

Access and Functional Needs Awareness Training


Downloadable course material:
<https://bit.ly/COVID-19DITFResources>
(Click Access and Functional Needs Awareness Training)

Captioning provided:
<https://2020archive.1capapp.com/event/dhs/>

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Quick Topics

1. Disability and Access and Functional Needs
2. Inclusive Language and Disability Etiquette
3. Reasonable Accommodations
4. Accessibility Kits

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Disability & AFN Overview



- 1 in 7 people have some type of disability.
- Individuals with disabilities or others with access and functional needs (AFN) may require additional considerations.
- Functional areas:
 - Maintaining independence
 - Communication
 - Transportation
 - Safety
 - Support
 - Health care

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Overview Cont'd



- Individuals we may assist:
 - Physical, developmental, or intellectual disabilities
 - Chronic conditions or injuries
 - Sensory disabilities
 - Limited English Proficiency
 - Older adults
 - Children
 - Specific dietary needs
 - Low income, homeless and/or transportation disadvantaged
 - Others who may use assistive technology

Not an exhaustive list

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Three Keys



Ask. Listen. Learn.

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Etiquette and Inclusive Language



- Be mindful of the words you say and how you interact.
- Emergency practices should be inclusive of people with disabilities and others with AFN.
- The correct language has the power to set this inclusive tone.
- Inclusive language and etiquette can help you and the person with the disability feel more comfortable.

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Inclusive Language Cont'd



- People with disabilities are ordinary people with common goals.
- 'People first' language is used to speak appropriately and respectfully about an individual with a disability.
- Emphasizes the person. Not the disability.
 - Example: saying "a person who is blind" rather than "a blind person" puts the emphasis on the person.

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Communication Access



EMERGENCY COMMUNICATION 4 ALL Picture Communication Aid

Name: _____
 Address: _____
 Family Member/Caregiver: _____
 Emergency Contact: _____

Allergy: yes no

The Picture Communication Aid (EMERGENCY COMMUNICATION 4 ALL) is a communication tool designed for individuals with limited verbal abilities. It features a grid of icons representing various needs and requests, a numeric keypad, an alphabet keypad, and a pain scale. The interface is user-friendly and accessible, allowing users to communicate effectively in emergency situations.

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Communication Tips



- Talk just as you would talk with anyone else.
- Don't pre-judge a person's needs or capabilities based on their disability.
- Let the person tell you if they can't do something rather than assuming that they can't.
- Remember that the person is an adult.
- Always ask and wait until the assistance is accepted before providing help.
- Do not touch someone's equipment without asking.

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Reasonable Accommodations



- Emergency programs, services, and activities for general population must be equal for people with disabilities.
- Reasonable accommodations can include:
 - Language assistance
 - Translator or assistive technology
 - Cot placement
 - Close to the bathroom, electrical outlet, or against a wall
 - Low Stimulation
 - Providing a quiet space
 - Appropriate meals and snacks
 - Specific diets or dietary restrictions.

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Warm Hand Off



- If you are leaving the site :
- Share the information needed to best serve this individual to the new staff member and provide an introduction.

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Accessibility Kits



Assistive Technology (AT): any item, products, equipment, or systems that are used to increase, maintain, or improve learning, working, and daily living for a person with a disability or access and functional needs.

- Accessibility Kits (AT Kits) contain common AT items and other tools to assist those in need.
- Examples may be:
 - Personal amplifiers
 - Adaptive tableware
 - Weighted Blankets
 - Noise cancelling headphones
 - Various accessible phones for people who are deaf/hard of hearing
 - Magnifiers
 - Figits and;
 - Communication boards

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Centers for Independent Living



<https://pasilc.org/independent-living/find-a-cil-by-county/>

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Assistive Technology Resource Centers



<https://techowpa.org/atrc/>

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Wrap Up



Our goal is to meet the varied needs of those we serve before, during and after disasters. We should always make sure our services provide equal access to all services and support for everyone in the community.

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Thank you!

Downloadable course material and other resources:

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For questions or to be added to the Disability Integration Taskforce contact list, email Taskforce planner

Ceena Jenkins at cejenkins@pa.gov

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