

# Respectful Interactions: Disability Language & Etiquette

An online course offered through the Northwest ADA Center at the University of Washington (created in partnership with the Oregon Office on Disability and Health at OHSU and the Oregon Health Authority)

## Course Description

If you work in an organization that serves the public, you may need to consider this question: *How can you build a commitment to ensure that none of your customers, clients, or employees experience discrimination based on having a disability?*

An attempt to answer that question resulted in ***Respectful Interactions: Disability Language and Etiquette***, a course specifically designed by the Northwest ADA Center to help organizations improve their communication with and respect for people with disabilities. The content was designed to help participants develop a better understanding of the issues related to disabilities, and become comfortable enough with the topic that they feel confident in knowing how to use appropriate language and interact with people with disabilities in an effective manner.

***Respectful Interactions*** offers respectful, practical advice on serving customers and working alongside colleagues who have disabilities. Throughout the course, individuals with disabilities describe their interaction preferences through video clips.

## Course Content

1. Introduction to Disability Language & Etiquette
2. People Who Use Wheelchairs
3. People Who Are Deaf or Hard of Hearing
4. People Who are Blind
5. People Who Have Speech Disabilities
6. People Who Have Non-Apparent Disabilities
7. People Who Use Service Animals

## Course Participation

- This online course contains the seven sections listed above. Each section consists of a narrated presentation, video clips of individuals with disabilities, and a quiz.
- You can interact with the course according to your own schedule. It can be accessed at any time.
- After you have completed the presentations and quizzes, plus an evaluation questionnaire, you can request a **Certificate of Completion**.
- To register for ***Respectful Interactions***, please send an email to [tammio@uw.edu](mailto:tammio@uw.edu). Include your name, email address, and the city in which you live.
- You will be sent a return email with instructions on how to access and interact with the course content.

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The Northwest ADA Center is a member of the ADA National Network. This online course was developed under grant from the Administration for Community Living (ACL), NIDILRR grant #90DP0016-02-00. However, the contents do not necessarily represent the policy of the ACL, and you should not assume endorsement by the federal government.

