Technology?

For a person without a disability, technology makes things easier.

For a person with a disability, technology makes things possible.



Who are We Serving

- Over 54,000,000 individuals in the United States have disabilities that affect their ability to:
 - see
 - hear
 - communicate
 - reason
 - walk
 - perform other basic life functions

Guiding Principles

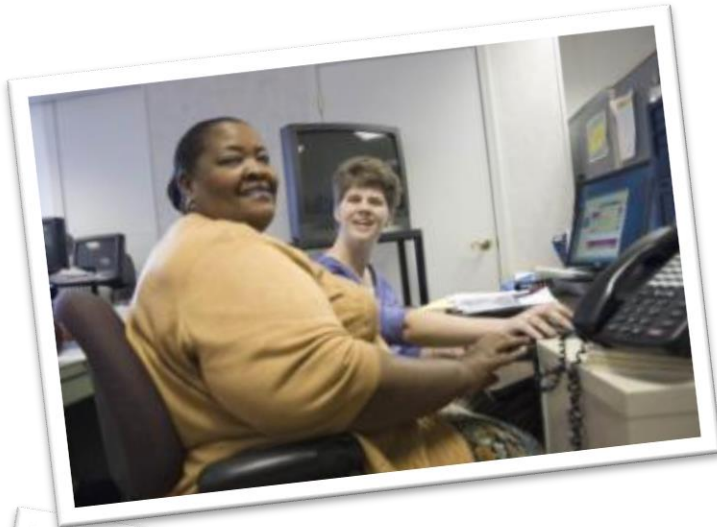
- We, collectively, are brilliant and can find innovative paths and create brighter futures.
- We must think, live, and act from a place of abundance. We do have enough time, money and resources.
- We must focus on abilities.
- You have the power to make the difference.

Guiding Principle and Public Law

- Disability is a natural part of the human experience and in no way diminishes the right of individuals to:
 - (A) live independently;
 - (B) enjoy self-determination and make choices;
 - (C) benefit from an education;
 - (D) pursue meaningful careers; and
 - (E) enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of society in the United States.

Public Law 108-364

More Facts to Think About



- People with disabilities are the largest minority group in America.
- This group cuts across racial, ethnic, religious, gender and age boundaries.
- Anyone can become a member of this minority group at any time.

Common Ways People with Disabilities are viewed and treated:

- Unfortunately, and inaccurately, people with disabilities are often viewed as:
 - victims, or objects of pity
 - horrible or grotesque
 - burdens, either on society or on their families and carers
 - evil, or some threat to the comfort and safety of others
 - unable, or assumed to be unable, to do things
 - having multiple disabilities (such as assuming that a person who uses a wheelchair also has an intellectual disability)
 - childlike
 - "special"
- Such misconceptions are based on insufficient or inaccurate information about people with disabilities and can perpetuate inappropriate interactions.

Understanding Attitudinal Barriers

- People with disabilities face many barriers every day—from physical obstacles in buildings to systemic barriers in employment and civic programs.
- Often, the most difficult barriers to overcome are attitudes other people carry regarding people with disabilities.
- Whether born from ignorance, fear, misunderstanding or hate, these attitudes keep people from appreciating—and experiencing—the full potential a person with a disability can achieve.

Types of Attitudinal Barriers

- **Inferiority** - Because a person may be impaired in one of life's major functions, some people believe that individual is a "second-class citizen." However, most people with disabilities have skills that make the impairment moot in the workplace.
- **Pity** - People feel sorry for the person with a disability, which tends to lead to patronizing attitudes. People with disabilities generally don't want pity and charity, just equal opportunity to earn their own way and live independently.
- **Hero worship** - People consider someone with a disability who lives independently or pursues a profession to be brave or "special" for overcoming a disability. But most people with disabilities do not want accolades for performing day-to-day tasks. The disability is there; the individual has simply learned to adapt by using his or her skills and knowledge, just as everybody adapts to being tall, short, strong, fast, easy-going, bald, blonde, etc.

