



ADA Coordinators' Academy

Session I

Disability Awareness 101

**Presented by the San Francisco
Mayor's Office on Disability**

Welcome & Introductions



- MOD Training Team
- Introduce yourselves
 - Name
 - Department
 - Number of years being an ADA coordinator



Today's Learning Objectives

- ☐ **Become aware of personal biases** when engaging with the disability community.
- ☐ **Understand the experience of disability** through a social model lens.
- ☐ **Build a disability etiquette toolkit.**



Questions for Reflection

1. What images come to mind when you hear the words “disabled” or “handicapped”?
2. What is your connection to people with disabilities (personal experience, friend, co-worker, family member, etc.)?

Who Are People with Disabilities?

San Francisco has the highest percentage of seniors and adults with disabilities of any urban area in California and the number of seniors continues to increase.



People with Disabilities Are Part of the Public We Serve

- **San Francisco County has an estimated 10.7%, 91,752 residents with a disability** (total civilian noninstitutionalized population).
 - 52,179 residents with ambulatory difficulty
 - 36,380 residents with cognitive difficulty
 - 24,409 residents with hearing difficulty
 - 16,679 residents with vision loss

(2015 American Community Survey 1 – Year Estimate)

Seniors

- 39% of San Francisco residents age 65 and over have a disability.
- Many seniors do not consider themselves as being a person with a disability, yet they have an impairment.



Disability is mainstream



- Disability is a mainstream experience of being human.
- Over our life span we will all experience some change in ability either temporary or permanently.

Disability Awareness Training Video



[Link to Disability Awareness Training Video](https://www.youtube.com/watch?v=Gv1aDEFIXq8)
(<https://www.youtube.com/watch?v=Gv1aDEFIXq8>)

Disability Etiquette

- ❑ Use a normal tone of voice when speaking.
- ❑ Offer to shake hands during introductions.
- ❑ Speak to the person, not their companion.
- ❑ Speak to the person, not to the interpreter.
- ❑ Offer assistance; don't proceed to assist without prior permission.

Disability Etiquette continued...

- ☐ Do not patronize people using wheelchairs.
- ☐ Never lean on a person's wheelchair.
- ☐ Announce yourself to a person who is blind.
- ☐ Allow a person with a visual impairment to take your arm (at or about the elbow.)
- ☐ Never pet a person's service dog without getting permission first.

Disability Appropriate Language

When referring to a person with a disability, put the person first, followed by (only when relevant) a simple description of their disability. This is called “**People First**” language.

Deaf

Person with a
mobility disability

People w/
disabilities

Group Activity

- Discuss as a group the terms that you have been provided; classify these terms into two categories:
 1. Condescending/Offensive Language;
 2. People-first Language



MOTIVATION

When losing a limb can't stop you from accomplishing your mission.

WE SWAM 2.4 MILES, THEN BIKED 112 MILES, THEN RAN A MARATHON....IN ONE DAY



WHAT'S YOUR EXCUSE?

