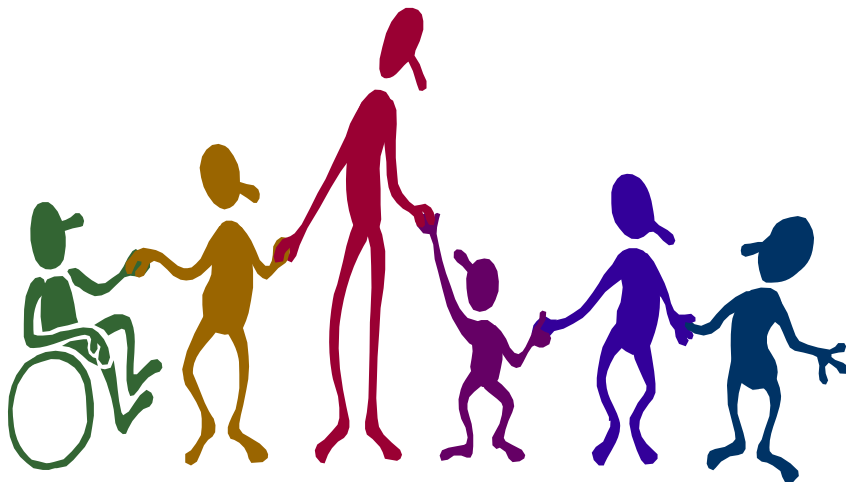


# Career Center

*(Resource Handbook)*

## NAVIGATOR



June 2005

North Central Counties Consortium  
Sutter County Superintendent of Schools  
Career Training & Education Center - CTEC  
One Stop Career Centers  
Disability Program Navigator  
June 2005



## Acknowledgments

I would like to gratefully acknowledge and express deep appreciation to all of the wonderful websites and agencies that provided information for this resource handbook. You can be assured that there are and will continue to be agencies and Websites that arise and are unfortunately not listed in this book, only because of timing. However, an effort will be made to continue adding and improving the information in this handbook.

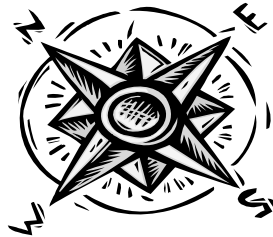
The disability community is growing and at some point you or someone you love may be affected. It is time for all to step up and do what we can to help even out the playing field.

I would like to again give credit and appreciation to websites such as **EmployAbility.com** and the **Job Accommodation Network** that provided a great deal of information to this handbook as well as to the disabled and non-disabled community.

To add additional resources not listed, change or make suggestions for improvement regarding this handbook, please contact your Disability Program Navigator:

Toni Costales-Servin  
DPN  
256 Wilbur Ave.  
Yuba City CA. 95991  
(530) 822-5120 x 3052

# Table of Content

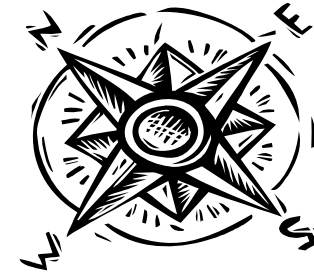


**Introduction** **Pg. 3**

**Communication** **Pg.4**

- A. Definition of “Disability” **Pg. 6**
- B. First Steps in Disability Etiquette / Language Guidelines **Pg. 7**
- C. Appropriate Language **Pg. 8**
- D. The Ten Commandments **Pg. 9**
- E. Glossary of Specific Disabilities **Pg. 10**

