

Minnesota Council on Transportation Access (MCOTA)

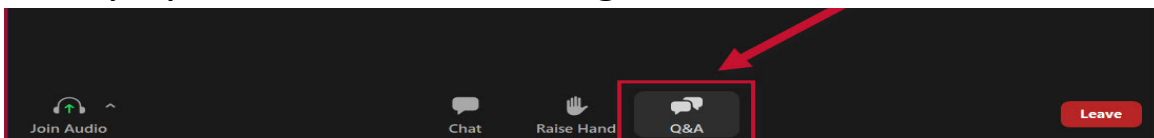
Welcome to the Minnesota's Road to Volunteer Drivers Virtual Forum Series!

5th Stop: Person-Centered, Cultural Diversity, and Equity Training

March 17, 2021 | 9:30-11:30 AM and 1:00-3:00 PM

Housekeeping:

- To view **live captioning**, click the “More” button at the bottom of your screen to select.
- **If you have a question for the speakers:**
 - Use the **Q&A feature** at the bottom of your screen to submit questions at any time. These will be read verbally by the moderator during Q&A time.



- If joining by phone, press *9 to raise your hand. The host will allow you to unmute during Q&A time to ask your question.
- If you have a **tech question** send a Chat to “all panelists.”
- On your screen you will see the PPT slides & the ASL interpreter.
- A **videorecording** of this forum will be posted to the event webpage following the event.
- An **evaluation** and a **PDH form** (professional development hours) will be emailed to all attendees following the event.

Today's Agenda

1. Welcome and Introduction

- **Tom Gottfried**, Executive Director, MCOTA
- **Margaret Anderson Kelliher**, Commissioner, Minnesota Department of Transportation



2. Person-Centered Practices & Disability Etiquette for Volunteer Drivers

- **Abbie Wells-Herzog**, Autism Specialist, Minnesota Department of Economic Development
- **Ann Macheledt**, Staff Training and Development Specialist, Vocational Rehabilitation Services, Minnesota Department of Economic Development



Previous Stops/Forums

11/18/20 -- 1st Stop: Current State and a Look into the Future of Volunteer Drivers

12/9/20 -- 2nd Stop: Policy Issues and Real Life Stories

1/20/21 -- 3rd Stop: Volunteer Driver Recruitment and Promotion

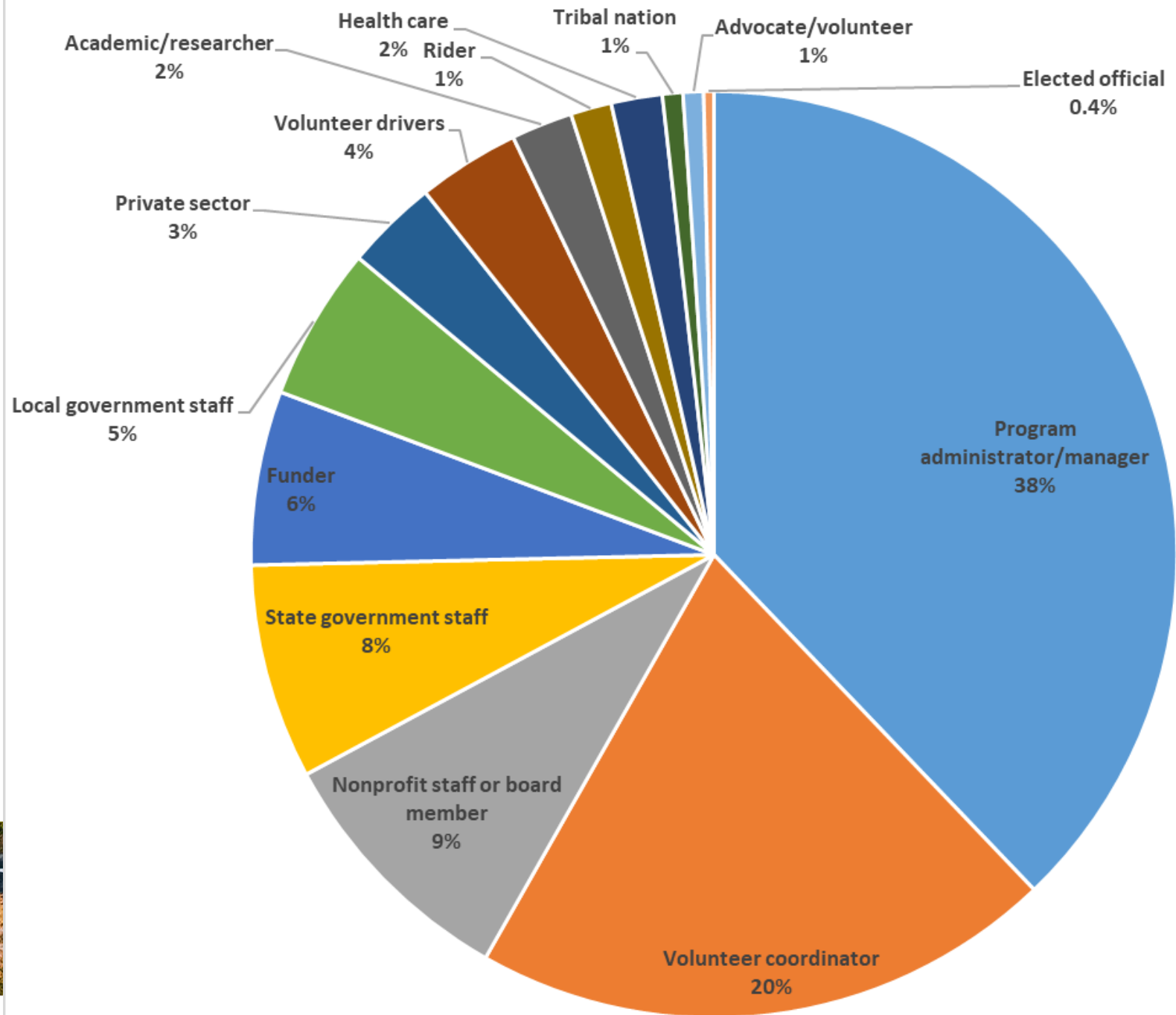
2/17/21 -- 4th Stop: How to Start a Volunteer Driver Program

