

Disability Awareness Training



U.S. Department of Transportation
Federal Aviation Administration

Office Of Civil Rights

ACHIEVING SAFETY THROUGH DIVERSITY

Presented to: FAA Managers and Employees

Prepared by: AMC-9

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Training Objective

Following this training, participants will be able to correctly identify how to communicate and interact appropriately with people with disabilities, in accordance with all FAA policies.

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Video Title: "Ten Commandments of Communicating with People with Disabilities"

[Open captioned\OC Combined.wmv](#)

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Persons with Disabilities (PWD)

- History of the word “Handicapped”
- Myths about people with disabilities
- How to relate to and communicate with people with disabilities
 - Positive language
 - Put the person first



Persons with Disabilities (PWD)

Affirmative Phrases	Negative Phrases
Person with a disability	The disabled; “handicapped”
Person who is blind Person who is visually impaired	The blind
Person who uses a wheelchair	Confined or restricted to a wheelchair
Person with a psychiatric disability	Crazy; nuts
Person with an intellectual, cognitive, developmental disability	Retarded; mentally defective



Perceptions and Filters



- Perceptions – first impressions.
 - What is it?
 - Have I encountered something like this before?
 - What was the outcome?
- They are unique to us and our own personal filters.
- Our reactions to the world around us are based on these filters and perceptions.



Keep an Open Mind...

- We are all alike in some way.
- We should accept and value differences.
- It is important for us to break out of our personal comfort zone to reach out to others with an open mind.



General Guidelines for Interaction with PWD

- Relax.
- Treat the individual with dignity, respect and courtesy.
- Listen to the individual.
- Offer assistance but do not insist or be offended if your offer is not accepted.



Check Your Disability Awareness...

- You can usually tell if someone has a disability just by looking at them.

T or F



Check Your Disability Awareness...

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T or F

- **False.** Be aware of hidden disabilities. Some people have obvious disabilities while others may have disabilities that are not as apparent. Just because a disability is not immediately visible does not mean that it doesn't exist.

ACR Contact Information

Michael Looney
**National People with Disabilities Program
Manager**
Phone: (202) 385-8127
E-mail: michael.looney@faa.gov

ACR Management Information

- **Mamie Mallory, ACR-1, Assistant Administrator for Civil Rights**
- **Courtney L. Wilkerson, ACR-2, Deputy Assistant Administrator for Civil Rights**
- **Harnetta Williams, ACR-5 (202) 267-5794**
 - Director, National EEO Policy & Alternative Dispute Resolution
- **Vacant, ACR-6 (202) 267-7442**
 - Director, National Model EEO Program
- **Miriam Vega, ACR-7 (202) 385-8440**
 - Director, National EEO Outreach
- **Marce Garrett, AMC-9 (405) 954-8672**
 - Acting Director, National EEO Training Institute

ACR Management Information

- **Millie Strickland, ASO-9 (404) 305-5251**
 - Director, Civil Rights Southern Region, including the ATO Eastern Service Center for Boston, New York & Southern
- **Joyce Davis, ASW-9, AMC-9, AGL-9 (817) 222-5009**
 - Director, Civil Rights Southwest Region & the Aeronautical Center, including the ATO Central Service Center
- **Kelly Boodell, ANM-9 (425) 227-2805**
 - Director, Civil Rights Northwest Mountain & Alaska Regions, including the ATO Western Service Center
- **Cheryl Wilkes, ACT-9 (609) 485-6676**
 - Director, Civil Rights Technical Center & Washington Headquarters & EEO Complaint Services
- **Maria Sarra, AEA-9 (718) 553-3297**
 - Director, Civil Rights Eastern & New England Regions & Airport Non-Discrimination Compliance
- **Daryl Hart, AGL-9, ACE-9 (847) 294-7237**
 - Director, Civil Rights Great Lakes & Central Regions & Disability Airport Compliance
- **Michael Freilich, AWP-9 (310) 725-3948**
 - Director, Western Pacific Region & Disadvantaged Business Enterprise, DBE Compliance

EEO Training

The Office of Civil Rights conducts EEO training in a variety of training modes, including instructor-led, e-learning via eLMS, webinars, video-conferencing, and ATN broadcasts. To learn more, contact the EEO Training Institute via email at:

9-AMC-EEO-Training-Institute@faa.gov

A list of training modules is available at the EEO Training Institute link on the ACR website at:

<https://employees.faa.gov/org/staffoffices/acr/>
