

General Health and Chronic Disease

- 5 Main Types of Disabilities
 - Physical, Sensory-Hearing, Sensory-Visual, Cognitive, Mental
- Persons with disabilities (PWD) rate their general health as being fair or poor five times more often than persons without disabilities (PWoD).
- On average, PWD have 2.5 times more chronic condition diagnoses than PWoD.
 - PWD reported a mean of 3.4 chronic condition diagnoses.
 - Chronic conditions include: heart attack (myocardial infarction), angina, coronary heart disease, stroke, asthma, skin cancer, other types of cancer, COPD, emphysema, chronic bronchitis, arthritis, RA, gout, fibromyalgia, kidney disease, any depressive disorder.

The Care Experience and Communication

- PWD report lower impressions of physician respectfulness, attentiveness, and clarity compared to PWoD.
- General Communication Tips and Guidelines
 - Talk TO a person with a disability
 - Avoid inappropriate descriptors
 - i.e. bound, confined, crippled, deaf and dumb, deaf-mute, handicapped, retard, spastic, special, suffering, victim, etc.
 - Person-first language
 - Refer to a person’s disability only when it is related to what you are talking about.
 - When talking about places with accommodations for PWD, use the term “accessible” rather than “disabled” or “handicapped” (ex. Accessible parking or accessible bathroom stall)
 - Just because someone has a disability, it doesn’t mean they are “brave,” “special,” or “superhuman.” People with disabilities are just like everyone else.
 - When talking about people without disabilities, it is okay to say “people without disabilities.” But do not refer to them as “normal” or “healthy.”
 - If you aren’t sure what word or phrase to use, ASK.

Disability	Tips
Physical Disabilities	Get on eye level, do NOT lean on wheelchair, do NOT pat on the head, offer help but wait for acceptance, do NOT distract service dog
Visual Disabilities	Identify yourself when approaching, identify when you are leaving, tap on shoulder to get attention, do NOT distract service dog
Hearing Disabilities	Speak towards the person, do NOT cover your mouth, use certified interpreters, be aware of phone relay services, do NOT distract service dog
Cognitive/Intellectual Disabilities	Address the person directly, be concrete, treat an adult like an adult

Updating Your Language

Disability	Out-Dated Language	Respectful Language
Blind or Visually Impairment	Dumb, Invalid	Blind/Visually Impaired, Person who is blind/visually impaired
Deaf or Hearing Impairment	Invalid, Deaf-and-Dumb, Deaf-Mute	Deaf or Hard-of-hearing, Person who is deaf or hard of hearing
Speech/Communication Disability	Dumb, "One who talks bad"	Person with a speech / communication disability
Learning Disability	Retarded, Slow, Brain-Damaged, "Special ed"	Learning disability, Cognitive disability, Person with a learning or cognitive disability
Mental Health Disability	Hyper-sensitive, Psycho, Crazy, Insane, Wacko, Nuts	Person with a psychiatric disability, Person with a mental health disability
Mobility/Physical Disability	Handicapped, Physically Challenged, "Special," Deformed, Cripple, Gimp, Spastic, Spaz, Wheelchair- bound, Lamé	Wheelchair user, Physically disabled, Person with a mobility or physical disability
Emotional Disability	Emotionally disturbed	Emotionally disabled, Person with an emotional disability
Cognitive Disability	Retard, Mentally retarded, "Special ed"	Cognitively/Developmentally disabled, Person with a cognitive/developmental disability
Short Stature, Little Person	Dwarf, Midget	Someone of short stature, Little Person
Health Conditions	Victim, Someone "stricken with" a disability (i.e. "someone stricken with cancer" or "an AIDS victim")	Survivor, Someone "living with" a specific disability (i.e. "someone living with cancer or AIDS")

NYLN & KASA

Advocating for Accessible Services

- Accessible Entry
 - Path of travel, ramps, parking, and entrance accessibility
- Access to Goods & Services
 - Cane detectable items, accessible signage, seats, counters and vertical spaces
- Usability of Restrooms
 - General access, stall and sink

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