Types of Attitudinal Barriers (cont'd)

- **Ignorance** - People with disabilities are often dismissed as incapable of accomplishing a task without the opportunity to display their skills. In fact, people with quadriplegia can drive cars and have children. People who are blind can tell time on a watch and visit museums. People who are deaf can play baseball and enjoy music. People with developmental disabilities can be creative and maintain strong work ethics.
- **The Spread Effect** - People assume that an individual's disability negatively affects other senses, abilities or personality traits, or that the total person is impaired. For example, many people shout at people who are blind or don't expect people using wheelchairs to have the intelligence to speak for themselves. Focusing on the person's abilities rather than his or her disability counters this type of prejudice.

Types of Attitudinal Barriers (more)

- **Stereotypes** - The other side of the spread effect is the positive and negative generalizations people form about disabilities. For example, many believe that all people who are blind are great musicians or have a keener sense of smell and hearing, that all people who use wheelchairs are docile or compete in paralympics, that all people with developmental disabilities are innocent and sweet-natured, that all people with disabilities are sad and bitter. Aside from diminishing the individual and his or her abilities, such prejudice can set too high or too low a standard for individuals who are merely human.
- **Backlash** - Many people believe individuals with disabilities are given unfair advantages, such as easier work requirements. Employers need to hold people with disabilities to the same job standards as co-workers, though the means of accomplishing the tasks may differ from person to person. The Americans with Disabilities Act (ADA) does not require special privileges for people with disabilities, just equal opportunities.

Types of Attitudinal Barriers (even more)

- **Denial** - Many disabilities are "hidden," such as learning disabilities, psychiatric disabilities, epilepsy, cancer, arthritis and heart conditions. People tend to believe these are not bona fide disabilities needing accommodation. The ADA defines "disability" as an impairment that "substantially limits one or more of the major life activities." Accommodating "hidden" disabilities which meet the above definition can keep valued employees on the job and open doors for new employees.
- **Fear** - Many people are afraid that they will "do or say the wrong thing" around someone with a disability. They therefore avert their own discomfort by avoiding the individual with a disability. As with meeting a person from a different culture, frequent encounters can raise the comfort level.

Tips for Breaking Down Barriers

- Power of Language
- Value Laden Language
- disAbility negative vs disAbility neutral Language
- Tips for Interacting with People with disAbilities
- Understanding and Using Assistive Technology

The Power of Language

- **Language is continually evolving**, and that includes language related to people with disAbilities.
- Staying current is important, not to show that you are "politically correct" but to communicate effectively and with respect.

Putting It into Perspective

“The difference between the right word and the almost right word is the difference between lightning and the lightning bug.”

Mark Twain

What is Value-Laden Language?

- What you say and write may enhance the dignity of people with disabilities or inadvertently reflect stereotypes and negative attitudes.
- Some words and phrases don't recognize the broad range of capabilities of people with disabilities.
- People with disabilities don't need or want to be pitied, nor should they be deemed "courageous" or "special" as they accomplish daily activities or work.

Value-Laden Language

Promotes
Distance
Stereotypes
Pigeon-holes

Reduces sense of:
Self-worth
Power
Self-direction

Value-Laden Language: Creates Categories

We vs. They

Good vs. Bad

Strong vs. Weak

High vs. Low (expectation)

Sick vs. Well

Superior vs. Inferior

Value-Laden Language: Promotes Distance

Abnormal
Afflicted
Burdened
Defect
Deformity
Maimed
Palsied
Spastic
Stricken with
Sufferer
Victim
Invalid

Myth #1

What does the word "handicapped" mean?

Fact #1

- "Handicapped" is an archaic term (it's no longer used in any federal legislation) that evokes negative images of pity, fear, and more.
- A legendary origin of the "H-word" refers to a person with a disAbility begging with his "cap in his hand."

Value-Laden Language: Example #1

- **disAbility-Negative**

- the disabled, the blind, the deaf
- crippled, suffers from, afflicted with, stricken with, victim of, invalid
- impaired, impairment
- normal person, healthy, whole, wheelchair bound

- **disAbility-Neutral**

- people with disabilities, the disability community ("disabled" is an adjective, so must be accompanied by a noun.), the blind community, the Deaf community
- has a disability, is a person with a disability, physically disabled, walks with a cane, uses leg braces
- has a disability
- non-disabled, person without disabilities, uses a wheelchair

Value-Laden Language : Example #2

- **disAbility-Negative**

- The disabled
- The handicapped
- Disabled parking
- Handicapped entrance
- Confined to a wheelchair
- Wheelchair bound