**Never Ignore Somebody With a Disability,
You Don't Realize How Much
They Can Inspire You !!**

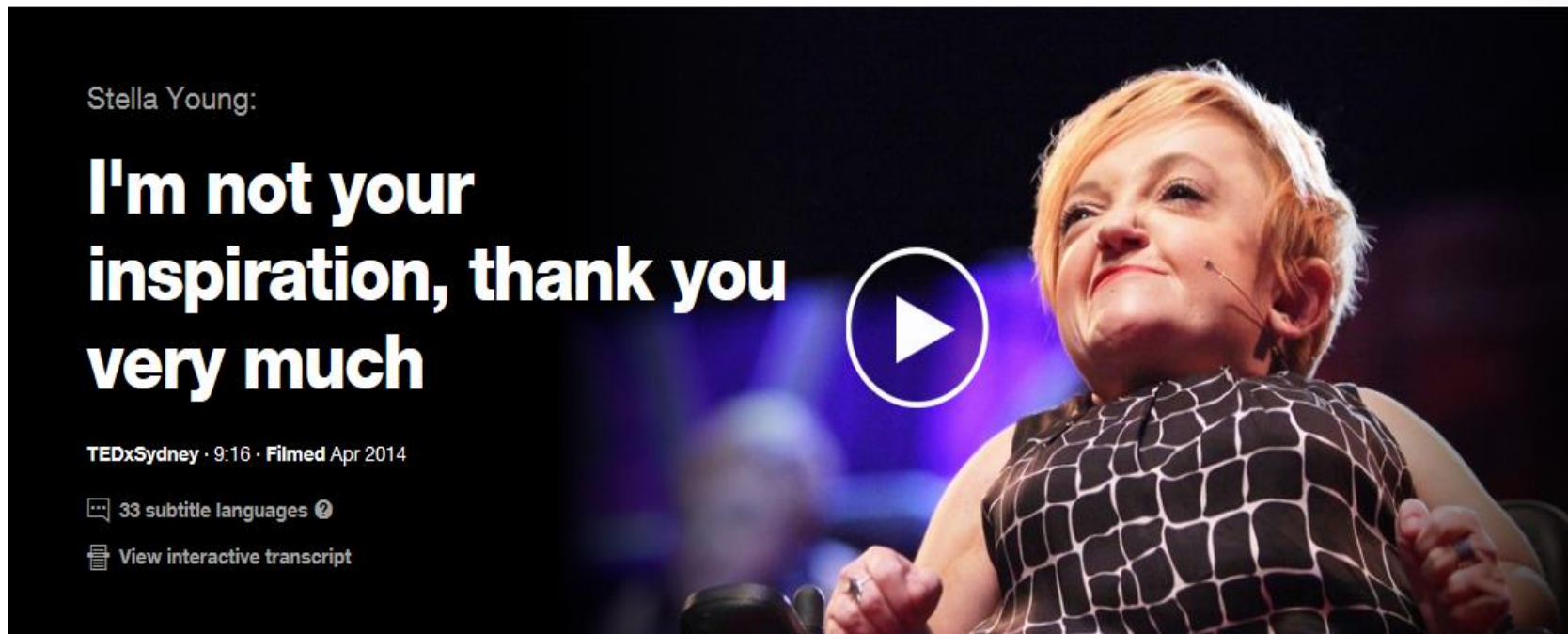


Share
If
You
Agree



See you in 10 minutes!

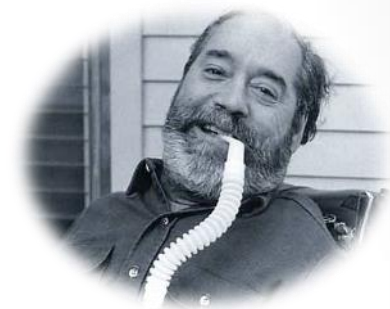
Disability Awareness Training Video



[Link to Disability Awareness Training Video](https://www.ted.com/talks/stella_young_i_m_not_your_inspiration_thank_you_very_much)

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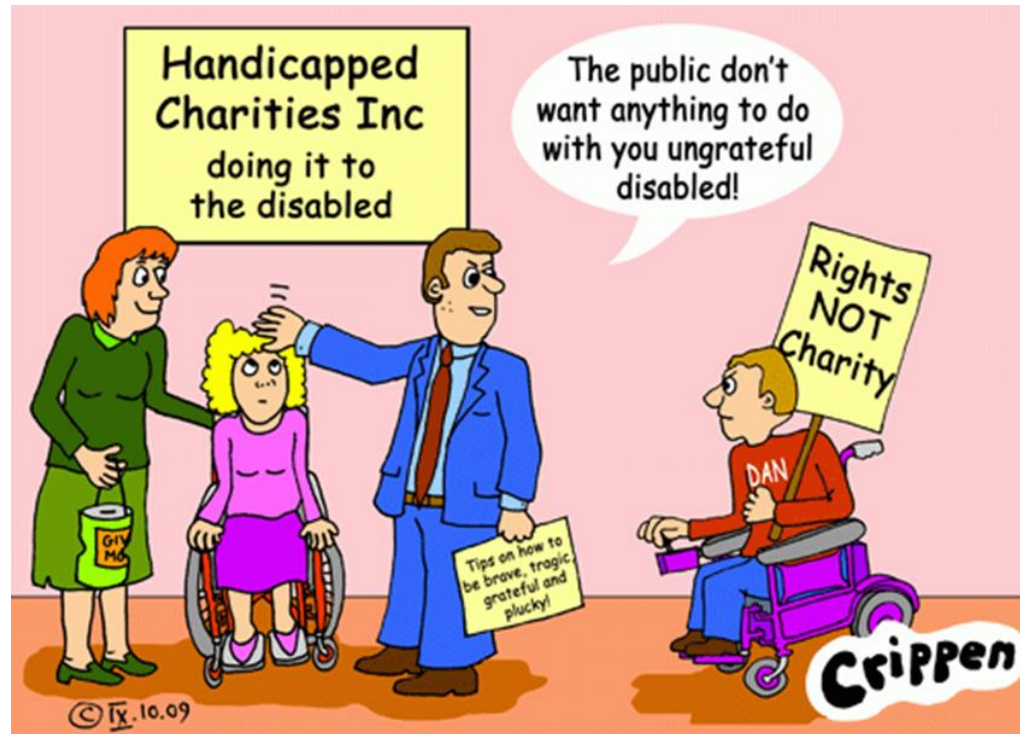
The Disability Rights' Movement challenged the status quo & introduced the concept of disability as a social construct based on existing barriers.



Disability Defined...

- **Civil Rights Laws** define a person with a disability as an individual meeting ONE of the following three criteria:
 1. **Physical or Mental impairment** that limits one or more life activities.
 2. **A record** of such an impairment.
 3. **Being perceived** as having a disability though no impairment exists.

