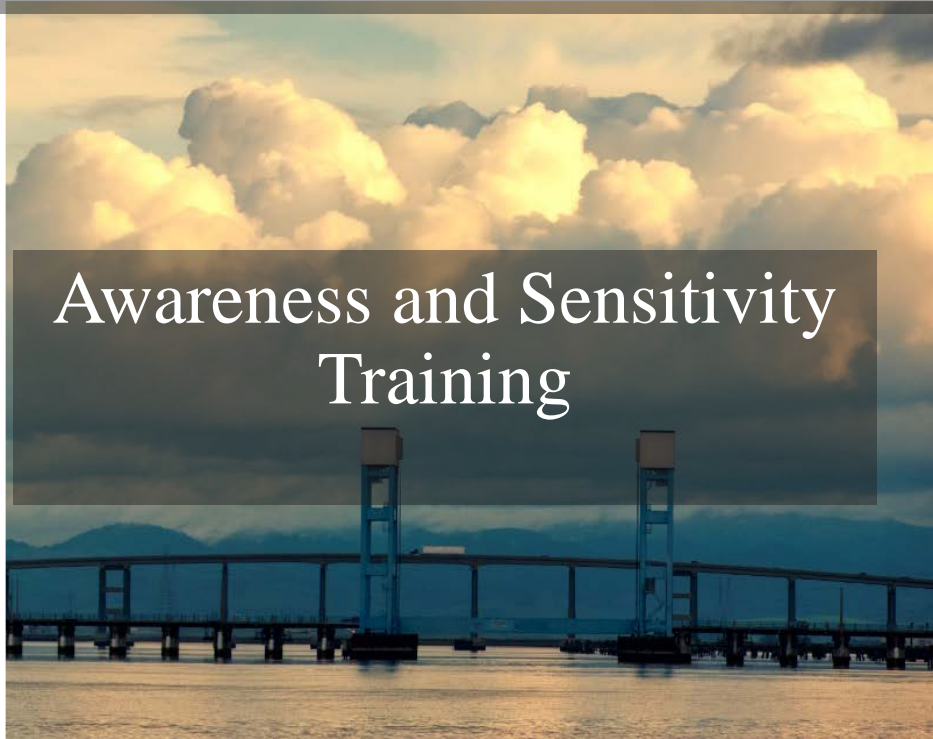




Seniors and Persons with Disabilities (SPD)