- **disAbility-Neutral**

- People with disAbilities
- Accessible parking
- Accessible entrance
- Person who uses a wheelchair
- Wheelchair user

Value-Laden Language : Example #3

- **disAbility-Negative**

- hearing impaired, hearing impairment
- visually impaired, visual impairment
- dumb, mute
- stutterer, tongue-tied
- CP victim, spastic
- epileptic
- fit, attack

- **disAbility-Neutral**

- deaf, hard of hearing, deaf-blind
- low vision, blind
- person who has a speech or communication disability
- person with cerebral palsy
- person with epilepsy, person with seizure disorder
- seizure, epileptic episode

Value-Laden Language : Example #4

- **disAbility-Negative**

- crazy, lunatic, insane, nuts, deranged, psycho
- retard, mentally defective, moron, idiot, imbecile, Down's person, mongoloid
- slow learner, retarded
- dwarf, midget

- **disAbility-Neutral**

- people with mental health issues, mental illness, mental disability, psychiatric disability
- developmentally disabled, developmentally delayed, person with mental retardation, person with Down syndrome
- has a learning disability, person with specific learning disability
- person of small stature, short stature; little person

Value-Laden Language : Example #5

- **disAbility-Negative**

- paraplegic, quadriplegic
- birth defect
- post-polio, suffered from polio
- homebound

- **disAbility-Neutral**

- man with paraplegia, woman who is paralyzed, person with spinal cord injury
- congenital disability, person with a disability from birth
- person who had polio
- stay-at-home, hard for the person to get out

Using People First Language is Crucial

People First Language puts the person before the disAbility, and it describes who a person is not what a person has.

Making the Connection



A change in Language and Attitude can change everything!

Making the Connection: Be Contagious

- If employers believed adults with disabilities have (or could learn) valuable job skills, we wouldn't have an estimated 70 percent unemployment rate of people with disAbilities.
- If merchants saw people with disAbilities as customers with money to spend, we wouldn't have so many inaccessible stores, theaters, restrooms, and more.
- If the service system identified people with disAbilities as "customers," instead of "clients/consumers/recipients," perhaps it would begin to meet a person's real needs (like inclusion, friendships, etc.) instead of trying to remediate "problems."

Tips for Interacting with People with disAbilities

- **Listen to the person with the disability.** Do not make assumptions about what that person can or cannot do.
- When speaking with a person with a disability, **talk directly to that person**, not through his or her companion. This applies whether the person has a mobility disAbility, a mental/cognitive disAbility, is blind or is deaf and uses an interpreter.
- **Shake hands or hand over business cards.** If the person cannot shake your hand or grasp your card, they will tell you. Do not be ashamed of your attempt, however.

More Tips for Interacting with People with disAbilities

- If the customer has a speech difficulty and you are having trouble understanding what he or she is saying, **ask the person to repeat** rather than pretend you understand. The former is respectful and leads to accurate communication; the latter is belittling and leads to embarrassment.
- Offer assistance to a person with a disability, but **wait until your offer is accepted** before you help.
- It is okay to feel nervous or uncomfortable around people with disabilities, and it's okay to admit that. It is human to feel that way at first. When you encounter these situations, **think "person" first instead of disability; you will eventually relax.**

Myth #2

- Employees with disabilities always need help. Taking the time to assist them in getting acclimated to their work environment will hinder your other employees, grinding productivity to a halt.

Fact #2

- Many people with disabilities are independent and capable of giving help as well as receiving it.
- AT Helps!

AT Helps!

- Assistive Technology strategies and solutions can help support individuals with a variety of disabilities in the workplace. AT helps to bridge the gap and provide solutions to problems with:
 - speaking
 - hearing
 - seeing
 - moving around
 - getting places
 - memory
 - cognition (thought processes and understanding)
 - daily living activities, such as dressing and preparing meals
 - socializing

Automatic Feeder

- Mealtime Partner
- Different mounts
- Battery operated
- Bowl tops controls amount of food
- Control Pause time between spoonful
- Adjustability of the spoon



VGo Telepresence Robot

- Enables a person to replicate themselves in a distant location and have the freedom to move around as if they were physically there.
- Reduces travel costs
- School
- Hospital
- Work Remotely



Solutions

- Overview
- Products and Services
- Benefits
- Applications
 - Healthcare
 - Large Enterprise
 - Manufacturing
 - Education
 - SMB

