

Disability Sensitivity



In this training, you will learn regulations protecting seniors and people with disabilities, a contemporary definition of disabilities, and tips on how to work effectively with these members, including the how to access the auxiliary aids and services to assist them.

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Welcome



00:37

Welcome to CMC Disability Sensibility

We have a great deal of important information to cover. So let's get started. My name is Rob and my name is Janet – we will be your hosts during this instructional. The course navigation does not allow you to skip

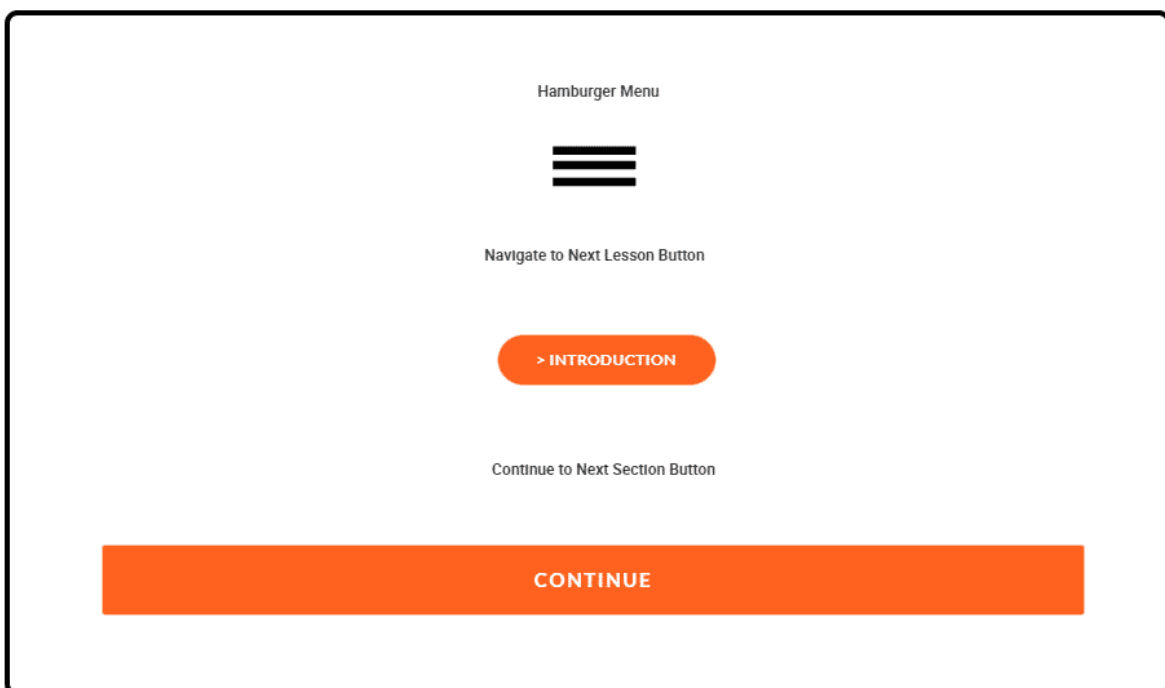
ahead without you successfully interacting with every components of each page.

Located in the upper hand corner you will find what we call the hamburger menu. You can track your progress, search for acronym definitions, and see what topics you need to complete.

When you have successfully completed all page interactions the next page button will appear. You can always revisit pages you have previously completed.

The course is designed with an automatic bookmark mechanism. When you return to the course you will continue from your automatic bookmark.

Below is an image of the navigation buttons and icons used in this presentation. If you do not see the CONTINUE button it means you have not completed the lesson or you need to simply scroll down the page.



Navigation Buttons

Introduction

> INTRODUCTION

Introduction



00:17

In this training, you will learn regulations protecting seniors and people with disabilities, a contemporary definition of disabilities, and tips on how to work effectively with these members including the how to access the auxiliary aids and services to assist them:

- 1 Background
- 2 Regulations
- 3 Overview of Disability
- 4 Accessibility
- 5 Serving Seniors and People with Disabilities