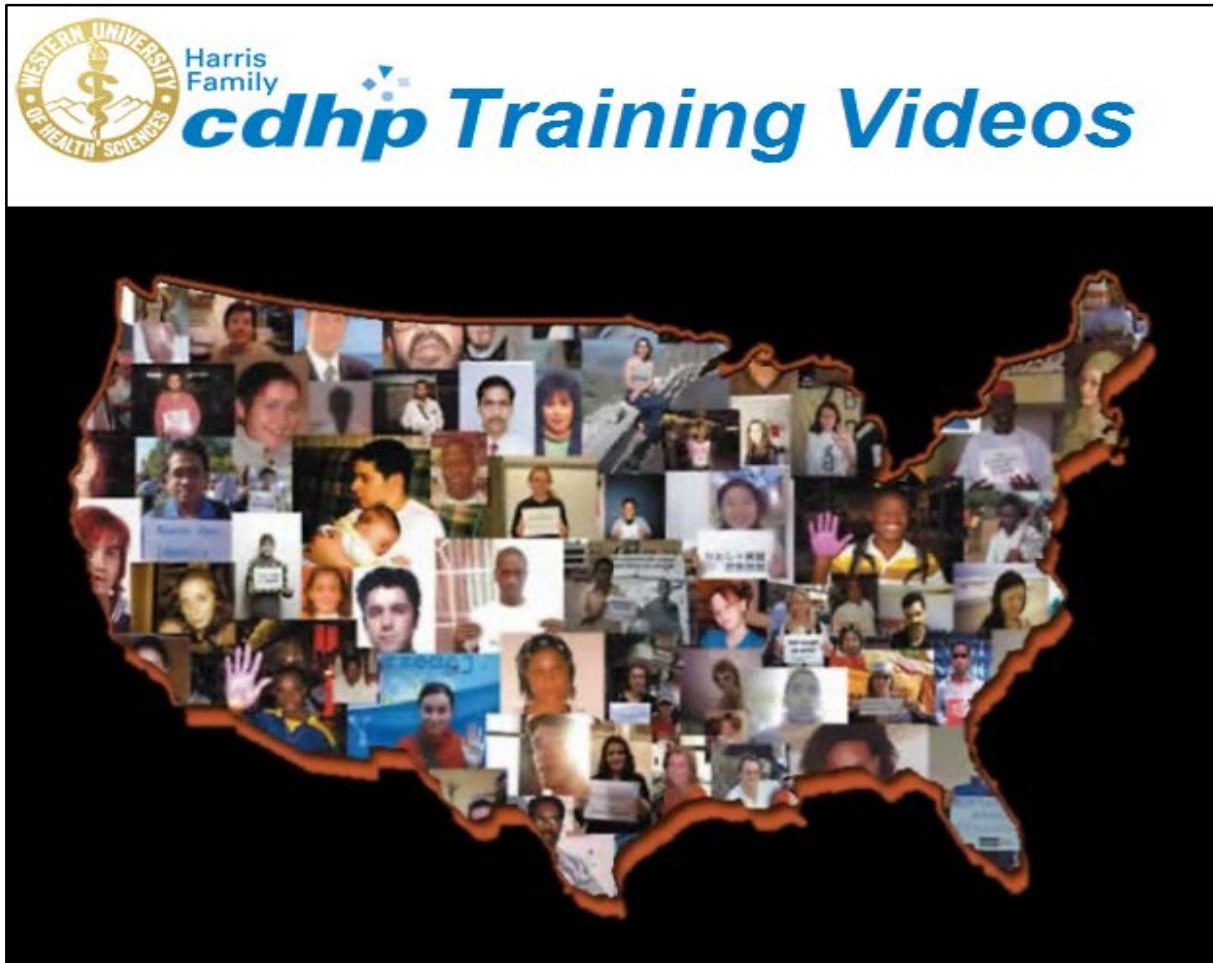
Awareness and Sensitivity
Training

Objectives

Objective

- Explain how disabilities affect most of us at some point in our lives.
- List different types of disabilities that may be visible or hidden.
- Explain how disabilities affect the senior population.
- List the ways in which seniors and persons with disabilities may have difficulty accessing health care.
- Understand the best ways to interact with seniors and people with disabilities.

Who are Persons with Disabilities?





Americans with Disabilities Act (ADA)



- Federal Civil Rights Law passed July 26, 1990
- Protects persons with disabilities, similar to the protection on the basis of race, color, sex, national origin, age, and religion
- Ensures equal access to employment, public services, public accommodations, transportation, and telecommunications

Americans with Disabilities Act (ADA)



Why It Matters?

"Each day, individuals living with disabilities contribute immeasurably to every aspect of our country's national life and economy, from science to business, education to technology."

A proclamation by President Barack Obama on the 20th anniversary of the Americans with Disabilities Act (ADA)

Main Areas Covered under the ADA

Employment



Public Services



Public Accommodations



Telecommunications



Basics for Accessing Health Care Offices

- 1) Access to, inside, and within the building.
- 2) Height adjustable exam tables.
- 3) Wheelchair accessible weight scales.
- 4) Interpreter services and Assistive Listening Devices.

There are federal tax credits and deductions available to private businesses to help offset costs.



What is “Disability”

Disability defined by the ADA is:

- Physical or mental impairment that substantially limits one or more major life activities; or
- Record of a physical or mental impairment that substantially limited a major life activity; or
- Being regarded as having such an impairment.

Examples of Covered Disabilities:

Spinal cord

injury...blindness...cancer...multiple sclerosis...epilepsy...HIV infection & AIDS...diabetes...hearing impairment...dyslexia...major depression...stroke...cognitive impairment...muscular dystrophy...emphysema...

What is NOT covered under the ADA?

Certain temporary conditions such as:

- Sprain
- Flu
- Minor gastrointestinal disorder
- Active illegal use of drugs
 - **Someone in rehab or post-rehab would be covered**

What is NOT covered under the ADA?

Behavioral Disorders:

- Compulsive gambling
- Pyromania
- Kleptomania



How Many Have Disabilities?