Each forum has drawn an average of 120 participants from 280 registrants.

Past forum videorecordings and materials are posted on each event's webpage at:

www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/

Responses from all series registrants regarding “Primary Role in Volunteer Programs”



Responses from all series registrants: “What area/county/counties does your organization represent? Or if you are a rider, what county/area do you live in?”

Watonwan	3
Freeborn	5
Lake Of The Wood	5
Martin	5
Mower	5
Pennington	5
Sibley	5
Blue Earth	6
Brown	6
Mahnomen	6
Nicollet	6
Norman	6
Red Lake	6
Dodge	6
Houston	6
Winona	6
Faribault	7
Goodhue	7
Roseau	7

Wilkin	7
Clearwater	7
Fillmore	7
Steele	7
Waseca	7
Kittson	8
Le Sueur	8
Lincoln	8
Nobles	8
Wabasha	8
Wadena	8
Beltrami	8
Polk	8
Becker	9
Cass	9
Cottonwood	9
Jackson	9
Lac Qui Parle	9
Lyon	9

Murray	9
Redwood	9
Rock	9
Swift	9
Chippewa	10
Hubbard	10
Marshall	10
Crow Wing	11
Rice	11
Todd	11
Wright	11
Big Stone	11
McLeod	11
Pipestone	11
Benton	12
Koochiching	12
Otter Tail	12
Yellow Medicine	12

Carver	13
Cook	13
Itasca	13
Lake	13
Morrison	13
Sherburne	13
Douglas	13
Meeker	13
Olmsted	13
Stevens	13
Anoka	14
Carlton	14
Chisago	14
Clay	14
Kandiyohi	14
Grant	14
Pope	14
Kanabec	15
Aitkin	15

Washington	15
Isanti	16
Scott	16
Renville	16
Traverse	16
Mille Lacs	18
Pine	20
St. Louis	21
Stearns	21
Ramsey	24
Dakota	25
Hennepin	29



Continued: Responses from all series registrants: “What area/county does your organization represent? Or if you are a rider, what county/area do you live in?”

- **Tribal Nations:**

- Representation across MN counties. Specifically:
 - **Mille Lacs Band of Ojibwe:** Aitkin, Crow Wing, Hennepin, Mille Lacs, Morrison, Pine, Ramsey, Chisago, Isanti, & Kanabec
 - **Bois Forte Band of Chippewa:** Koochiching & St. Louis
- **Blackfoot / Kootenai / Salish:** Flathead/Glacier County in Montana

- **National:**

- Arizona, Montana, California, Virginia, New York, Wisconsin, & Washington, DC

Person-Centered Practices & Disability Etiquette for Volunteer Drivers

March 17, 2021

Minnesota's Road to Volunteer Drivers Virtual Forum Series

 MINNESOTA

Welcome! We
Are Glad You
Are Here!

Ann Macheledt , MS, CRC

Abbie Wells-Herzog , MS, CRC

Vocational Rehabilitation Services

State of MN, Department of Employment and
Economic Development

What is your favorite thing about volunteering?

<https://www.wooclap.com/KGIRUP>

Your role is
critical

Objectives

- Learn about disability etiquette and why it is important.
- Find out about different ways to respectfully support people with disabilities.
- Become more aware about what person-centeredness and why it essential in your role as a volunteer.

What thoughts, images or words
come to mind when you hear the
word disability?

