

Cultural Competency Training

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 **WE ARE
WASHINGTON
DC** GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Agenda

Purpose

Deaf Culture Overview and Considerations

Best Practices

Procedures for Requesting and
Coordinating Accessibility

Wrap up

Cultural Competency Pre-Survey



Purpose of Training

Get

Participants will get exposure on Deaf, DeafBlind, Deaf Disabled, Hard of Hearing and Late Deafened communities and cultures

Gain

Participants will gain a better understanding of how to engage with D/DB/DD/HH/LD DC employees, residents, and visitors

Take away

Participants will take away best practices to improve accessibility within their agency and at external activities and events

Authority and Accessibility

Providing accessibility and accommodations is not only best practice, but it's the law.

The District is required to take steps to ensure that its communications with individuals with disabilities are as effective as communications with others.

Title II of the Americans with Disabilities (ADA), 42 U.S.C. 12131 et seq.

Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794 et seq

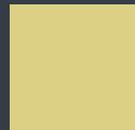
District of Columbia Human Rights Act, D.C. Code 2-1402.01 et seq

Cultural Awareness

"Deaf people as a cultural and linguistic minority have a common experience of life, and this manifests itself in Deaf culture. This includes beliefs, attitudes, history, norms, values, literary traditions, and art shared by Deaf people." - World Federation of the Deaf