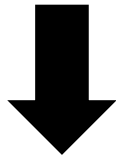
Charity Model



- Disability is a tragic situation.
- People with disabilities can't take care of themselves.
- People with disabilities inspire compassion.
- People with disabilities need our help, sympathy, and charity.

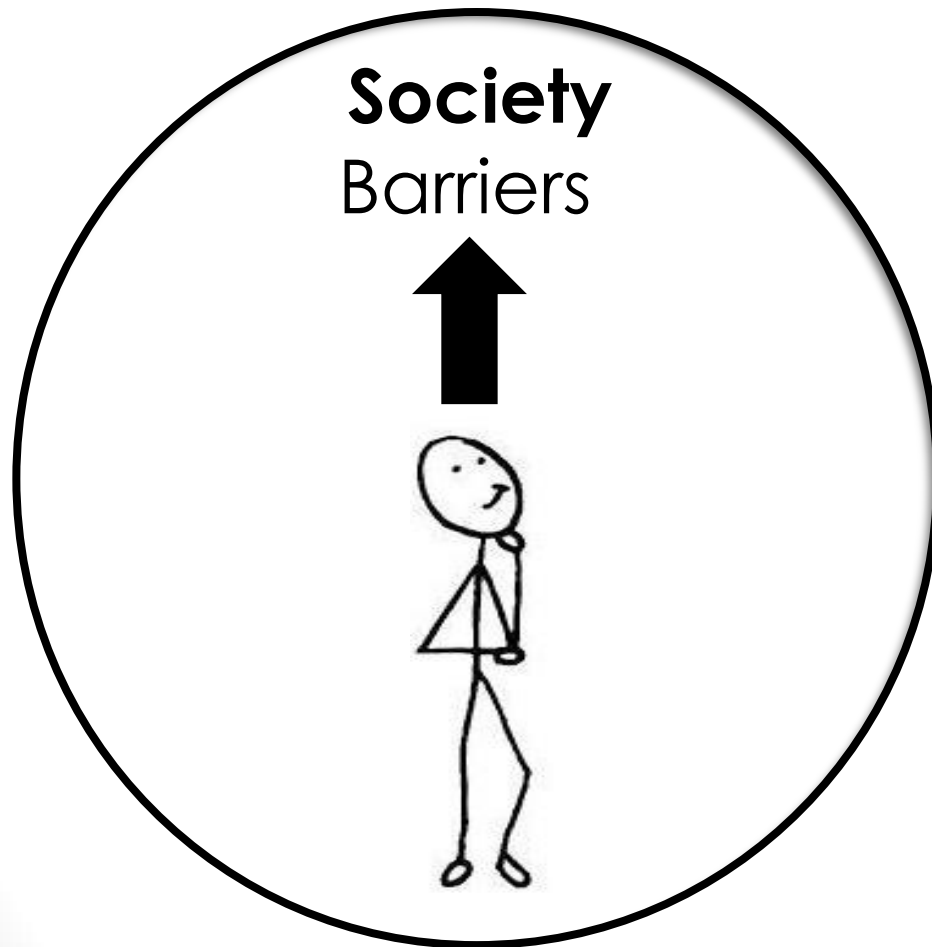
Medical Model

**The Individual
Problem**



- Disability is a **deficiency** or **abnormality**.
- Disability is an **individual problem**.
- The remedy for disability-related problems is **cure** or normalization of the individual.
- “**Medical professionals**” are the experts.

Social Model



- Disability is a **difference**.
- Disability results from the interaction between the **individual and society**.
- The remedy for disability related problems is a **social change** in the environment.
- **People with disabilities are the experts on their experience.**

Types of Barriers

Attitudinal



- Thinking people with disabilities are inferior
- Assuming that a person who has a speech impairment can't hear you

Information or Communication Barriers

- Websites don't support screen reader software
- Signs are not clear or easily understood
- Print is too small to read



Types of Barriers

Architectural and Physical



- Doorknobs that are difficult to grasp
- Hallways/doorways that are too narrow for a person using a wheelchair
- Poor lighting for people with low vision
- Parking spaces that are too narrow for a driver who uses a wheelchair

Systemic

- A hiring process that is not open to PWD
- PWD who want to marry risk losing their benefits

In Summary...

- Disability is a natural part of the human condition.
- The difficulty exists because of the social and attitudinal barriers faced by people with disabilities.
- As City employees we may have personal biases around disability, but we can learn to interact appropriately and respectfully with people with disabilities.

Thank You!

For more questions & information contact:

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San Francisco Mayor's Office on **Disability**
www.sfgov.org/mod



Coming Up ...

Session II

Congratulations! You're the ADA Coordinator; Now What?

Tuesday, March 28, 2017

9:00 a.m. – 12:00 p.m.

1155 Market Street., 10th Fl.

LightHouse Meeting Room