# Introduction

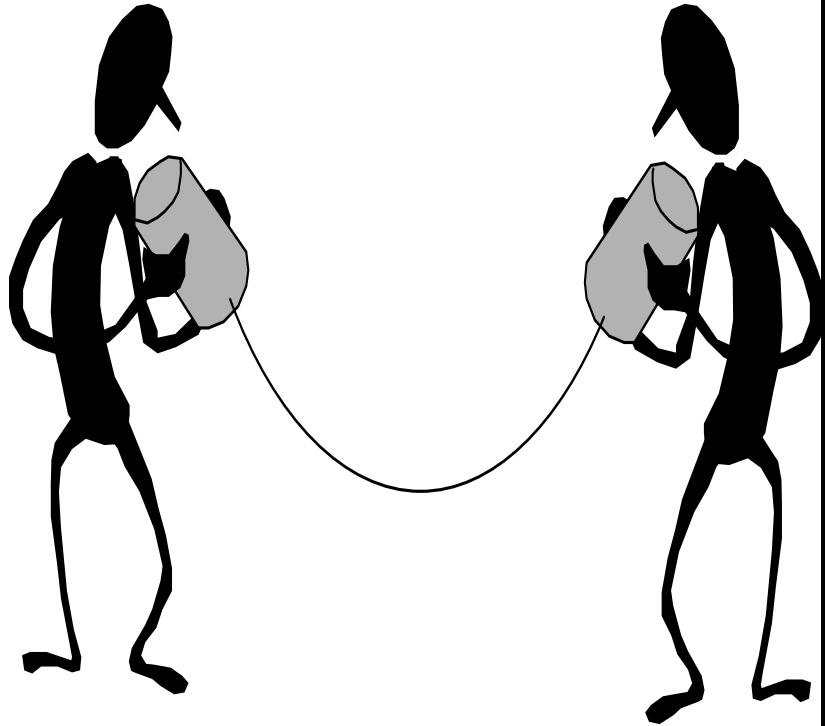


The purpose of the One Stop Navigator (resource handbook) is to support Staff in providing quality customer service by enhancing staff knowledge and the ability to navigate through such information in a timely manner. \* “One Stop staff who are not rehabilitation counselors or disability specialists, cannot be expected to be experts on every aspect of helping people with disabilities find employment. However, through a combination of good customer service practices, some core knowledge of disability issues, and information on where staff and customers can find additional assistance, One Stop systems can play a significant role in helping many people with disabilities meet their goals.” This book will facilitate your navigation and knowledge of comprehensive services that support employment and self-sufficiency for potential clients with disabilities. **This resource handbook has been arranged into four sections to further accelerate your ability to provide quality service to our consumers.**

- Section I: Communication**
- Section II: Accommodations /Accessibility**
- Section III: Job Readiness Preparation**
- Section IV: Resources**

\* William Kiernan PHD  
A Resource Manual for meeting the needs of One Stop Customers with Disabilities pg. 7

# *Communication*



*To Consider:*

*"The problem is not that there are problems. The problem is expecting otherwise and thinking that having problems is a problem."*

*Theodore Rubin*

# Definition of a Disability

The term “disability” covers a lot of ground, and can be defined according to a variety of contexts, applications, and usages. All of the definitions, however, have the same central theme: a disability is something that makes it difficult or impossible to perform a major life function that most people can do easily.

One of the more important definitions of “disability” is the legal definition, as set forth by Congress in the *Americans with Disabilities Act (ADA)* in 1990.

**Based on the American’s with Disabilities Act, (ADA) an individual is considered to have a "disability" if s/he meets at least one of the following tests:**

1. **Has a physical or mental impairment that substantially limits one or more major life activities**
2. **Has a record of such an impairment**
3. **Is regarded as having such an impairment**

Note: As of January, 2001 a new California state law (A.B. 2222) is in effect that goes beyond the federal ADA provisions in several areas.

- The above will make it easier for employees to claim they have a disability by defining it as a problem that "limits" a major life activity, rather than one that "substantially limits" an activity, which is the definition under the federal law. A disability is considered to limit a major life activity if it makes its achievement "difficult". Major life activity is broadly construed to include physical, mental and social activities and working.
- Unlike the ADA, the California law will not allow an employer to consider mitigating measures in determining whether an employee is disabled. For instance, an employee whose epilepsy is controlled by medication would be considered disabled under state law, but not under federal law.
- When a disabled employee or applicant requests an accommodation, the state law will require the employer to engage in an "interactive process" in response to avoid liability.
- It adds new prohibitions to state law with respect to pre-employment disability-related inquiries and testing. For example, it will be illegal for California employers to require any pre-employment medical or psychological exam unless it is job-related and consistent with business necessity, and all entering employees in the same job classification are subject to the same exam.

