

### 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
<b>Physical Disabilities</b>	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
<b>Visual Disabilities</b>	Identify yourself when approaching, identify when you are leaving, tap on shoulder to get attention, do NOT distract service dog
<b>Hearing Disabilities</b>	Speak towards the person, do NOT cover your mouth, use certified interpreters, be aware of phone relay services, do NOT distract service dog
<b>Cognitive/Intellectual Disabilities</b>	Address the person directly, be concrete, treat an adult like an adult

### Updating Your Language

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

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### 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