Seniors and Persons with Disabilities (SPD):

Awareness and Sensitivity Training

PHC Provider Education

October 2021

Objectives

- Define disability
- Review the Americans with Disabilities Act (ADA)
- Share the number of people impacted by disabilities
- Discuss common barriers faced by persons with disabilities
- Review accommodations PHC providers are required to make available for PHC members
- Review best practices when interacting with seniors and persons with disabilities
- Reinforce the use of person first language

Note: This training is not exhaustive. To continue engaging in this topic, consider using the resources discussed at the end.

What is a Disability?

A disability is any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions).

Centers for Disease Control (CDC), 2020

Americans with Disabilities Act (ADA)

- Federal Civil Rights Law passed July 26, 1990
- Protects persons with disabilities, similar to the protection on the basis of race, color, sex, national origin, age, and religion
- Ensures equal access to employment, public services, public accommodations, transportation, and telecommunications

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"Each day, individuals living with disabilities contribute immeasurably to every aspect of our country's national life and economy, from science to business, education to technology."

– A proclamation by President Barack Obama on the 20th anniversary of the Americans with Disabilities Act (ADA)

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What is Covered under the ADA?

The ADA covers three classes of people with disabilities:

People with a physical or mental impairment that substantially limits one or more major life activities

People with a history or record of a physical or mental impairment that substantially limited a major life activity

People who are regarded as having a physical or mental impairment that substantially limited a major life activity

Note: The ADA does not specifically name all of the impairments that are covered.

Main Areas Covered Under the ADA

Employment

Public Services

Public Accommodations

Telecommunications

What is Not Covered Under the ADA?

Certain temporary conditions such as:

- Sprain
- Flu
- Minor gastrointestinal disorder
- Active illegal use of drugs
  - Someone in rehab or post-rehab would be covered

Certain Behavioral Disorders such as:

- Compulsive gambling
- Pyromania
- Kleptomania

What Percentage of People Have Disabilities?

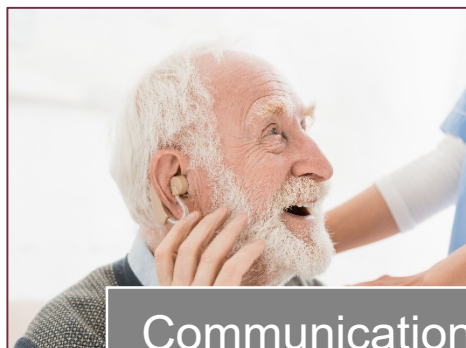|		
Americans		**26%**
Californians		**24%**
PHC Medi-Cal Members		**16.9%**

Common Barriers to Access and Care

Persons with disabilities may face different types of barriers relating to daily activities. In health care, some of those barriers are:

Attitudinal

Communication

Physical

Policy

Social

Transportation

Accessing Health Care Services

PHC providers are required to make the following available to members:

- Access to the health care building and all needed areas inside
- Height adjustable exam tables
- Wheelchair accessible weight scales
- Interpreter services and assistive listening devices.

There are federal tax credits and deductions available to private businesses to help offset costs.

Speak at your normal volume

- Talk loudly only when you are asked
- If you are a fast talker, slow down a bit

Address the person formally

- Use appropriate pronouns
- Do not use "dear," "sweetheart" or "sweetie"

Always ask before helping

- Offer your arm for balance, if needed
- Do not grab the person's arm

Be patient

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Interacting with Persons with Disabilities

Focus on the person, not the disability

- Disabilities do not define a person
- Assume that a person *can* do something, rather than assuming they *cannot*. They will let you know
- Use person first language

Engage with your patient

- If you are not sure how to interact, just ask
- Do not be embarrassed if you use common terms like "See you later," or "Did you hear that?"

Always ask before helping

- Offer your arm for balance, if needed
- Do not grab the person's arm (or other body parts)

Interacting with Persons with Disabilities

Speak directly to the person

- Face the person when using an interpreter
- Talk directly to the person, not to their family member or caregiver
- Use the teach back method when possible

Listen attentively

- Do not finish the person's sentence
- Do not pretend to understand if you do not

Be on the same level

- Sit in a chair or kneel when speaking to a person in a wheelchair or scooter for more than a few minutes
- Instead of leaning over a counter that is too high for someone, step around the counter to provide service

Examples of Person-First Language

Acceptable – Neutral*	Unacceptable - Offensive
She has a disability; she is a person with a disability	She is disabled; handicapped; crippled
He has cerebral palsy	He is afflicted with; stricken with; suffers from; a victim of cerebral palsy
They have a congenital disorder	They have a birth defect
They use a wheelchair; They have a wheelchair	They are confined to a wheelchair; They are wheelchair bound
She is an older person with a disability	She is frail
He doesn't have a disability	He is normal; whole; healthy; able-bodied

Subject to change

Additional Resources

- Talking to Your Older Patient: A Clinician's Handbook: https://order.nia.nih.gov/sites/default/files/2020-12/talking-with-older-patient.pdf

- Communicating With and About People with Disabilities: https://www.cdc.gov/ncbddd/disabilityandhealth/pdf/communicating-with-people.pdf

- Disability Etiquette: https://www.unitedspinal.org/pdf/DisabilityEtiquette.pdf

- Americans with Disabilities Act (ADA): https://www.ada.gov/2010_regs.htm

- A Guide to Disability Rights Laws: https://www.ada.gov/cguide.htm

- Effective Communication: https://www.ada.gov/effective-comm.htm

- Access to Medical Care for Individuals with Mobility Disabilities: https://www.ada.gov/medcare_mobility_ta/medcare_ta.htm

Attestation

- Attestation Provided by Provider Relations Department

- Opportunity to review/update Quiz (by HECL)

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Thank You

Thank you for joining the On- Demand Webinar Training.