Beliefs and
Attitudes



History



Behavioral
Norms



Values



Traditions



Art

Unique Features of Deaf Culture

Environment

Regional
language

Social
connections

Community

Technology Use

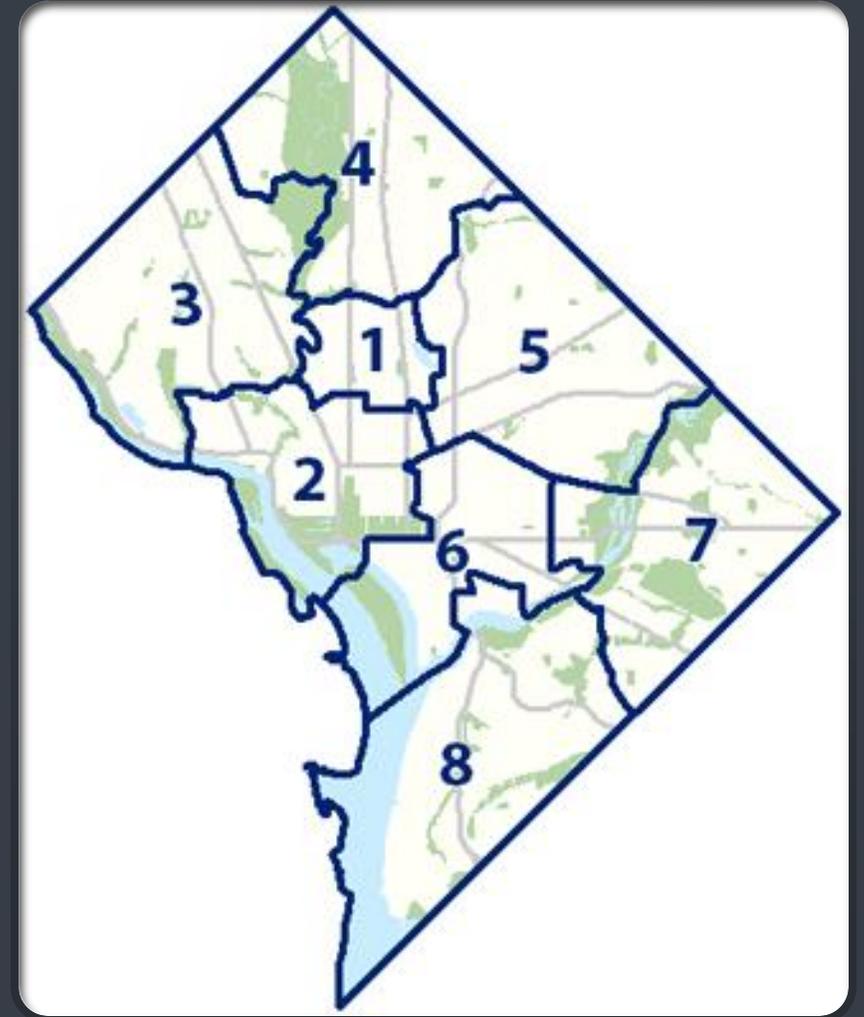
Communication

Art

Ways of getting
someone's
attention

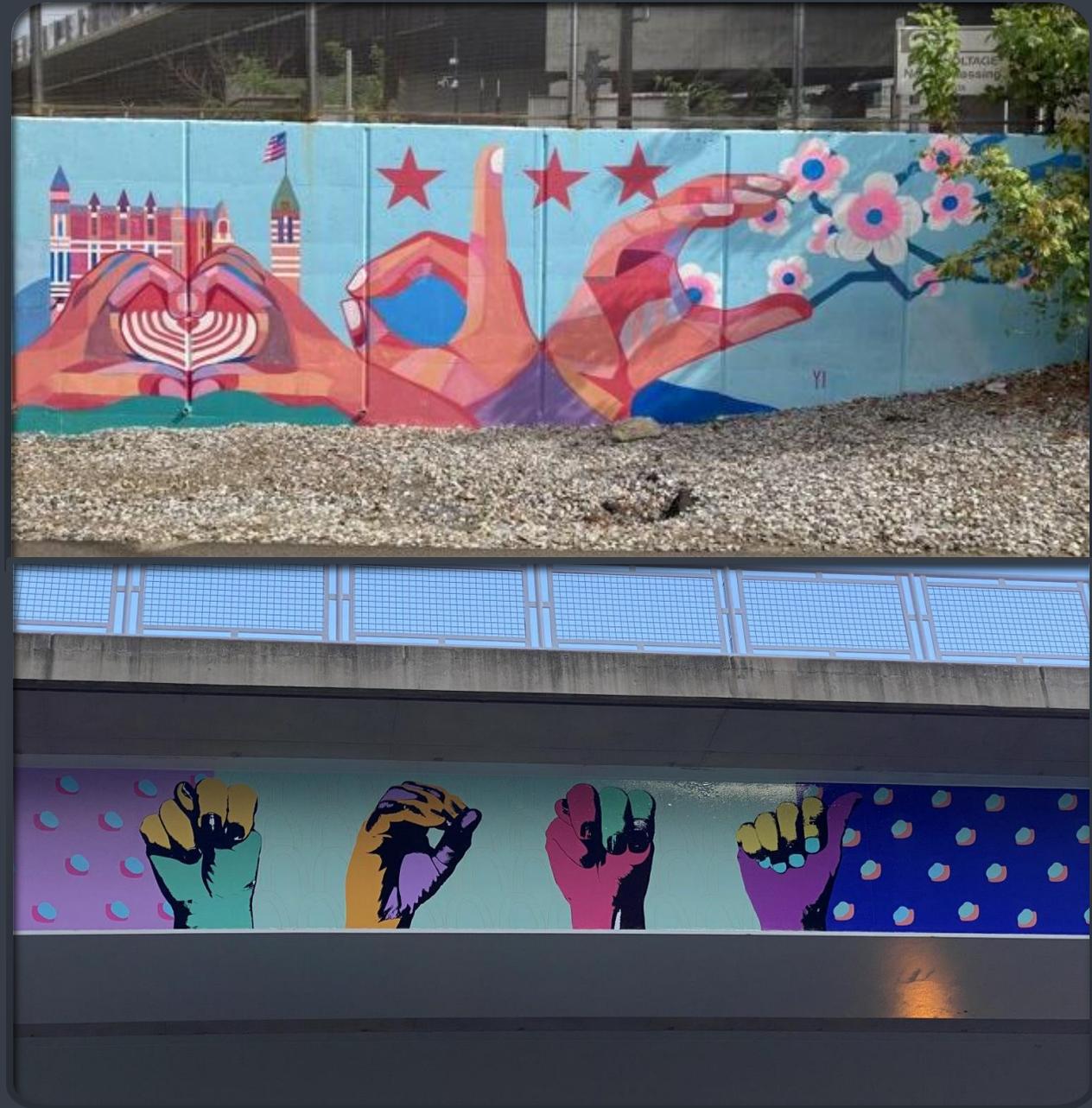
D/DB/DD/HH/LD by the Numbers

