

# PROGRESSING **#DisabilityConfidence @Workplace**

**TUESDAY, 12 SEPTEMBER 2023**

**INDIA HABITAT CENTRE, NEW DELHI**

**9 AM - 3.00 PM**

ORGANIZED BY:

**THE INTERNATIONAL COMMITTEE OF  
THE RED CROSS, NEW DELHI**

IN COLLABORATION WITH:

**V-SHESH LEARNING SERVICES  
PRIVATE LIMITED**



# Section 1 – Interacting with People with Disabilities

## General Disability Etiquettes

- Talk directly to the person with a disability; communicating about that person to their companion or assistant (if present) can be insulting.
- Use the same tone with everyone you talk to. Talk to the individual with a disability the same way you would to someone without a disability
- Ask before you help! Don't assume help is needed. Assuming someone can't complete a task on their own can be insulting.
- Be respectful of the devices people use (wheelchair, cane, etc.)
- Relax, be yourself, and don't worry about common expressions - "see you", "let's run"
- Don't seek information about the person's disability unless they offer it. It is not their responsibility to educate you.
- Focus on the individual, not on their disability. Use people first language

## Disability Etiquette: Persons with Mobility Impairment



- It is perfectly fine to hold part of the hand for a handshake.
- Use the normal tone of voice and don't shout.



- Always ask before offering help.
- Don't touch, push, or lean over someone's wheelchair- It is their personal space.
- Do not remove a person's mobility device, for example, crutches, without the person's consent.



- When talking to a wheelchair user for more than a few minutes, sit down or kneel at their eye level. This avoids neck strain.
- Speak directly with the person and not to the person providing assistance

## Disability Etiquette: Persons with Hearing Impairment

People who have hearing loss may be Deaf, or hard of hearing

- Do not make assumptions about a person's ability to communicate or the way in which she/he does it.
- Find out what the person wants to use when communicating with you. S/he may request that you write down what you are saying, lip-read, or use an interpreter
- Ensure you have his/her attention before speaking. Discreetly wave your hand or gently tap their shoulder if needed



When interacting with people who prefer lip reading

- Use a well-lit, glare-free area
- Do not cover your face or look away from the person while talking
- Do not move around a lot or move your hands too much
- Rephrase sentences rather than repeat them
- It will not help to speak loudly; speak slowly and clearly



When interacting with persons who are Deaf

- Talk directly to the person (“What would you like?”), rather than to the interpreter
- Communicate in writing, if necessary

## Disability Etiquette: Persons with Visual Impairment

Vision loss reduces a person’s ability to see clearly. Few people with vision loss are totally blind. Many have limited vision.

- Do not presume that the person can’t see anything
- Ask if any particular assistance is needed
- Identify yourself and others with you. Maintain normal voice volume, and speak directly to the person
- Offer your arm—don’t take his—if he or she needs to be guided.
- If you’re uncertain about how to provide directions, ask the person how to do so



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## Disability Etiquette: Persons with Visual Impairment

- Don't leave the person in an open area or leave without saying that you are doing so
- When providing printed information, offer to read or describe it.
- Don't touch the person's cane
- Don't be afraid to use words such as "see", "read", or "look"



## Disability Etiquette: Persons with Cognitive Impairment



- Be specific without being overly simplistic.
- Use short sentences, simple language, no jargon
- Provide one piece of information at a time
- Treat adults with cognitive disabilities as you would other adults
- Repeat yourself when necessary and allow time for the information to be processed.
- Expect an answer but be prepared to wait. With some people you may need to wait an uncomfortable time
- Do not interrupt. Do not finish the person's sentences
- Do not shout or get agitated while speaking

## Section 2-

# Words Matter: Using Respectful Language

People first language is an objective and respectful way to speak about people with disability by emphasizing the person first, rather than the disability. It acknowledges what a person has, and recognizes that the person is not the disability. People first language is not political correctness but good manners.

Avoid	Preferred
<ul style="list-style-type: none"> <li>Handicapped , Crippled, The Disabled, Physically Challenged, Special People</li> </ul>	<ul style="list-style-type: none"> <li>Person with disabilities</li> </ul>
<ul style="list-style-type: none"> <li>The Deaf and Dumb</li> <li>The Blind</li> <li>Autistic/ Epileptic</li> <li>Mad/ Psycho</li> <li>Wheelchair bound</li> </ul>	<ul style="list-style-type: none"> <li>Deaf people</li> <li>Person with visual impairment</li> <li>People with autism/ Epilepsy</li> <li>Person with mental illness</li> <li>Wheelchair user</li> </ul>
<ul style="list-style-type: none"> <li>Suffers/ Afflicted</li> </ul>	<ul style="list-style-type: none"> <li>Say she/he has a disability</li> </ul>
<ul style="list-style-type: none"> <li>Whole / Normal / Able-bodied</li> </ul>	<ul style="list-style-type: none"> <li>Non-disabled people, Person without a Disability</li> </ul>
<ul style="list-style-type: none"> <li>Courageous/ Brave/ Hero</li> </ul>	<ul style="list-style-type: none"> <li>Let us not be judgmental</li> </ul>