Background

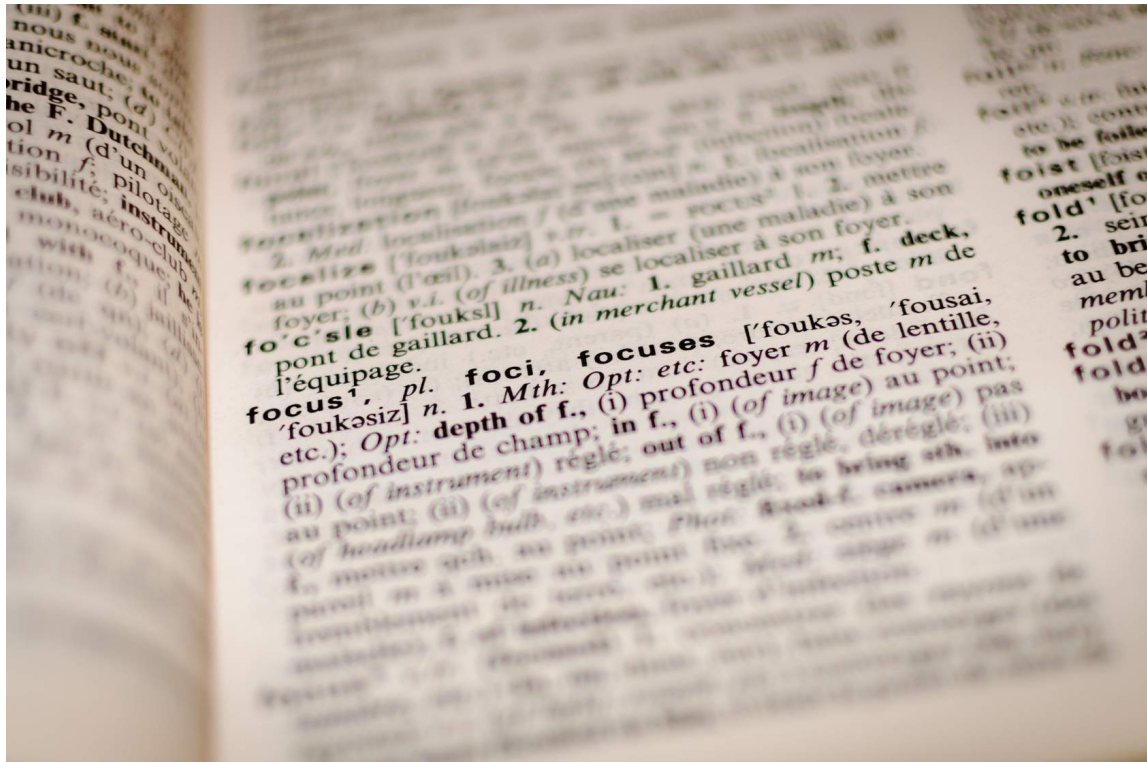
> BACKGROUND

Background

Seniors and People with Disabilities

L.A. Care's membership for seniors and people with disabilities has increased since 2011. Approximately 20% of our Medi-Cal members are seniors and people with disabilities.

Definitions



For an overview of what defines seniors and individuals with disabilities click the **Start** button.

Step 1

Seniors



Individuals who are age 65 and older are seniors.

Step 2

People with Disabilities



People with disabilities can be of any age.

Step 3

People with Disabilities



People with disabilities can be individuals with physical challenges.

Step 4

People with Disabilities



People with disabilities can have sensory challenges.

People with Disabilities



People with disabilities can have cognitive challenges.

Next we will review Challenges Faced by Seniors and People with Disabilities



Complete the content above before moving on.

Challenges Faced by Seniors and People with Disabilities


[> CHALLENGES](#)

Challenges Faced by Seniors and People with Disabilities



These members face challenges and barriers in accessing health care due to the combinations of activity limitations, multiple conditions, and social issues. Click on the blue button below to see some of the health disparities seen among people with disabilities.



 Complete the content above before moving on.

Other Challenges Facing Seniors and People with Disabilities Include:

- Multiple chronic conditions
- Behavioral health conditions
- Cognitive and developmental conditions
- Social issues (housing-homelessness, financial hardship, transportation, limited or no-support system, meals, isolation)
- Likely new to managed care
 - No “official” PCP in the past
 - Relationships with multiple specialists
 - Unfamiliar with referral/HMO processes

Regulations

> REGULATIONS

Regulations



Regulations

There are regulations which prohibit discrimination based on disabilities and ensure equal opportunity for people disabilities to participate in all aspect of community life including health care.

Any agency, program, or activity that receives Federal funding are not allowed to discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation,

gender identity, health status or disability. L.A. Care and its network providers must comply with these laws.