# Language Guidelines

The choice of words we use can reflect either a negative or positive attitude, and can unintentionally embarrass or even insult an individual or group. While there are no hard and fast rules, here is a list of generally acceptable terms and their acceptable application when used to discuss issues related to disabilities:

## Consider this:

Many disability groups do not like using euphemisms to describe disabilities. They consider terms such as "partially sighted", "differently abled", "mentally different", and "physically challenged", to be patronizing. Also avoid using words like courageous, brave, and inspirational. Adapting to a disability does not necessarily mean acquiring those traits. For example, it doesn't take "courage" to wear glasses or contact lenses to correct eyesight, nor is it necessarily a courageous act to use a wheelchair for mobility. Always consider the dignity of the individual.



**Disability:** A general term used for functional limitation that interferes with a person’s ability, for example, to walk, lift, heal, or learn. It may refer to a physical, sensory or mental condition. Do not refer to people with disabilities as the handicapped, handicapped persons, or special. Handicap can be used when citing laws and situations, but should never be used to describe a person or disability. Say as a descriptive noun or adjective, such as “a person living with AIDS”, “woman who is blind”, or “man with a disability”.

**Non-disabled:** This is the appropriate term for people without disabilities. “Normal”, “able-bodied”, “temporarily able-bodied”, “healthy”, or “whole” are inappropriate.

## AVOID NEGATIVE CONNOTATIONS OR ATTITUDES

Here are commonly used words that convey a negative attitude, and suggested positive alternatives:

### Words without Dignity

- handicap/the handicapped
- crippled with...
- victim of...
- spastic
- normal (acceptable only for quoting statistics)
- invalid
- stricken with...
- paralytic
- birth defect
- inflicted
- afflicted/afflicted by
- deformed/deformed by
- incapacitated
- unfortunate
- blind person
- retarded person
- learning disabled person
- deaf and dumb
- deaf mute
- Confined to a wheelchair
- Wheelchair bound
- crazy
- manic
- schizo
- psycho
- lunatic
- demented / autistic

### Words with Dignity

- person who is disabled
- person with a disability
- nondisabled (referring to nondisabled persons as "normal" insinuates that disabled persons are abnormal)
- Person who has...
- paraplegic (person with limited or no use of lower limbs).
- quadriplegic (person with limited or no use of all four limbs).
- disabled since birth
- caused by " \_\_\_\_\_ "
- born with " \_\_\_\_\_ "
- person who had polio
- person with mental retardation
- person with mental disability
- person who is blind
- person with a speech disorder
- person with a learning disability
- pre-lingually deaf (deaf at birth or within 28 months after birth)
- post-lingually deaf (deaf after 28 months of age)
- deaf/profoundly deaf (no hearing capability)
- hearing-loss (some hearing capability)
- hard-of-hearing (hearing impaired or communicates through speaking)
- person in a wheelchair
- person who uses a wheelchair
- person with a psychiatric disability
- psychiatric illness
- emotional disorders
- mental disorders
- mental illness
- person with autism

## THE TEN COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES

- I.** Speak directly to, rather than through, a companion or sign language interpreter who may be present.
- II.** Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
- III.** Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking. When dining with a friend who has a visual disability, ask if you can describe what is on his or her plate.
- IV.** If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
- V.** Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
- VI.** Do not lean against or hang on someone's wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies. And so do people with guide dogs and help dogs. Never distract a work animal from their job without the owner's permission.
- VII.** Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.
- VIII.** Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
- IX.** Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands, cigarettes and food away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that they have the ability to discriminate your speaking voice. Never shout to a person. Just speak in a normal tone of voice.
- X.** Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about this?" that seems to relate to a person's disability.

# Glossary of Specific Disability



**Attention Deficit Hyperactivity Disorder (ADHD):** A syndrome of learning and behavioral problems that is not caused by any serious underlying physical or mental disorder and is characterized especially by difficulty in sustaining attention, impulsive behavior, and usually by excessive activity.

**Autism:** A mental disorder originating in infancy that is characterized by absorption in self-centered subjective mental activity, especially when accompanied by marked withdrawal from reality, inability to interact socially, repetitive behavior, and language dysfunction.

**Blind:** Describes a condition in which a person has loss of vision for ordinary life purposes. Visually impaired is the generic term used by some individuals to refer to all degrees of vision loss.

**Brain Injury:** A condition where there is long-term or temporary disruption in brain function resulting from injury to the brain. Difficulties with cognitive, physical, emotional, and/or social functioning may occur. Do not say brain damaged.