- With over 23,000 Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, Late Deafened (D/DB/DD/HH/LD) people in the region, the District of Columbia holds the largest concentrated population of deaf and hard of hearing residents in the United States that live, work, play and thrive.
- DC is also home to the largest number of service providers in the country including sign language interpreters, captioners, certified deaf interpreters and other support providers.



Deaf Culture in DC

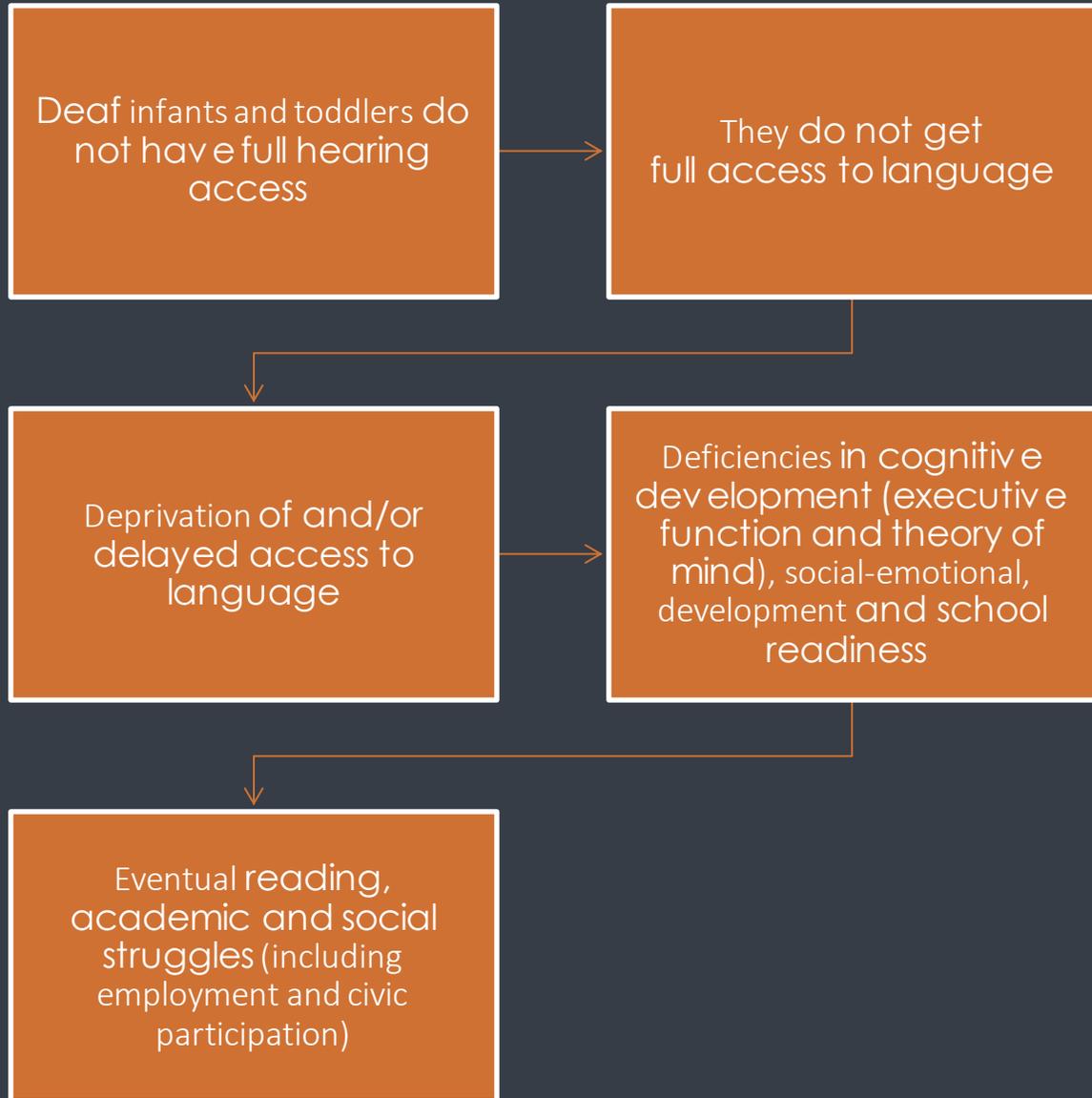
- Community
 - Gallaudet
 - NoMa and H Street
 - Signing starbucks
 - Mozzarella
 - Chase Bank
 - Deaf organizations
- History
 - Louise B. Miller lawsuit
 - Deaf President Now
 - Formation of MODDHH