<https://www.wooclap.com/KGIRUP>

What is a Disability?

A physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions. (Merriam-Webster)

Disability Stats

- 56 million people in the U.S. have disabilities – largest minority group
- 10% of people in the U.S. have non-apparent disabilities
- 1 in 4 people in the U.S. have a diagnosable mental illness
- 85% of people with disabilities were NOT born with their disability

Disability Etiquette Video

<https://www.youtube.com/watch?v=Gv1aDEFIXq8&feature=youtu.be>



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Disability Etiquette Basic Principles

Keep these basic principles of disability etiquette in mind:

The person how they would like to be addressed, Mrs. Jones, or Betty?

Use “people first” language.

Every person is different – even if they have the same disability.

Speak directly to the person – not interpreters or caregivers.

Ask before jumping into help. If they accept the offer, listen to any instructions the person may want to give

Do not touch assistive devices or service animals without permission.



Disability Etiquette Basic Principles

Let the person set the pace in walking and talking. a person with a disability may need extra time to get things done or said.

Be calm and flexible when communicating.

Ask questions when you are unsure of what to do.

Treat adults as adults.

Don't be embarrassed if you happen to use common expressions that seem to relate to the person's disability such as "See you later" or "I've got to run."

**TREAT
OTHERS
WITH
KINDNESS**

10 Minute Break



Disability Etiquette: People in Wheelchairs

Do's when you're with people in wheelchairs:

Do remember that wheelchairs are an extension of personal space. Ask permission before touching someone's wheelchair.

Do place yourself at the wheelchair user's eye level to spare both of you a stiff neck if you're talking for more than a few minutes.

Do consider distance, weather conditions and physical obstacles such as stairs, curbs and steep hills when giving directions.



Disability Etiquette: People With Vision Impairments

Do's when you're with people with vision impairments:

Do always check before providing any type of assistance.

Do allow a person with a vision impairment to take your arm. This will help you to guide, rather than propel or lead, the person.

Do use specifics such as “left a hundred feet” or “right two yards.”



Disability Etiquette: People With Hearing Impairments

Do's when you're with people with a hearing impairment:

Do speak in a normal tone.

Do look directly at the person and speak clearly and expressively to establish if the person can read your lips. Remember, not everyone with hearing impairments can lip-read.

Do show consideration by facing a light source and keeping your hands and food away from your mouth when speaking.

Do remember that people may rely on facial expressions and other body language to help understand.



Person First Language—Why do we use it?

- Shows respect to the individual you are talking to and talking about.
- Reinforces the person's self-respect and status.
- Acknowledges people's abilities, not their disabilities.

Person First vs Disability First

Person First

- Person with vision loss or person who is blind
- Person with hearing loss or person who is deaf
- Person who uses a wheelchair
- Person living with a mental illness
- Person with an intellectual disability

Disability First

- Blind man
- Deaf people
- Handicapped or wheelchair bound (find image)
- Mentally ill person
- Mentally retarded (no longer used)

Person-Centeredness

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What does it mean to be person-centered?

- You put the person first, taking into account a person's preferences and needs
- You treat individuals with dignity and respect
- You listen to a person's experiences and what is important to them
- You keep information confidential

Scenario 1

George is blind and may need assistance navigating to the door or the building that he is going to for the first time. You have taken others to this building before, and you know it a complex maze. What could you do?

Scenario 2

Mary is coming out of a medical appointment somewhat emotional and thinks she might have left her medical card at the doctor's office. What could you do to assist Mary at this time?

Scenario 3

June has a service dog that she is bringing to her appointment. You love dogs! You keep dog treats in your vehicle. The dog keeps nudging you and pawing you while you are driving. What do you do?

Scenario 4

Salah wants you to drive on specific roads to get to a location and it is a little bit out of the way? How would you handle that if you knew it was not the best route?

Other Scenarios

What other scenarios do you have that you want to talk out or put a person-centered lens on?

Questions



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Resources

- Goodwill Disability Etiquette site
<https://www.easterseals.com/explore-resources/facts-about-disability/disability-etiquette.html>

Q&A

Questions?

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- Unanswered questions and their responses will be posted on the event webpage with the slides and videorecording.

www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/mar17

Wrap Up

- Thank you for attending!
- An electronic evaluation will be emailed shortly.
- Contacts: Abbie Wells-Herzog abbie.wells.herzog@state.mn.us, Ann Macheledt ann.macheledt@state.mn.us, Tom Gottfried tom.gottfried@state.mn.us

Next forum:

6th Stop: Trauma-Informed Care Training and Providing Community Education About People Who Are Deaf and Hard of Hearing
Wednesday, April 21st
9:30 – 11:30 a.m. and 1:00 – 3:00 p.m.

If you've already registered for a past forum, you are automatically registered for all forums in the series. No need to register again.

www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/