

Worksheet: Protocols to Assist People with Disabilities

Goal: Extract details from discussions in meetings about protocols to assist people with disabilities in a professional context.

Instructions: Watch the video carefully. Answer the following multiple-choice questions based on the information provided in the video.

https://www.youtube.com/watch?v=QPEwlj3jhGc&ab_channel=MSFTEnable

1. What is the first tip mentioned for making events more inclusive?
 - a) Identify yourself and others when meeting a person who is blind or has low vision.
 - b) Ensure there is a quiet room available.
 - c) Use sign language interpreters for people who are Deaf or Hard of Hearing.

2. When serving food to someone who is blind or has low vision, what should you do?
 - a) Avoid serving them food.
 - b) Describe the food verbally.
 - c) Let them choose their food independently.

3. How should you warn someone with a visual impairment about a potential danger?
 - a) Shout to get their attention.
 - b) Point towards the hazard.
 - c) Be calm and clear in warning them.

4. What should you do if you see an obstructed pathway?
 - a) Ignore it if it's not too dangerous.
 - b) Remove the obstacle yourself.
 - c) Alert someone on your team to remove the obstacle.

5. How should you interact with someone who has a cognitive disability?
 - a) Avoid making eye contact.
 - b) Be patient and give them time to respond.
 - c) Speak very slowly.

6. What should you do if someone with a mobility disability does not reach out to shake your hand?

- a) Avoid greeting them.
- b) Insist on shaking hands.
- c) Be flexible and adapt to the greeting.

7. When meeting someone who is Deaf or Hard of Hearing and accompanied by a sign language interpreter, how should you communicate?

- a) Use written notes only.
- b) Speak directly to the person who is Deaf or Hard of Hearing.
- c) Speak directly to the interpreter.

8. What is important to remember when talking to a person with a speech disability?

- a) Finish their sentences for them.
- b) Avoid asking them to repeat themselves.
- c) Listen attentively and wait for them to finish.

9. How should you get the attention of a person who is Deaf or Hard of Hearing?

- a) Stand in front of them and clap.
- b) Tap them on the shoulder or wave your hand.
- c) Shout their name.

10. What is the appropriate way to assist a person who is blind or visually impaired?

- a) Ask if they would like assistance and offer your elbow.
- b) Grab their arm and guide them.
- c) Lead them by holding their personal belongings.

11. What should you remember about service animals?

- a) Feed them if they seem hungry.
- b) Pet them to make them feel comfortable.
- c) Do not touch or interact with the service animal.

12. How should you treat mobility devices such as wheelchairs or canes?

- a) Lean on them to show friendliness.
- b) Move them if they are in the way.
- c) Consider them an extension of the person and do not touch or move them without permission.

13. When should you ask before opening a door for someone with a mobility disability?

- a) Never, just open it for them automatically.
- b) Only if they seem to be struggling.
- c) Always, as they might be using the door for support.

14. What is the overall goal of training event staff to create an inclusive environment?

- a) Reduce the workload of event staff.
- b) Empower all attendees to have a great experience.
- c) Make the event staff more aware of disabilities.