Providing care that meets the needs of seniors and people with disabilities is not only required by the laws, but also an integral part of patient center care. It will increase member satisfaction, improve quality of care and health outcomes and ultimately reduce health disparities.

Below you will find Internet links to federal and state regulations and guidelines that ensure equal access to health care for L.A. Care's diverse member population.

Federal & State Regulations

- [Americans with Disabilities Act](#)
- [Section 504 of Rehabilitation Act](#)
- [Affordable Care Act Section 1557](#)

Summary

L.A. Care Health Plan is committed to ensure equal and meaningful access to health care services for all members, including seniors and people with disabilities.

CDIHP Video

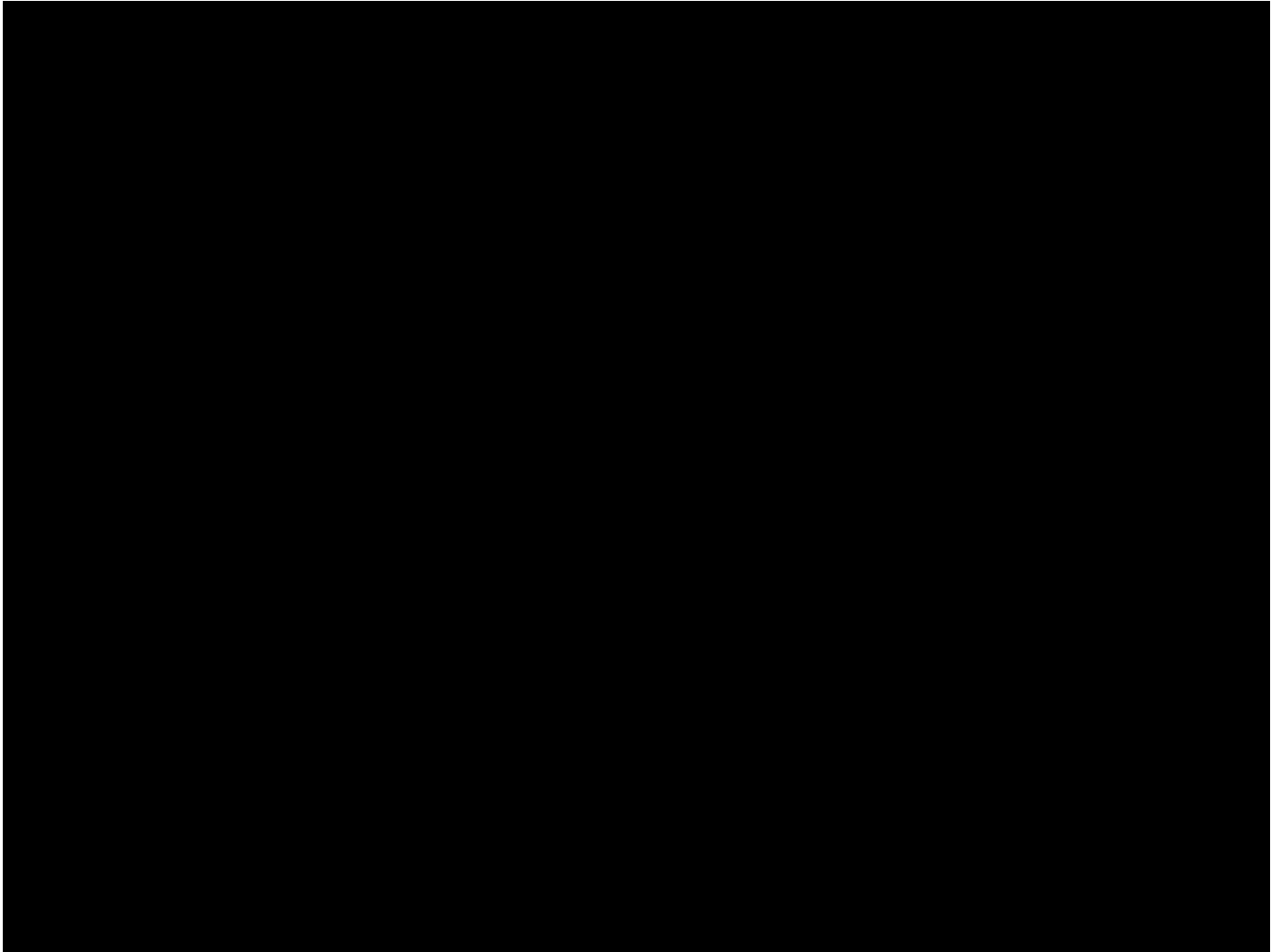
> CDIHP VIDEO

CDIHP Video


Let's begin with examining what disabilities and activity limitations are. We have a video that was developed by Western University Center for Disability Issues and the Health Professionals.

