Agenda

• Background
• Regulations
• Overview of Disability
• Accessibility
• Serving Seniors and People with Disabilities
Seniors and People with Disabilities

• Seniors
  ▪ Age 65+

• People with disabilities
  ▪ Any age
  ▪ Physical, sensory, and
    – cognitive disabilities
Challenges Faced by Seniors and People with Disabilities

- Multiple chronic conditions
- Behavioral health conditions
- Cognitive and developmental conditions
- Social issues (housing-homelessness, financial hardship, transportation, limited or no-support system, meals, isolation)
- Likely new to managed care
  - No “official” PCP in the past
  - Relationships with multiple specialists
  - Unfamiliar with referral/HMO processes
Regulations

- Americans with Disabilities Act
- Section 504 of Rehabilitation Act
- Section 1557 of Affordable Care Act
CDIHP Video Summary

• Disability is an aspect of human diversity
• Disability could range in severity, duration and functionality
• Some disability is visible and others are hidden
• Diversity within people with disabilities - “One size does NOT fit all”
Shifting Mindset

The interaction of impairment with environmental factors
Accessibility

• Communication Accessibility
  Auxiliary Services and Aids

• Physical Accessibility
  Accessible Facilities and Equipment
Auxiliary Services and Aids
Accessible Facilities and Equipment
<table>
<thead>
<tr>
<th><strong>Acceptable</strong></th>
<th><strong>Unacceptable</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>People with disabilities</td>
<td>The handicapped or disabled</td>
</tr>
<tr>
<td>He has a cognitive disability</td>
<td>He’s mentally retarded</td>
</tr>
<tr>
<td>She has autism</td>
<td>She’s autistic</td>
</tr>
<tr>
<td>He has Down Syndrome</td>
<td>He’s Down’s; a Down’s person; mongoloid</td>
</tr>
<tr>
<td>She is a wheelchair user</td>
<td>She’s confined to/is wheelchair bound</td>
</tr>
<tr>
<td>She is of short stature</td>
<td>She’s a dwarf/midget</td>
</tr>
<tr>
<td>He has a physical disability</td>
<td>He’s quadriplegic/crippled</td>
</tr>
<tr>
<td>People without disabilities</td>
<td>Normal/ healthy/typical people</td>
</tr>
</tbody>
</table>
Serving Seniors and People with Disabilities

- Use “people first” language
- Treat people with disabilities as individuals
- Speak directly to a person with a disability
- Don’t make assumptions
- Ask before you help
- Honor expressed choice for reasonable accommodations
Resources and Services

- Provider Directory (accessibility listed)
  [http://www.lacare.org/members/member-docs/provider-directories](http://www.lacare.org/members/member-docs/provider-directories)

- Community Resources Directory
  [www.healthycity.org](http://www.healthycity.org)

- American Sign Language (ASL) Videos
  [http://www.lacare.org/members/member-services/interpretation](http://www.lacare.org/members/member-services/interpretation)
Resources and Services

• TTY/TDD
  California Relay Services: 711

• ASL Interpreters & Alternative Formats
  Intranet > Quick Links > Translations
Resources and Services

- Provider Manual
  
  [http://www.lacare.org/providers/provider-resources/provider-manuals](http://www.lacare.org/providers/provider-resources/provider-manuals)

- Toolkit for Serving Diverse Populations
  
Summary

- People with disabilities face barriers and challenges in accessing healthcare.

- Just like no two people are exactly alike, people with the same disabilities may not experience disabilities and navigate through the world in the same way.

- Use the respectful language, be ready to provide accommodations for people with disabilities in accessing healthcare.
C&L Contact

• Interpreting Services
  InterpretingServicesSpecialist@lacare.org

• Translation & Alternative Format Services
  TranslationServicesSpecialist@lacare.org

• C&L Training & Resources
  CLStrainings@lacare.org

Thank you