Attitudes and Disparities

- Audism: "The belief that one is superior based on one's ability to hear or behave in the manner of one who hears" - Tom L. Humphries, deaf academic, author, and lecturer on Deaf culture and deaf communication
- Language deprivation: The lack of developmentally-appropriate proficiency in any natural language
- 96% of deaf babies are born to hearing parents and families, only 30% of whom sign at home. The rest do not know sign language and may have no prior knowledge and/or experience with deaf people. Parents and families are often misguided by medical professionals to focus on spoken language/speech skills development = "teaching deaf children how to talk is the only way to ensure success in the world"

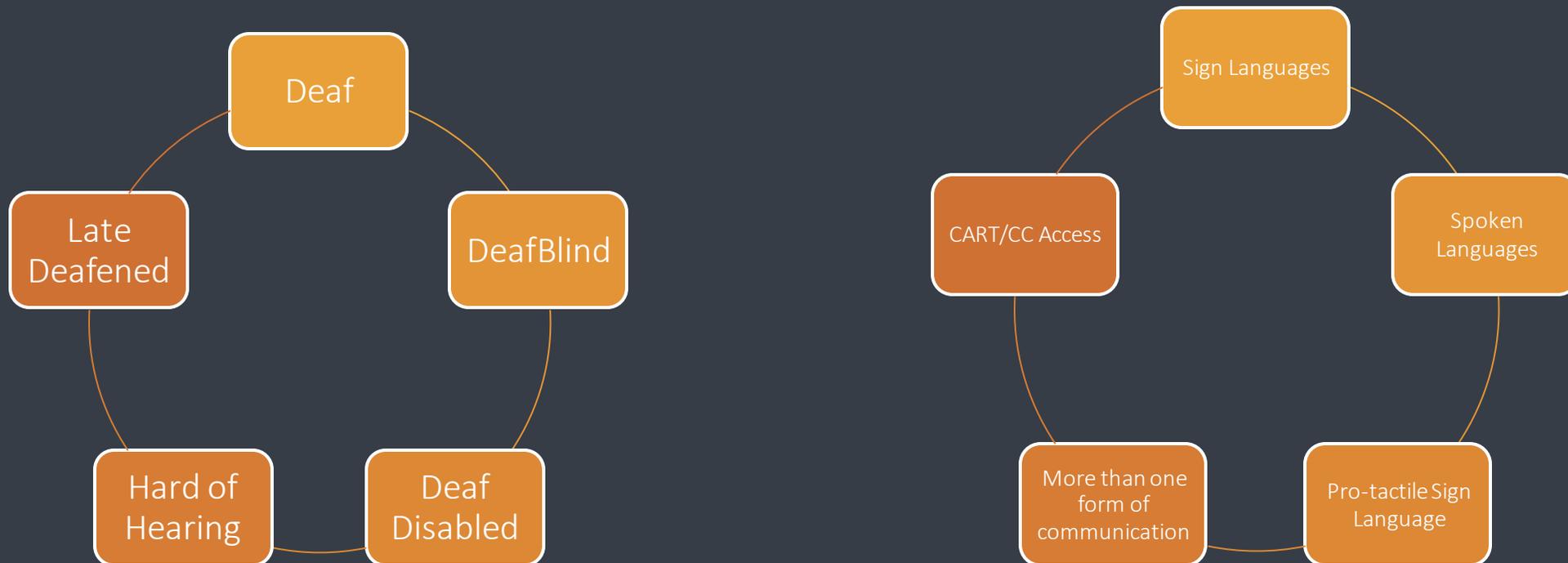
Attitudes and Disparities



- Average reading level among deaf adults is at 3rd-4th grade level
- In 2017, 51% of deaf D.C. residents were employed as compared to 76% of hearing people – National Deaf Center

Varying Identities and Varying Communication Needs & Preferences

Identity and communication needs/preferences is something that is decided by the individual, depending on their choices (e.g., audiological or cultural perspective), comfort level, and acceptance.



Sign Languages

American Sign
Language (ASL)
Interpreters and
other Sign
Languages

Certified Deaf
Interpreters (CDI)
and Deaf
Interpreters (DI)

Pro-Tactile ASL

Bi- and Tri- Lingual

Auxiliary Aids + Assistive Technology

Communication
Access Realtime
Translation (CART)

Closed Captioning
(CC)

Video Phone (VP)
Video Relay Services
(VRS)
Video Relay Interpreter
(VRI)

Ubi-Duos

Teletypewriters (TTY) TTY
Relay Services

Induction Loops

Frequency Modulated
(FM) Systems

Information Retrieval
(IR) Systems

Cultural and Accessibility Considerations: Deaf

"deaf" (lowercase) refers to people with any degree of hearing loss.

"Deaf" (capitalized) usually represents people who identify as members of the Deaf community, a linguistic and cultural (minority) community who uses sign language as their primary/preferred mode of communication.

CDIs specialize in cultural and linguistic exchanges and are trained in adapting to an individual's mode of communication; e.g., interpreting "home" signs, facial expressions, slang, foreign sign languages, gesturing, and limited ASL skills.

Considerations: DeafBlind

Deaf individuals who have vision loss in addition to being deaf. The type and severity of vision and hearing loss varies from person to person.

About 50% of DeafBlind individuals have Usher Syndrome – genetic condition that causes vision and hearing loss

Communication methods vary with each person, depending on the causes of their combined vision and hearing loss, background and education. Examples of communication methods: Using sign language adapted to fit their visual field, pro-tactile sign language, tracking, tactile fingerspelling, print on palm, Braille, and more.

Accessibility considerations and technology use: Mobility canes, braille, refreshable braille displays, portable magnifier or CCTV (closed-circuit television), adjustable font size, text, background colors, accessible reading materials (e.g., add alternative text and image description to pictures)

Considerations: DeafBlind – Accessibility



Large Print



Image
description



Alt-text
format

Considerations: DeafBlind – Mobility Canes

All white cane means person is completely blind

White cane with a red bottom means person has low, but some usable vision

Red and white striped cane means person is DeafBlind or Deaf with low vision

Considerations: Deaf Disabled

Deaf individuals who have one or more disabilities in addition to being deaf. This may include developmental disabilities such as autism, intellectual disabilities, and cerebral palsy; physical (such as wheelchair users); mental and/or behavioral health concerns; and traumatic brain injury (TBI).

Deaf disabled individuals are often overlooked and marginalized within deaf communities.

