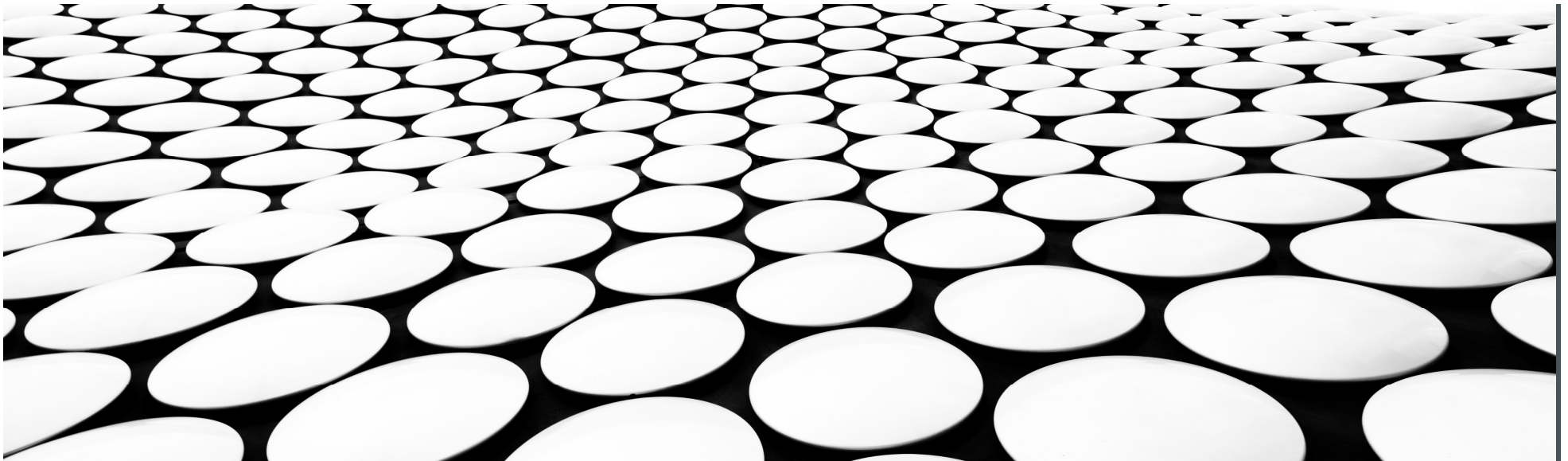

PROVIDER TRAINING - SERVING SENIORS AND PERSONS WITH DISABILITIES

ANNUAL TRAINING 2023



The Holman Group
Managed Behavioral Health Care Services



TRAINING GOALS AND LEARNING OBJECTIVES

After completing this course, you will:

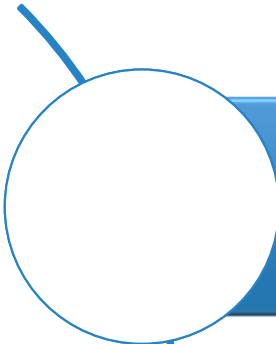
- Gain a level of comfort around issues of disability.
- Be familiar with basic disability rights and etiquette information.
- Know how to apply this information to your job.
- Find available resources.
- Provide excellent customer service to all members.

Learning Objectives:

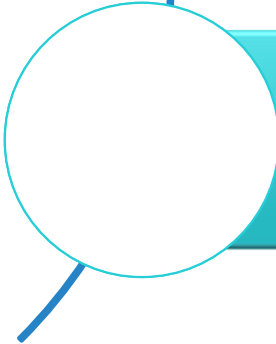
- Identify the Purpose for Training
- Identify The Holman Group's Seniors and Person's with Disabilities (SPD) Members/ Patients
- Define Disability and Functional Limitations
- Identify Types of Accommodations for Members/ Patients
- Gain Communication Tips, Tools, and Resources



TRAINING PURPOSE



Starting June 2011, the California Department of Health Care Services (DHCS) requires Holman Group to conduct competency and sensitivity training for Holman Group staff and network providers and their staff who come in contact with members identified as Seniors and Persons with Disabilities (SPD).