Quick Links

- Request Info
- Drive a VGo
- Latest VGo News
- Download VGo App

People with Disabilities in the Work Place

Sector: **Business**



VGo increases productivity and effectiveness while lowering costs by enabling a person to get to a location instantly and easily. VGo is not designed as a replacement for in-person interaction but rather as the next best alternative to "being" in the workplace. VGo also eliminates the deficiencies associated with other video solutions that are locked to a TV or computer monitor by providing 100% remote controlled mobility. [delete that](#)

In addition to "being" at work from home, VGo can help people who can get to the workplace, but who cannot practically move about the facility or campus. A VGo can be used to enable a person to move around in one part of the facility while they are physically in another.

The benefits of using VGo in the workplace include

- Getting to places previously inaccessible increases opportunities
- Freedom of movement increases personal interaction with others
- Quality of life improvements by expanding the work and social environments
- Costs can be reduced by lowering or eliminating select transportation expenses, and by communications and speeding decision making



Kubi



- Dock your tablet for remote pan and tilt controls
- See and interact with people during a conference call
- Use any Video Client: Skype, FaceTime, Google Hangout, etc.
- Cloud Control

TFL AppFinder



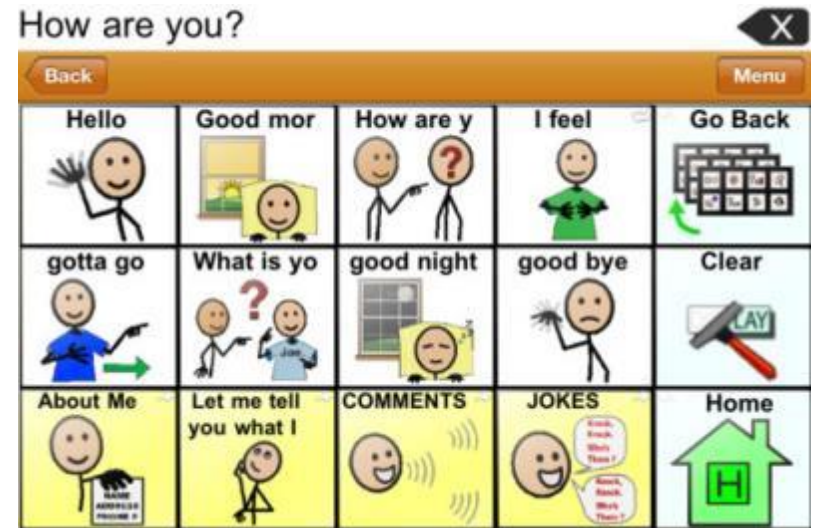
Search by:

- ✓ **App Name**
- ✓ **Categories**
 - Book
 - Education
 - Environmental Adaptations
 - Hearing
 - Cognition, Learning, Developmental
 - Navigation
 - Personal Care and Safety
 - Productivity
 - Communication
 - Therapeutic Aids
 - Vision

TouchChat



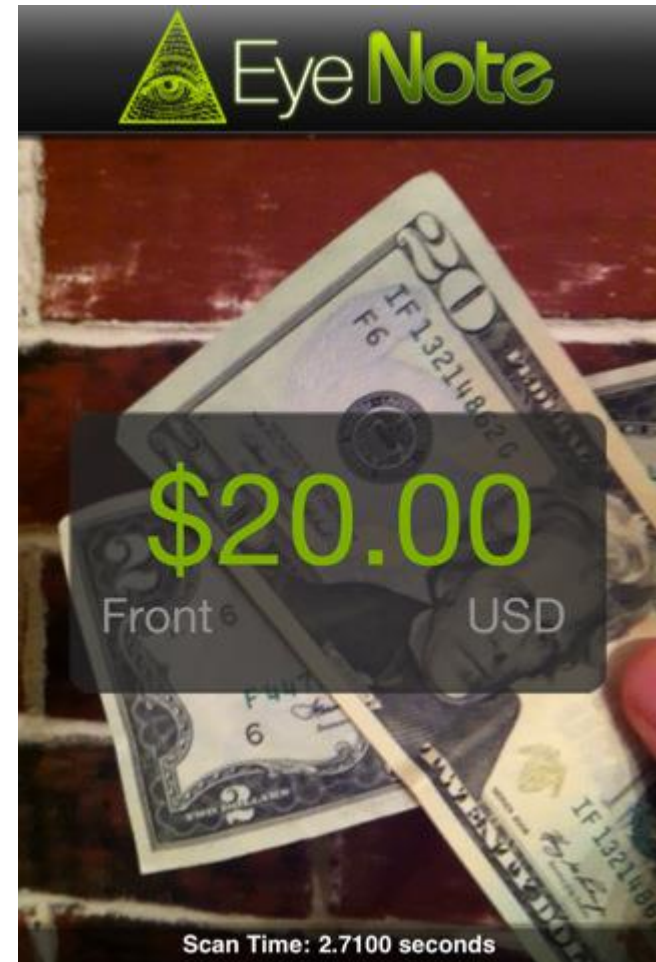
- Designed for individuals with Autism, Down Syndrome, ALS, apraxia, stroke, or other conditions that affect a person's ability to use natural speech
- Able to import your own pictures or take pictures
- Works on Apple and Android systems
- Over 10,000 symbols included
- Create videos
- \$149



