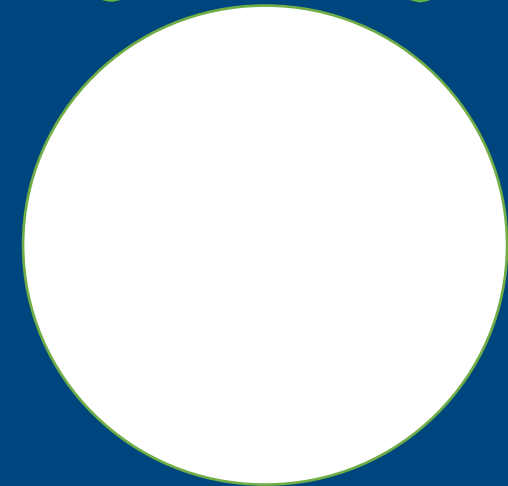


Effective and Interactive Communication

Ken Thompson

Making your process work for you and your riders.

How to...



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What is Effective Communication?

- The ADA requires “effective communication,” which means whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities.

Effective communication is required by the ADA.

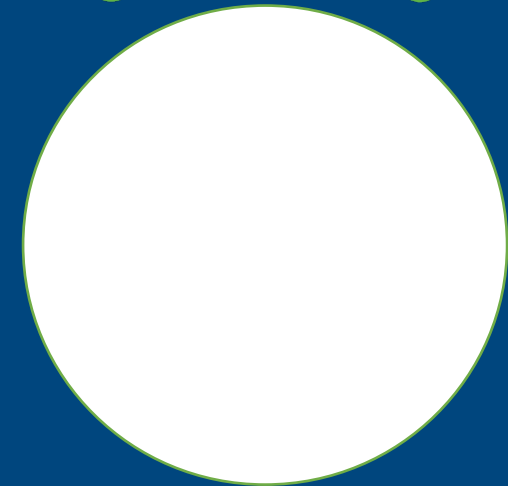
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Why Do We Do This?

- For getting information on reasonable modification to policy requests
- For facts around incidents
- For follow-up information
- Resolution of a complaint
- Remedy of a problem

Preferred communication methods may vary by situation.



How is it Provided?

- Various aids and/or services must be used to provide effective communication for people with disabilities
- Consult with the individual to determine what method or support is needed for communication

Effective communication is individualized.

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Types of Communication (examples)

- Verbal by phone
- Telephone relay services
- Written (large print or font)
- In-person
- Video
- Video relay service
- E-mail
- Texts
- With a communication assistant (another person)
- Communication device

Ask for their preferred method of communication.

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Promote Discussion

- It is interactive and promotes discussion
- Use effective communication strategies
- Engage with a person in the communication manner of their choosing

Effective communication is interactive.

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Strategies When in Verbal Conversation

- Emphasize the person (not the disability)
- Use person-first language
- Speak clearly with normal tone and speed
- Talk directly to the person not companion
- Be an effective listener and use affirming responses

Emphasize the person, not the disability.

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Privacy and Sensitivity

- Avoid specific discussion on disability details
- Medical issues
- Focus on the best way to assist and accommodate a person in communicating

Specifics on disability aren't always relevant.

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Follow-Up!

- Ask if any additional assistance is needed.
- How can we assist you better?
- Continue to be open to discussion even when a solution is found.
- Additional support and information is helpful.

Ensure that all needs were met.

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Resources for Assistance

- ADA National Network
Call 800-949-4232

Connects you to one of 10 regional ADA Centers for guidance and information



- Call 866.983.3222
 - Email:
contact@nadtc.org
- <http://www.nadtc.org>

Thank-you!

How to...

