

Employment Services Available...

Every business wants to hire the best employees in the least amount of time. UCP streamlines that process by providing you with the right people to get the job done.

Our goal is to connect you with candidates whose interests and abilities are already a match, and *we do this at no cost to you.*

UCP Heartlands experienced Employment Resource team offers employers support in a variety of ways:

- Recruitment Assistance
- Job Analysis
- On-site Job Supports
- Job Accommodations and Support Assistance
- Follow-Along Retention
- Disability and Inclusion Training

For More Information Call

UCP Heartland
314-994-1600



DISABILITY ETIQUETTE



Tips for interacting with people with disabilities.....

People with all types of Disabilities

- Introduce yourself and offer a handshake. People with limited hand use or wearing an artificial limb usually can shake hands. The person will often tell you if they are not able to shake hands for some reason.
- Always ask before providing assistance - wait until the offer is accepted.
- Speak directly to the person and not their attendant, interpreter, family member, etc.
- Do not pet service animals without checking with the owner first.
- It is acceptable to ask questions if you are unsure how to proceed or what to do next.

People with Mobility Disabilities

- Do not push or touch a person's wheelchair/scooter without their permission – a wheelchair is part of their personal body space.
- If you are speaking with a person who uses a wheelchair or a person who uses a mobility device for more than a few minutes, place yourself at eye level in front of the person to facilitate the conversation.

People who are Blind or Low-Vision

- Always introduce yourself and anyone else who is present for the conversation.
- Speak directly to a person who is blind, not through a companion.
- Offer to read information to a person when appropriate.
- If you are asked to offer guidance, offer your arm so the person can grasp your elbow and proceed at a normal pace. Do not take a person's arm and move them by the elbow.
- A Guide Dog walks on the left, so you should walk on the right. Do not pet a Guide Dog – the dog is responsible for guiding his/her master who cannot see and should not be distracted from their duty.

People who are Deaf or Hard-of-Hearing

- Make sure you get the person's attention before you begin to communicate. It is not considered rude to lightly touch people you do not know to get their attention.
- Speak directly to the person in your normal voice and not to their interpreter, if an interpreter is present.
- Let the person establish their preferred method of communication for your conversation, such as lip reading, sign language or note writing. When speaking, make eye contact.
- Feel free to use gestures and visual cues, such as holding up items that you are discussing.

People with Speech or Language Disorders

- People with speech and language disorders may take longer to communicate with you – be patient and respectful.
- Be sensitive and do not interrupt or finish the person's sentences.
- Ask one question at a time, giving the person time to respond before moving on.
- If the person uses any assistive technology devices, do not move or touch the device without permission.

People with Mental Health or Behavioral Disabilities

- If a person seems anxious or agitated, speak calmly and offer to repeat information.
- If a person seems nervous or confused, be willing to break things down step-by step to help them understand.
- If a person becomes upset or anxious, they may be confused or overwhelmed. Speak in a normal, calm tone of voice, repeat information as necessary.
- If a person brings an attendant, be sure to speak directly to the person, not to the attendant.

Simply put.....treat people with respect!

After all....individuals with disabilities are just like you.