EyeNote



- Uses built in camera to scan dollar bills
- Speaks out loud
 - Distinguished btw front and back of bill
- Free
- Supports English and Spanish
- Privacy mode
 - Pulses or beeps





ZoomReader

- OCR app
- Ai Squared
- Read back in a natural voice
- Customizable highlight colors, synthesizer, text size and speech rate
- Low vision users
- \$19.99



Favorite Navigation Apps

- Around Me 
 - Identifies where you are
 - Lists what is around you
 - View route to place from where you are
 - Add information to contact list
- Talk and Drive Waze 
 - Operate your map applications simply by talking
 - Launch the application, say your destination

Reminders



- Built-in App
- Works with VoiceOver
- Organize your reminders
- Use Siri

Wunderlist



- List management
- Create recurring to-dos
- Create subtasks
- Set due dates
- Reminders
- Notifications
- Cloud sync
- Email directly
- Collaborate with anyone
- Access on all devices including web
- Free
- <https://www.wunderlist.com/en/>



Reading Apps

- Free Books



- Free
- Over 23,000 titles
- Audiobooks

- Newspaper



- Free
- Newspapers from 150+ countries
- Over 20,000 newspapers

- Overdrive Media Console

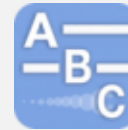


- Free
- Must have library card
- Download ebooks and audiobooks

Perfect OCR



- \$3.99
- Uses the built in camera to scan documents
- Edit, copy, store, email documents
- Upload to online storage like Evernote
- Practice for picture



- Word Completion App
- Automatically add words if not in list
- Remembers how often you use words and offers the most frequently chosen options to you first
- E-mail Support - Send e-mails from directly within the application
- Text Message Support
- Remove misspelled or unwanted words
- Set prediction font size and window transparency



MyMedSchedule



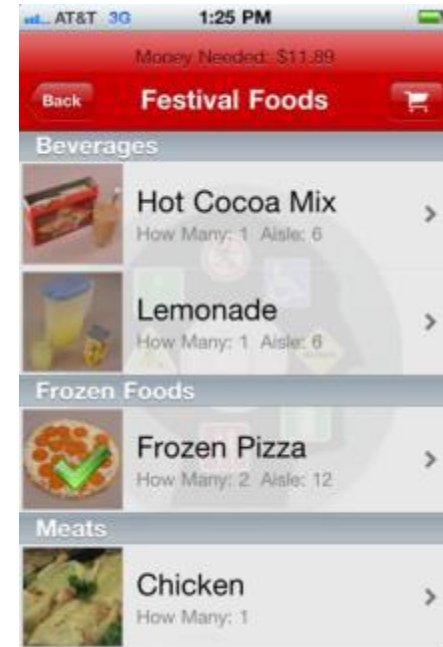
- Keep track of medication
- Reminders
- Refill Reminders
- Healthcare Provider Profiles
- Insurance Information
- Allergies
- Works across Platforms
- Free
- www.mymedschedule.com



