

QA Quarterly

4th Quarter 2017

Let's Talk Disability

A client's disability is considered during the entire VR process - referral, intake, eligibility determination, vocational guidance, plan development, employment. Remember that disabilities are unique to each person and require individualized attention. At times the discussions about a person's disability can be sensitive and uncomfortable yet necessary in the provision of quality services. Consideration of limitations in addition to a person's interests, skills and abilities are appropriate. Accommodations can also be discussed with clients, providers and employers to ensure a successful employment outcome.

Below are a few reminders of basic disability etiquette as we talk to clients and other individuals:

- Use person first language.
- Ask before you help.
- Be sensitive about physical contact and personal space.
- Think before you speak.
- Don't make assumptions. People with disabilities are the BEST judge of what they can or cannot do.
- Respond graciously to requests.
- Avoid negative, disempowering words such as victim, sufferer, confined.
- It's ok to use idiomatic expressions such as "it is good to see you" to an individual with a visual impairment.



SHOUT OUT

Thank you, **Heather Tice** at **KC North** for your contributions regarding Disability Etiquette!

QA Case Management FY17

Probationary Reviews: 18
Promotional Reviews: 15
Peer Reviews at CO: 2
Neighborhood Peer Review: 2
District Office Reviews: 14

Total Cases Reviewed: 2688

Updated QA Tool

QA recently updated the questions on the QA Tool used for case reviews. The updated tool will be used for Fiscal Year 2018. Check out the QA Tool in Sharepoint / Document Center / QA.

Disability Terminology

Person First Language

- Person with a disability
- Person who has Autism
- Accessible parking, bathrooms
- Person with a cognitive disability
- Person diagnosed with mental health condition

Not Person First

- Disabled/Handicapped
- The Autistic Person
- Handicapped parking, bathrooms
- Retarded, slow
- Crazy, insane, psycho, mentally ill, disturbed, demented

Resources

- Job Accommodation Network (JAN) - <https://askjan.org>
- Office of Disability Employment Policy—www.dol.gov/odep
- Information and Technical Assistance on the Americans with Disabilities Act—www.ada.gov
- United Spinal Association—www.unitedspinal.org/disability-etiquette/

Do you know the signs?

Can you identify the disabilities referenced in the symbols shown above?

Answers clockwise, top right:

Wheelchair Accessibility, Braille, Sign Language Interpretation, Vision, Assistive Listening Systems