Before we begin the video, think of the following questions:

- Is disability something that is permanent, or can it be temporary?
- What comes to your mind when you hear the word "disability?"
- Do you know anyone who has disabilities?



CDIHP Video

 Complete the content above before moving on.

Key Points



Disability is an aspect of human diversity



2

Disability could range in severity, duration and functionality

3

Some disability is visible and others are hidden

4

Activity limitations vary among people with disabilities and "One size does not fit all."

Knowledge Check

Disability is an	aspect of human diversity
Disability could range in severity	duration and functionality
Some disability is visible	and others are hidden
Diversity within the people with	disabilities "One size does not fit all."

SUBMIT



Complete the content above before moving on.

Summary

Think back to the questions we had before the video. Have any of your answers changed after watching the video? Disability is just one aspect of human diversity. As you have learned from the video disability could range in severity, duration and functionality.

Some disabilities are visible and others are not so visible. Two people can have the same disability but the way each person navigate through the day-to-day life might be quite different.

For example, some blind people read Braille and others prefer audio. Some deaf people use sign language and others may not. It is important to keep in mind that “one size does NOT fit all” and make accommodations that are suited for each members’ activity limitations and abilities.

Shifting Mindset

> SHIFTING

Shifting Mindset

Let's think about a definition of "disability" for a minute.

We're going to shift our mindset about "disability" and broaden our understanding as:
The interaction of an impairment with environmental factors.

This idea allows us to shift the focus from disabilities to the environmental factors. It means that we can not change the way people are but we can change and make the environment more accessible for people with disabilities.

Accessibility

In order to ensure equal and meaningful access to health care for people with disabilities, we need to make reasonable accommodations.

- Communication Accessibility
Auxiliary Services and Aids
- Physical Accessibility
Accessible Facilities and Equipment



Auxiliary Services and Aids



Complete the content above before moving on.

Key Points

Here are some examples of accessible communication:

- An American Sign Language interpreter could assist a deaf and hard of hearing member to communicate with their doctor at a medical appointment.
- TTY/TDD and video relay services can be used to communicate with these members over the phone.
- Alternative formats such as large print makes reading easier for seniors and members who may have limited vision.

Accessible Facilities and Equipment

[> FACILITIES](#)

Accessible Facilities and Equipment

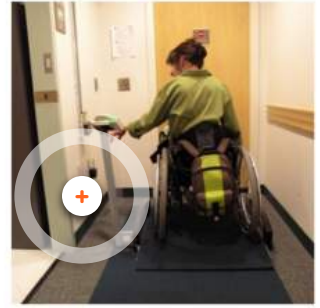
Physical accessibility has to do with getting to, in and around a location. Think of what types of accessibility a wheelchair user would need to get to a doctor's appointment?

Maybe they would need:

- Accessible ramps and wide aisles
- Doorknobs that can be pushed or a button to open a door
- Elevators to go up and downstairs
- Restrooms with enough space to maneuver and handle bars
- Lowered counter-tops for check-in areas
- Exam tables and scales that are fitted for wheelchairs

Accessibility Options

Click on all five red plus signs to see examples of physical accessibility.





Ramps, Wide Aisles

Accessible ramps and wide aisles



Doorknobs

Doorknobs that can be pushed or a button to open a door



Restrooms

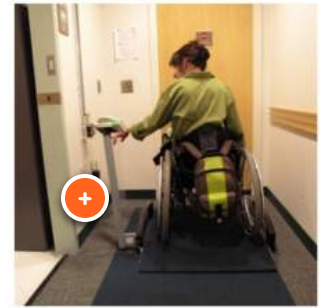
Restrooms with enough space to maneuver and handle bars



Clear Signage

People with limited vision or blind person may need:

- Clearly marked large font signage or signage in Braille



Scales

scales that are fitted for wheelchairs.



Complete the content above before moving on.

Summary

It is important that you are familiar with the available auxiliary aids, accessible equipment and route in and around your facility so that you are ready to assist people with disabilities regardless of their functional limitations and abilities

People First

> PEOPLE FIRST

"People First" Language

In addition to accessibility, it is important to provide care and services using respectful expressions and phrases for people with disabilities.