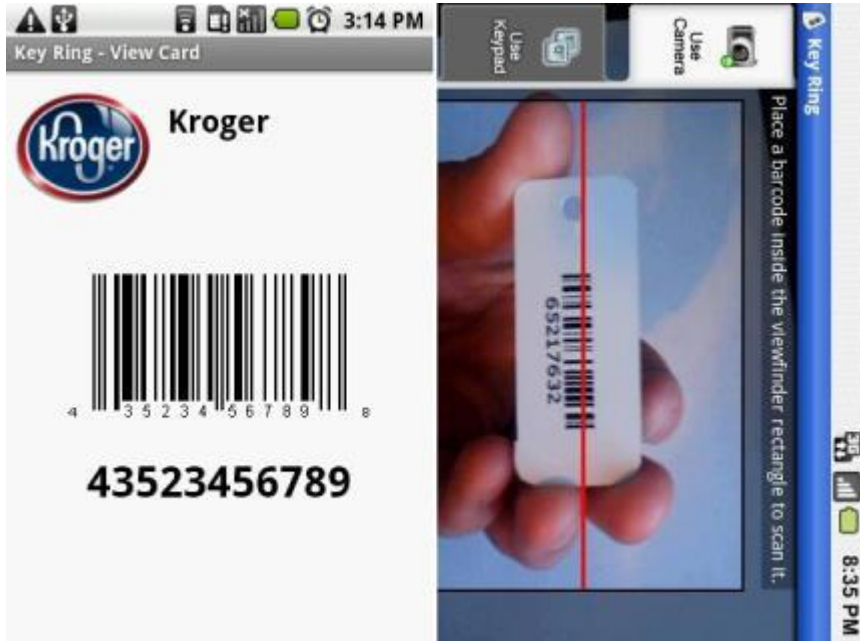
Shopping List Generator



- Pictorial shopping list
- Customize different lists for different users using pictures on camera roll
- Add your own items and categories
- Assign item prices
- Assign item locations (for example, aisle numbers)
- Several accessibility options
 - text-to-speech
 - uses large easy-to-see images
 - item prices automatically totaled
- \$4.99



Key Ring



- One Place to store all reward cards
- Stay organized
- www.keyringapp.com
- Free!

Sleep Cycle



- Tracks your sleep patterns
- Uses iPhone accelerometer to track how often you move at night
- Set an alarm range
- Woken up gradually when you are in like sleep
- Feel refreshed and energized
- \$2.99

Facebook



- Connect with friends
- Create photo albums to share
- Create Events
- Instant Messaging
- Group Messaging
- Free



- Current Events in order
- Breaking News Alerts
- Videos
- Photos and Text
- Pick Favorite Interests
- Free

iZen Garden



- Choose from 100s of objects, plants and creatures to place in your garden
- Rake the sand and share your creations
- Helps you to center your mind, relax your psyche and relieve your stress

Pandora



- Free internet radio
- Create custom stations based on genre
- Free



Myth #3

- It is too expensive to accommodate workers with disabilities.

Fact #3

- Actually, most workers with disabilities do not require any special accommodations. When accommodations are necessary, about 20 percent cost nothing, and 50 percent cost less than \$500.
- There are a variety of national and community-based organizations that help employers identify low-cost or no-cost accommodation alternatives.
- Employers have always made adjustments in the workplace to accommodate employees' needs. That same flexibility should be extended to people with disabilities.