Resource in D.C.: Deaf-REACH, a non-profit agency focusing on the specific needs of deaf individuals who are experiencing severe behavioral health concerns, who have additional disabilities (e.g., developmental disability), and/or who are severely socially and economically disadvantaged due to language deprivation (including English/ASL as a second language).

Considerations: Deaf Disabled

<https://communityaffairs.dc.gov/moddhh>

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Considerations: Hard of Hearing

<https://communityaffairs.dc.gov/moddhh>

Individuals who have some or a lot of hearing, but do not hear as well as hearing individuals (ranging from mild to profound hearing loss).

It can also refer to individuals with hearing loss who don't identify with any cultural affiliation with the Deaf community.

Oral Deaf: Individuals with hearing loss who are trained to speak and may not typically use sign language.

Accessibility considerations: Some hard of hearing people participate in the social, cultural, political, legal life of the deaf community while others live in the "hearing world". The individuals most benefit from captioning and transcription to enjoy full inclusion

Considerations: Late-Deafened

<https://communityaffairs.dc.gov/moddhh>

Individuals may identify as late-deafened if they become deaf or experience hearing loss as an adolescent, adult or senior citizen.

Individuals who are late-deafened have lost all or some of their hearing after having had all or some of their hearing earlier in their lives. They may have become late-deafened gradually over time through genetics, aging, or even situational incidents such as illnesses, accidents impacting the ear, or loud music.

Accessibility considerations and technology use: Late-deafened individuals may not know sign language and thus rely on real-time captioning such as Communication Access Realtime Translation (CART) services or transcription for full inclusion. Keep in mind they may be able to speak, but not hear.

Harmful Terminology

These are examples of harmful and outdated terms to avoid when referring to or describing the D/DB/DD/HH/LD community:

Hearing
Impaired;
physical/mental
impairments

Wheelchair
bound

Crazy, insane

Deaf and Dumb

Mute

Hearing
Deficient

Working with Effective Communication Professionals

ECPs are language facilitators

- Engage with the D/DB/DD/HH/LD individual
- Make eye-contact with D/DB/DD/HH/LD individuals
- Be patient with effective communication professionals, just as you would with D/DB/DD/HH/LD individuals and others.

Be as detailed as possible

- This allows ECP team to identify appropriate amount of effective communication professionals to effectively and smoothly facilitate communication

Scenario: A
D/DB/DD/HH/LD
constituent
shows up at
your office –
now what?

Greet the person!

Follow their lead

Tips to facilitate communication

Schedule a meeting
with accessibility

Tips for Government Professionals

Do not ask if we can
read lips

Facial expressions

Attention-getting
techniques

We want to connect
with you!

VP/VRS and
regular phone numbers

Virtual meetings

Accessibility requests

Accessibility Checklist for Meetings and Events

Agency point of contact

Include ECP team in the planning stages

- Cultural competency
- MOCA Calendar of Events

Identify a designated space for D/DB/DD/HH/LD constituents - create and post signage

Identify staff and/or volunteers who are trained to interact with D/DB/DD/HH/LD constituents and can guide them to the designated space

Coordinate a run through with the effective communication professionals/agency/MODDHH prior to the event

Accessibility During Virtual Activities

Blurred backgrounds – not the most accessible

Host needs to pin or spotlight interpreters

Mute your mics

Please raise your hand to speak next (reduce overlap talking and visual noise)

Make sure the link is accessible

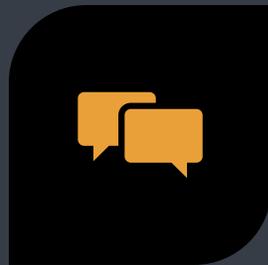
Provide any presentation materials to ECPs in advance

Log in 5-10 minutes prior to the meeting to meet and prep ECPs

Accessibility via Social Media Platforms



CAPTION YOUR
VIDEOS!