**Chronic Fatigue Syndrome:** This term can also be called chronic fatigue and immune dysfunction syndrome. It describes a serious chronic condition in which individuals experience six or more months of fatigue accompanied by physical and cognitive symptoms. Do not use terms such as Yuppie Flu, malingering, and hypochondriasis as they are pejorative, implies personality disorders, and are not scientifically supportive. Say "person with chronic fatigue syndrome".

**Cleft Lip:** A specific congenital disability involving the lip and gum. The term hare lip is anatomically incorrect and stigmatizing.

**Congenital or Birth Disability:** A disability that has existed since birth, but is not necessarily hereditary. The terms birth defect and deformity are inappropriate.

**Deaf:** Refers to a profound degree of hearing loss that prevents understanding speech through the ear. Hearing impaired or hearing loss are generic terms used by some individuals to indicate any degree of hearing loss from mild to profound.

**Developmental Disability:** Any mental and/or physical disability starting before the age of 22 and continuing indefinitely. It limits one or more of major life activities such as self-care, language, learning, mobility, self-direction, independent living, and economic self-sufficiency. Thus includes individuals with mental retardation, cerebral palsy, autism, epilepsy, and other seizure disorders, sensory impairments, congenital disabilities, traumatic injuries, or conditions caused by disease (polio, muscular dystrophy, etc.). It may also be the result of multiple disabilities.

**Disfigurement:** Refers to changes caused by burns, trauma, disease, or congenital conditions.

**Down syndrome:** A chromosome disorder that usually causes a delay in physical, intellectual, and language development. Usually results in mental retardation.

**HIV/AIDS:** Acquired immunodeficiency syndrome (AIDS) is an infectious disease resulting in the loss of the body's immune system to ward off infections. The disease is caused by the human immunodeficiency virus (HIV).

**Learning Disability:** A permanent condition that affects the way an individual takes in, retains, and expresses information. Some groups prefer specific learning disability, because it emphasizes that only certain learning processes are affected.

**Mental Disability:** The Federal Rehabilitation Act (section 504) lists four categories under mental disability: psychiatric disability, retardation, learning disability, or cognitive impairment as acceptable terms.

**Mental Retardation:** Refers to substantial intellectual delay that requires environmental or personal supports to live independently. Mental retardation is manifested by below-average intellectual functioning in two or more life areas and is present before the age of 18.

**Multiple Chemical Sensitivities:** A chronic condition of irritation or inflammation of sensory organs, gastrointestinal distress, fatigue, and compromised neurological function triggered by contact with low level exposure to common substances including pesticides, petroleum-based products, perfumes, detergent residues, foods and food chemicals.

**Paraplegia:** refers to substantial or significant loss of function in the lower part of the body only.

**Post-polio Syndrome:** A condition that affects persons who have had poliomyelitis (polio) long after recovery from the disease and that is characterized by muscle weakness, joint and muscle pain, and fatigue.

**Post Traumatic Stress Disorder:** A psychiatric disorder that can occur following the experience or witnessing of life-threatening events such as military combat, natural disasters, terrorist incidents, serious accidents, or violent personal assaults like rape.

**Psychiatric Disability:** Psychotic, schizophrenic, neurotic and other specific terms should be used only in proper clinical context and should be checked carefully for medical and legal accuracy.

**Quadriplegia** denotes substantial or significant loss of function in all four extremities

**Seizure:** An involuntary muscular contraction, a brief impairment or loss of consciousness, etc., resulting from a neurological condition such as epilepsy or from an acquired brain injury.

**Small/Short Stature:** Describes people under 4'10" tall. **Do not refer to these individuals as dwarfs or midgets**, which imply a less than full adult status in society. Dwarfism is an accepted medical term, but it should not be used as general terminology.

**Speech Disorder:** A condition where a person has limited or difficult speech patterns.

**Spinal Cord Injury:** Describes a condition in which there has been permanent damage to the spinal cord.

**Stroke:** This is caused by an interruption of blood to the brain. Hemiplegia (paralysis on one side) may result. "Stroke survivor" or "person who has had a stroke" is preferred over "stroke victim".

**Substance Dependence:** Patterns of substance use that result in impairment in at least three life areas over any 12-month period. Substance dependence is generally characterized by impaired control over consumption, preoccupation with the substance, and denial of impairment in life areas. Substance dependence may include physiological dependence/tolerance withdrawal.