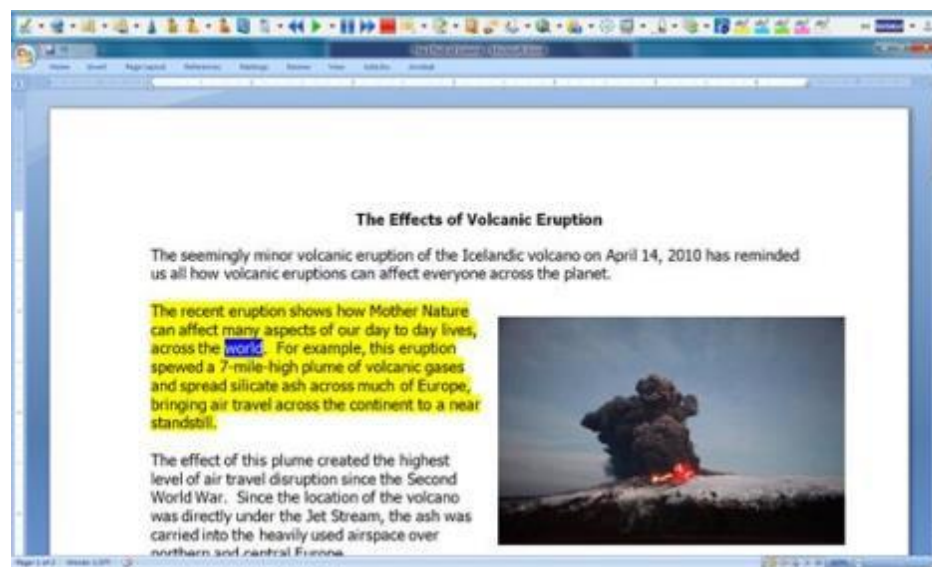
Ready for the Workplace

The helpful tools and strategies that I learned throughout the years combined with an accessible and inclusive workplace, the ADA, and a wonderful team are helping me to be successful today!



Read & Write Gold - Text Help

- Text to speech
- Dictionary
- Pronunciation Tutor
- Spell Checker
- Word Prediction
- Sounds Like and Confusable Words
- Speaks While Typing



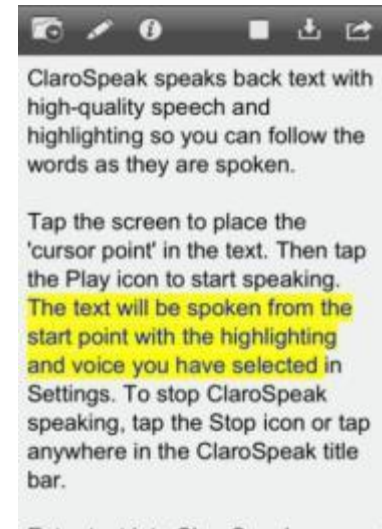
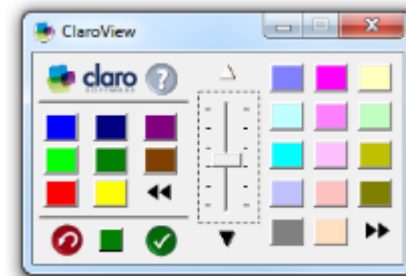
Dragon NaturallySpeaking



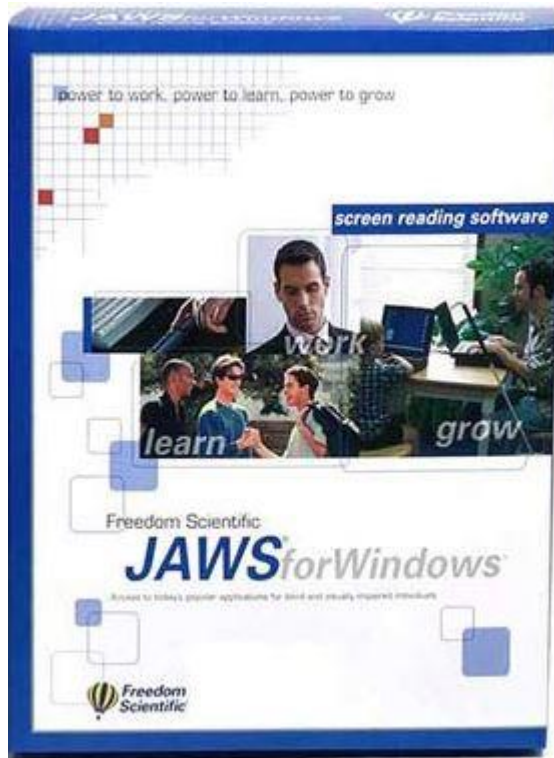
- Speech recognition software
- Control your computer with your voice
- Work fast, 99% accuracy
- Dictate documents
- Search the web
- Precise and quick training

Claro Software

- ClaroRead - customizable toolbar, reads what is highlighted, change speed and tone, built in writing solutions
- ClaroView - customizable colors, acts as an overlay on PC screen, makes browsing and reading much easier
- ClaroSpeak - text to speech, important documents, customize font and color, visual tracking, save text as audio file
- ClaroPDF - PDF reader/viewer with text-to-speech, 40 different voices with human quality, adjust background color



JAWS



- Screen Reader
- Multilingual synthesizers
- Compatible with MS office, IE and Firefox browsers
- OCR for images
- Compatible with Braille keyboard
- Voices for over 30 different languages

Questions



Contact the Tools for Life Team



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Disclaimer

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