Americans

20%



Californians

19%



PHC MediCal Members

19%

Interacting with Seniors

- Speak at your normal volume
 - Talk louder only when you are asked
 - If you are a fast-talker, slow down a bit
- Address the person formally
 - Use “Mr.” or “Mrs.”
 - Do not use, “dear,” “sweetheart” or “sweetie”
- Always ask before helping
 - Offer your arm for balance, if needed
 - Do not grab the person’s arm
- Be patient
 - Be patient, be patient, be patient
 - Be patient, be patient, be patient



Interacting with Persons with Disabilities

Acceptable – Neutral *	Unacceptable - Offensive
She has a disability; she is a person with a disability	She is disabled; handicapped; crippled
He has cerebral palsy	He is afflicted with; stricken with; suffers from; a victim of cerebral palsy
She has a congenital disability	She has a birth defect
He uses a wheelchair; has a wheelchair	He is confined to a wheelchair; wheelchair bound
She has a developmental disability; intellectual disability	She is retarded; slow
She is an older person with a disability	She is frail
He doesn't have a disability	He is normal; whole; healthy; abled-bodied

**Always subject to change and continuing debate ~ Harris Family Center for Disability and Health Policy*

Interacting with Persons with Disabilities

- **First of all relax**
 - If you're not sure what to do, just ask.
 - Don't be embarrassed if you use common terms like "See you later," or "Did you hear that?"
- **Focus on the person, not the disability**
 - Disabilities do not define a person.
 - Assume that a person CAN do something, rather than assuming they CAN'T. They will let you know.
- **Always ask before helping**
 - Offer your arm for balance, if needed.
 - Do not grab the person's arm (or other body parts).



What's wrong with this picture?





What's right with this picture?



Interacting with Persons with Disabilities

- **Speak directly to the person**
 - Face the person when using an interpreter
 - Talk directly to the person, not to their family member or caregiver
- **Listen attentively**
 - Do not finish the person's sentence
 - Do not pretend to understand if you do not
- **Be on the same level**
 - Sit in a chair or kneel when speaking to a person in a wheelchair or scooter for more than a few minutes
 - Instead of leaning over a counter that is too high for someone, step around the counter to provide ser

What wrong with this picture?



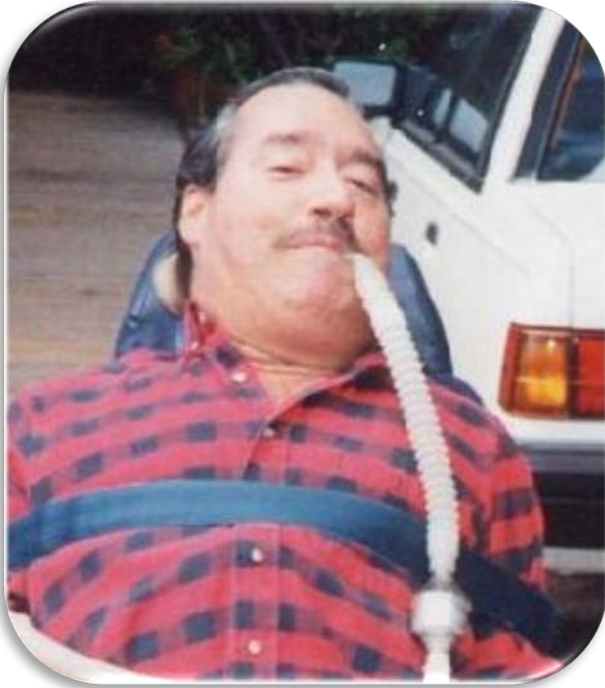
Most Disabilities Are Acquired



Available on
PHC website

Cultural &
Linguistic
Services

Most Disabilities Are Acquired



“Disability is a part of life. Some of us are going to get it young, and some of us are going to get it old.”

~ Ed Roberts (1939-1995)

Ed Roberts acquired polio in 1954 at age 14 and became paralyzed from the neck down. The attending physician told his mother, *“You should hope he dies.”* “Known as the Father of the Independent Living Movement,” he co-founded the World Institute in Berkeley, CA. Started the first independent living center in the U.S. in the 70’s...there are now 500 across the U.S.



Questions?