

CULTURAL & LINGUISTIC COMPETENCY TIPS FOR PERSONS WITH DISABILITIES(PWD)

WEBSITE, FLYERS, AND CLIENT RECRUITMENT

- When recruiting clients, advertisements are one of the first strategies.
- Many printed ads will be inaccessible for people with reading disorders as well as those who have low to no vision.
- Advertisements that exclude PWDs will limit an organizations ability to recruit and serve that population.
- Also consider text descriptions for visual material, captioning, and allowing for different Web navigation such as keyboard shortcuts to make Web Sites more accessible for everyone.

COMPETITIVE ADVANTAGE

- Large print is typically 16-18 point font.
- Black letters on white backgrounds provide the highest contrast. Some people may need a lower contrast so beige or gray backgrounds would be more appropriate.
- Some people who are blind may use the Braille alphabet while others may prefer to have a recorded version of publications or consent forms.

APPOINTMENT SCHEDULING

- Persons with disabilities are more likely to use public transportation or have no access to reliable transportation.
- There is also a possibility clients may have sleep disorders and they may need appointments that are consistent with their sleep/wake cycle.
- People with temperature sensitivities and no transportation are limited by extreme heat and cold.
- Taking these into account when making appointment times and dates is simple and makes huge differences for the clients.
- Flexible Scheduling, local offices available for clients, and walk-in service options are all ways to take the clients needs into account.

TESTING

- Testing persons with disabilities(PWD) can be difficult.
- An organization must meet the accommodations of the PWDs while still meeting the standardization of the assessments.
- Some improvements can be made by making the assessments in large print format, braille, or having the assessment read out-loud.
- The risk is that clinicians are cautioned against making alterations to assessments because of ethical, legal, copyright, protocol violation risks as well as the validity of the results.
- If your psychologists have concerns about accessibility they can contact the customer service for the assessments.
- If they do not have accessible formats then advocacy for PWDs to the companies to consider modifications is the best option.

ADVOCACY

- The final tip for being more culturally and linguistically competent is to advocate for your clients.
- Speaking with clients and colleagues to find holes in the system and take those issues to the correct formal and informal committees within the organization.