Holman Group's goal and commitment is to serve all of its members/patients with compassion and respect, ensure that communications, physical spaces, services and programs are accessible to people with special needs (including visual, hearing, cognitive and physical disabilities), and be the member's partner in mental/behavioral health care

INTERACTING WITH SENIORS

- Speak at Your Normal Volume
 - Talk louder only when you are asked.
 - If you are a fast-talker, slow down a bit.
- Address the Person Formally
 - Use “Mr.” or Mrs.”
 - Do not use, “dear”, “sweetheart”, or “sweetie”.
- Always Ask Before Helping
 - Offer your arm for balance, if needed.
 - Do not grab the person’s arm.
- Be Patient
 - Be patient, be patient, be patient.
 - Be patient, be patient, be patient.





AMERICAN WITH DISABILITIES ACT (ADA)

- Federal Civil Rights Law passed July 26, 1990
 - Protects persons with disabilities, similar to the protection on the basis of race, color, sex, national origin, age, and religion.
- Ensures equal access to employment, public services, public accommodations, transportation, and telecommunications.

WHAT IS DISABILITY?

- Disability defined by the ADA is:
 - Physical or mental impairment that substantially limits one or more major life activities; or
- Record of a physical or mental impairment that substantially limited a major life activity; or
- Being regarded as having such an impairment.



A person with a white cane is walking on a city street. The person is wearing a light blue t-shirt, a grey blazer, and light grey trousers. They are holding a white cane with a red tip. The background shows a blurred city street with other pedestrians and buildings.

INTERACTING WITH PERSONS WITH DISABILITIES

- First of all relax...
 - If you're not sure what to do, just ask.
 - Don't be embarrassed if you use common terms like "See you later," or "Did you hear that?"
- Focus on the person, not the disability.
 - Disabilities do not define a person.
 - Assume that a person CAN do something, rather than assuming they CAN'T. They will let you know.
- Always ask before helping.
 - Offer your arm for balance, if needed.
 - Do not grab the person's arm (or other body parts).
- Listen attentively.
 - Do not finish the person's sentence.
 - Do not pretend to understand if you do not.
- Be on the same level.
 - Sit in a chair or kneel when speaking to a person in a wheelchair or scooter for more than a few minutes.
 - Instead of leaning over a counter that is too high for someone, step around the counter to provide service.

TYPES OF ACCOMMODATIONS

Physical Accessibility	Provider Office Policies	Assisting Patients with Limited Mobility	Assisting Patients Who Are Blink or Have Low Vision
<ul style="list-style-type: none"> • Building entrances • Restrooms • Parking lots • Doors, doorways, and hallways • Waiting areas and reception desk • Drinking fountains and water coolers • Elevators • Posted signs • Telephones • Forms and documents 	<ul style="list-style-type: none"> • Flexible appointment times • Longer appointment times • Providing support to fill out forms • Providing lift assistance • Providing print materials in alternate formats • Allowing service animals 	<ul style="list-style-type: none"> • Do sit down. • Do relax, speak directly and be attentive. • Do ask before you attempt to help. • Do ask how assistive devices and equipment work if you don't know. • Don't stand. • Don't speak through a caregiver or companion or treat the person as invisible. • Don't start pushing someone's wheelchair unless asked. • Don't touch or move a person's wheelchair, cane, crutches, or walker without consent. 	<ul style="list-style-type: none"> • Patients may use a white cane or a service dog. • Patients may or may not need assistance. • Do identify yourself. • Do ask before you attempt to help. • Don't shout. • Don't move someone's cane without asking. If you move it tell them where it is.

INTERACTING WITH PERSONS WITH DISABILITIES

If you have trouble communicating:




Do	Don't
<ul style="list-style-type: none">• Ask the patient how they would like to communicate.• Always speak to and look at the person who is deaf, not the interpreter.• Speak slowly, clearly, patiently, and give time to respond.• Ask the person to repeat or spell it to confirm you understand.• Offer paper and pen.	<ul style="list-style-type: none">• Don't assume – which also includes, not to assume someone from another culture understands American Sign Language.• Don't cut off or finish sentences or thoughts.• Don't rush or ask the patient to hurry.• Don't become impatient or annoyed.• Don't assume a patient can read lips.

COMMUNICATION TOOLS AND RESOURCES

- To help you better communicate with members who are deaf or hard-of-hearing, learn about available technology resources or services, such as:
 - Assitive Listening Devices/ Amplification Technologies
 - Augmentative and Alternative Communication Devises
 - Audio Recordings
 - Captioning
 - Qualified American Sign Language (ASL) Interpreters
 - Qualified Readers
 - Relay Service
 - Speech Reading
 - Video Relay





The End.

THANK YOU FOR YOUR TIME!

If you have any questions regarding any of the information within this training, please send an email to the compliance team at compliance@holmangroup.com