



# ETIQUETTE & ADVOCACY

When working with People with Disabilities

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Disability Advocate



ETIQUETTE



# Most Importantly: **BE ACCESSIBLE!**

- Consider physical barriers
- Think of your client's needs
- Common major complaints include:
  - *Steep Ramps*
  - *Heavy Doors*
  - *Moveable Barriers*
  - *High beds/Exam Tables*
  - *Accessible Bathrooms*
  - *Lack of Accessible Parking*



# Person First & Appropriate Verbiage



- Disabled Person
- The Disabled
- Wheelchair Bound
- Confined to a Wheelchair
- Cripple & Handicap
- SCI Victim



- Person with a Disability
- People with Disabilities
- Wheelchair User
- Gina uses a wheelchair
- Physically Challenged
- SCI Survivor

# How to Avoid Offensive Language

- Avoid terminology that defines an individual by their disability

■ *Use their name*

# Disability Humor

- We've heard the jokes about racing...
- Careful to not use put-down humor
- Joking with people to "pop wheelies" or do tricks makes someone feel like they're there for your entertainment
- Don't be afraid to joke around, just get a feel for each person's type of humor...*like everyone else you encounter.*
- Don't be afraid to laugh at jokes a person with a disability says...even if they're disability jokes.



# Respect Personal Space



- Don't push or touch a chair without permission
- Don't reach over to grab items
- *Don't ask unnecessary invasive questions to satisfy your curiosity*
- Understand that all people have different boundaries
- Do ask if people need help and respect their first answer

# WHEN MAKING DECISIONS THAT AFFECT PEOPLE WITH DISABILITIES

INVOLVE PEOPLE WITH DISABILITIES





# Stereotypes & Assumptions

- People with disabilities are constantly fighting societal stereotypes
- The most common stereotypes
  - *Uneducated*
  - *Poor*
  - *Depressed*
  - *Lonely*
  - *Physical Disability = Cognitively Disabled*
- People with disabilities are as individual and diverse as any population
- We aren't "Normal"
  - *Being compared to when we were "Normal" or "Normal" people*



# Don't Overpraise for Mundane Tasks

- Offer genuine praise and compliments
- Avoid using the term “you’re an inspiration”
- Do not say “I don’t know how you do it” or “I couldn’t live with an injury”

# SPECTATORS



# WHEN DELIVERING SENSITIVE INFORMATION CONSIDER HOW YOU DELIVER IT.

Whether it be information about a new injury or how to inform someone  
how to better care for themselves, consider the delivery



ADVOCACY

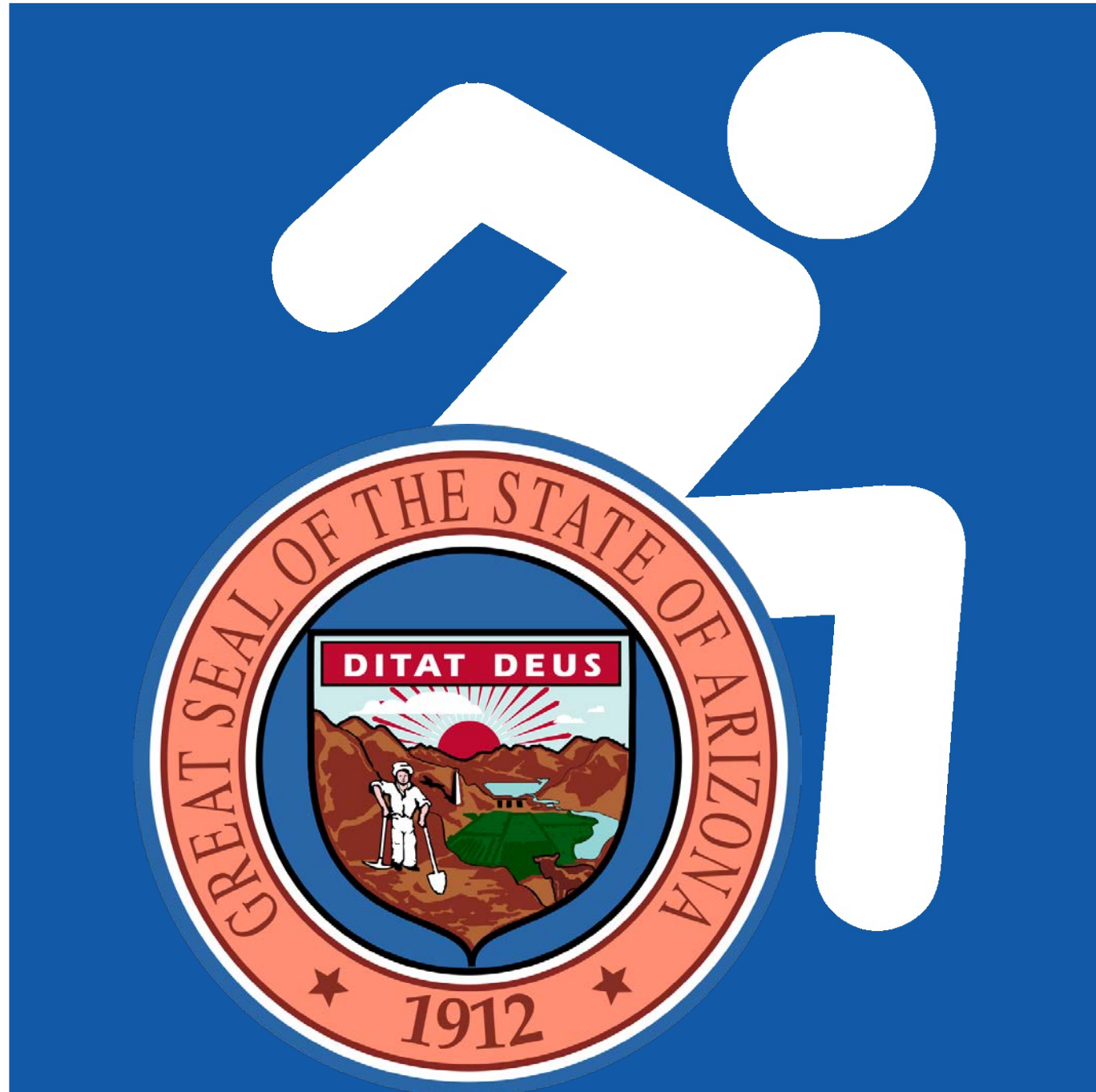
# Encourage People to Get Involved in Disability Rights

There is a huge need for a disability concerned presence down at the Capitol.

Very little legislation pertaining to people with disabilities in Arizona

Encourage individuals to get involved with larger legislative organizations fighting for disability rights

Multiple Online forums and options available, especially on Facebook Groups





# Giving Notice to Businesses that are Non-Compliant with the ADA

- In Arizona if a party provides a non-compliant notice, that business is required to comply within 30 days, if they do not the person may move forward with a claim.
- I recommend the individual with a disability keep a copy for records and have a representative of the business sign it upon delivery of their copy.



# NOTICE MUST INCLUDE

- NOTICE MEET THE FOLLOWING REQUIREMENTS:
  - *Notice MUST be written*
  - *Provide Name of Aggrieved Party*
  - *Date the Incident Occurred*
  - *Business and Location*
  - *Detailed Explanation of Noncompliance*

# ENCOURAGE PEOPLE WITH DISABILITIES TO BE THEIR OWN ADVOCATE

BEING INFORMED ABOUT THE AMERICANS WITH DISABILITIES ACT IS  
EXTREMELY USEFUL IN EVERYDAY LIFE, LOOK ONLINE AT [www.ADA.gov](http://www.ADA.gov)