POST TRANSCRIPT IN THE
COMMENTS

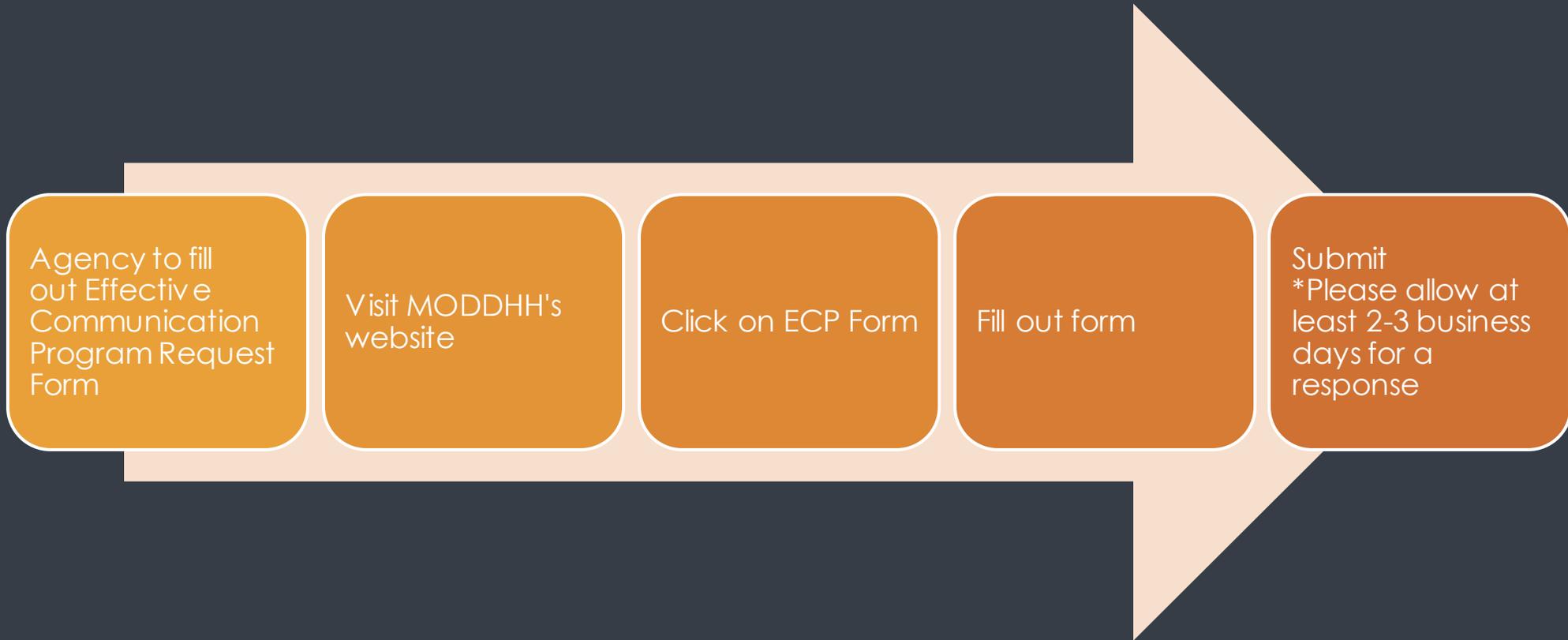


IMAGE AND
VIDEO DESCRIPTIONS



INCLUDE ACCESSIBILITY
INFORMATION ON
YOUR FLYERS!

Effective Communication Request Procedure



Solution

Close the gap

- Allow all constituents to engage with your office. Inclusion and accessibility should be a forethought, not afterthought.

Target audience

- ALL DC residents and visitors

Cost savings

- Language Accessibility is enforced by law

Inclusivity and Accessibility

- Same as racial and gender gaps, let's work together to close the accessibility gap
- Diversity, Equity, Inclusion, and Accessibility (DEIA)

Cultural Competency Post-Survey





Check out
our website and
social media!