- Refer to a person's disability only when it is related to what you are talking about. For example, don't ask "What's wrong with you?" Don't refer to people in general or generic terms such as "the girl in the wheelchair"
- When talking about places with accommodations for people with disabilities, use the term "accessible" rather than "disabled" or "handicapped." For example, refer to an "accessible" parking space rather than a "disabled" or "handicapped" parking space or "an accessible bathroom stall" rather than "a handicapped bathroom stall."
- Use the term "disability," and take the following terms out of your vocabulary when talking about or talking to people with disabilities. Don't use the terms "handicapped," "cripple," "crippled," "victim," "retarded," "stricken," "poor," "unfortunate".
- Just because someone has a disability, it doesn't mean he/she is "courageous," "brave," "special," or "superhuman." People with disabilities are the same as everyone else. It is not unusual for someone with a disability to have talents, skills, and abilities.
- It is okay to use words or phrases such as "disabled," "disability," or "people with disabilities" when talking about disability issues. Ask the people you are with which term they prefer if they have a disability.

- When talking about people without disabilities, it is okay to say, "people without disabilities." But do not refer to them as "normal" or "healthy." These terms can make people with disabilities feel as though there is something wrong with them and that they are "abnormal."
- Do not use "wheelchair bound" – wheelchair is an assisted device which greatly assists in mobility, and is a personal space (in fact quite liberating for many and also an identity too). Only say wheelchair user.
- Do not say someone is suffering from a disability. Disability has nothing to do with a person's impairment and is not a disease or ailment. Disability is simply put – inevitable part of human diversity. So just say the person has a disability.

- **Examples:**

Akbar has depression

**Not: Akbar suffers from depression**

Ramesh has a disability

**Not: Ramesh is handicapped**

Catherine is a wheelchair user

**Not: Catherine is wheelchair bound**

We have Accessible Toilet or Accessible Parking

**Not: We have PwD Toilet or PwD Parking or disabled toilet or handicapped parking etc.**

Sukhwinder is a non-disabled person

**Not: Sukhwinder is a Normal or Able-bodied Person**

# Section 3

## Creating Accessible Digital Communication

### What is Digital Accessibility?

Digital Accessibility refers to the practice of removing the barriers that hinder the full and effective participation of Persons with Disability in Digital Spaces. Achieving accessibility requires knowledge of accessibility standards, being aware of the needs of people with disabilities, and addressing barriers to access



### Some Accessibility Needs among Common Disabilities

Visual	Hearing	Motor	Cognitive
People who are blind need alternative text descriptions for meaningful images and use the keyboard and not a mouse to interact with elements on their screen.	People who are deaf or hard of hearing will need captioning for video presentations and visual indicators in place of audio cues.	People with motor impairments may need alternative keyboards, eye control or some other adaptive hardware to help them type and navigate on their devices.	People with Cognitive Disabilities may need accessibility tools like immersive readers, Speech to Text software. They may also prefer clean and simple design with the information presented clearly.

### Making Accessible Documents

- Use a proper 'headings' structure
- Write in short, simple sentences ; Avoid jargon and abbreviations
- Use a common, plain font and a text size of at least 12 point
- Attention to color contrast – Recommended contrast ratio 4.5:1
- Minimize the use of Tables
- Use Alt Text - provide a meaningful description of important images
- Check the accessibility using built-in Accessibility Checker

## Making Audio Content Accessible



- Provide alternatives to audio content in the form of captions or transcripts, depending on the type of media
- Give the user the ability to control any audio they encounter, including the ability to stop, pause, or adjust the volume

## Making Video Content Accessible

- Allow for the presentation of your content to be independent of its structure, i.e. content needs to be able to be presented in ways that best fit the user.
- Provide text alternatives for all non-text content, such as images, controls, graphs, shapes and form fields
- Allow text to be magnified without becoming cut off or obscured
- Ensure that any information that is relayed through color is also relayed through text

### Screen Readers May Read Out Ugly Filenames for Images Without Alt Text



## More on Alt Text

- It is read by screen readers in place of images allowing the content and function of the image to be accessible to those with visual or certain cognitive disabilities.
- Alt text descriptions should sufficiently describe what is being presented visually.
- Write a clear, succinct description of the image, and keep the explanation brief.
- If text in an image is conveying meaning, then the alt description should include all text used in the image.