"People First" language. As the name indicates, it puts people first and recognizes people with disabilities – first and foremost – as people.

Below you will find "People First" language flash cards. Take a moment to review each card. Remember, when describing disabilities certain expressions are stigmatizing and offensive.

Acceptable:

People with disabilities

Unacceptable:

The handicapped or disabled

Acceptable:

He has a cognitive disability

Unacceptable:

He's mentally retarded

Acceptable:

She has autism

Unacceptable:

She's autistic

Acceptable:

He has Down Syndrome

Unacceptable:

He's Down's; a Down's person; mongoloid

Acceptable:

She is a wheelchair user

Unacceptable:

She's confined to/is wheelchair bound

Acceptable:

She is of short stature

Unacceptable:

She's a dwarf/midget

Acceptable:

Unacceptable:

Acceptable:

He has a physical disability

Unacceptable:

He's crippled

Acceptable:

People without disabilities

Unacceptable:

Normal, healthy,
typical people



Complete the content above before moving on.

Knowledge Check

Evaluate whether the following expression is **acceptable** or **unacceptable**.

The handicapped or disabled

- Acceptable
- Unacceptable

SUBMIT



Complete the content above before moving on.

Evaluate whether the following expression is **acceptable** or **unacceptable**.

He has Down Syndrome

- Acceptable
- Unacceptable

SUBMIT



Complete the content above before moving on.

Evaluate whether the following expression is **acceptable** or **unacceptable**.

He's quadriplegic/crippled

Acceptable

Unacceptable

SUBMIT



Complete the content above before moving on.

Summary

The language we use shapes our thoughts. Let's avoid using words that reinforce negative values, biases and stereotypes, and expressions that are stigmatizing and offensive. Instead, we can put "People First" and use the language to reflect the mindset.

Serving Seniors and People with Disabilities

> SERVING

Serving Seniors and People with Disabilities



1

Treat people with disabilities as individuals

One of the most important things to keep in mind when serving people with disabilities is to consider the "person" first rather than the disability. Disability is just one aspect of the person and it does not define them. Focus on the person, not on the disability. Treat them as individuals. Offer the same dignity, consideration, respect, and rights for all of our members.

2

Speak directly to a person with a disability

Members with disability may have their caregiver or aid with them but always speak directly to

the members, not to their caregiver or aid. You may ask the members for permission to speak with a caregiver, if needed or appropriate.

3

Don't make assumptions

Just because someone has a disability, don't assume the person needs help. If the setting is accessible, people with disabilities can usually get around fine. Ask before you act.

4

Ask before you help

Members with disability are in the best position to know and determine what types of accommodations they need.

5

Honor expressed choice for reasonable accommodations

Respond accurately, quickly and respectfully to their requests. Document such requests in their record, so that they do not have to keep asking for it every time."

Post Assessment

> POST ASSESSM...

Disability Sensitivity Post Test

Question

01/05

Is the following statement true or false?

The Americans with Disabilities Act (ADA) requires reasonable accommodations to be made, which enables people with disabilities to participate in federally funded programs.

True

False

Question

02/05

Disability could range in:

Duration

Functionality

Severity

All the above

Question

03/05

Is the following statement true or false?

When a caregiver is present with a member with disability, speak to the caregiver instead of the member.

- True
- False

Question

04/05

Is the following statement true or false?

It is appropriate to assume people with disabilities need assistance and always help them without asking.

True

False

Question

05/05

Which is an unacceptable phrase to address people with disabilities?

- She has autism
- She is a wheel chair user
- He is handicapped
- He has physical disability

Resources and Services

Click on the buttons below to access the L.A. Care's provider manual and toolkit to learn more about the available auxiliary services and aids to assist the members with disabilities.

Provider Manual

MANUAL

Toolkit

TOOLKIT

Please familiarize yourself with the policies and procedures on how to assist seniors and people with disabilities and the available accommodations at your organization or facility.

Summary

We will close this training with a quick summary.

Disability is just one aspect of the person. People with disabilities are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. They are not heroes or victims. They are people just like

us. While the disability is an integral part of who they are, it alone does not define them. Treat them as individuals.

Just like no two people are exactly alike, people with the same disabilities may not experience or see these disabilities in the same way or experience the world the same way. Be considerate and know what resources are available to assist them.

EXIT COURSE