

## Appropriate & Respectful Language Use

Instead of ...	Please say...
Normal/Healthy	Able-bodied
Handicap Disabled Crippled	Disability/ Person with a Disability
Stricken with/ Suffers from ...	Person who has ...
The Blind	Person who is Visually Impaired
Insane Crazy Mad	Person with a Mental Health Disability
Retarded	Person with a Developmental Disability
Deaf/Dumb	Person with a Hearing/Speech Impediment
Confined to a Wheelchair	Wheelchair User

## Change requires leadership

Let your employees know that your business will be actively recruiting people with disabilities. Acknowledge the existence of fears and negative attitudes and address them by:

1. Finding out what staff know and feel about the issue; what are their expectations or concerns with working with a person with a disability or barriers?
2. Identifying key staff who share or support your new direction and who will help to ensure the successful integration of persons with disabilities into your company.
3. Offering information through sensitivity training and orientation sessions that are aimed at employees' self-examining their beliefs and attitudes. Two main areas here are language use and basic accommodation of people with various disabilities in the workplace.

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*Ability First!*  
Employment for Persons with Disabilities

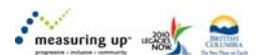


Get Your One-Stop Local  
Employment Information at:  
<http://prability.org>

Powell River Measuring Up Committee:  
<http://powellriver.wordpress.com>

Website & brochure sponsors:

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## Employees with Disabilities: Helpful Hints

- Stereotypes and assumptions obscure the mix of talents, skills and personality traits of individuals.  
Businesses can provide the vision to challenge their own assumptions about people with sensory, physical, mental or intellectual disabilities.
- Create an inclusive work environment where people with disabilities are welcomed, supported and appreciated for their abilities by first creating a work environment where awareness and sensitivity toward people with disabilities is a given.
- Be aware of what is not accessible to a person with limited mobility. Rearrange furniture to unblock paths.
- Persons with disabilities often do not need any kind of physical accommodation and when they do, these make the workplace generally more accessible to all.

- Make sure doors are wide, automated or opened to allow wheelchair & walker access. Provide level access to your premises or use ramps as an alternative.
- Act naturally. Do not be afraid to use common phrases like "I am going for a walk", "I have to run" or "see you later!"
- Do not assume that a person using a manual wheelchair needs to be pushed. Ask before giving any assistance.
- When addressing the person with mobility impairment who has a companion or attendant, engage directly with the person with a disability.
- Reduce overall noise – especially background music – in your establishment to help those with hearing impairments.
- Most people with vision loss do not use Braille and not all hearing-impaired people use sign language. Prepare to present any crucial information in large-print or audio formats.

## Solutions to Recruiting and Retaining People with Disabilities

- Liaise with community outreach programs.
- Develop appropriate interviewing practices and a flexible workplace.
- Involve staff with disabilities in decision making. Educate and train all staff.
- Identify associated costs and place this in context.

### About the '10 by 10 Challenge'

R.H. Claude Richmond: "Today, there are about 300,000 working-age people with disabilities in B.C. [...] they are highly motivated & dedicated individuals!

34,000 have college diplomas

30,000 have trade certificates

28,000 have university degrees

We issued the '10 by 10 Challenge' – calling on municipal & business leaders across the province to increase employment of people with disabilities in each community by 10% by the year 2010 [...] to increase the number of British Columbians with disabilities in the workforce by 13,000 by 2010."