

# HOW TO BE ANTI-ABLEIST AND ANTI-AUDIST WHEN PROVIDING HEALTH CARE SERVICES

ELLEN SCHAEFER-SALINS, PH.D., LCSW-C AND  
LAURA DREANY-PYLES, LCSW-C, CAC-AD



# Audism and the Deaf Community

# Definition - Audism

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- Audism - Audism is **an attitude based on pathological thinking that results in a negative stigma toward anyone who does not hear**; like racism or sexism, audism judges, labels, and limits individuals on the basis of whether a person hears and speaks (Humphrey & Alcorn, 1995: 85).

# Impacts of Audism

## Not making an effort to communicate with a person who is deaf or hard of hearing.

- Writing or texting is fine, but many don't even try. Talking is sometimes fine too depending on the person.

## Assuming deaf people can't do things

- "Wait, you can drive? Or read? Or have kids?"

## Approaching deafness as a tragedy

- "You are deaf? I am so sorry."

## Patronizing behavior

- "You speak so well for a deaf person."

## Employment Discrimination

- "How can you be a lawyer? It will be expensive to get you interpreters."

# Facts about Deafness

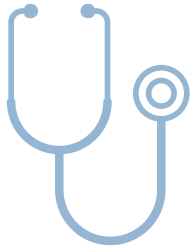
- Congenital Deafness means being deaf from birth
- Each year more than 12,000 babies are born with a hearing loss In the United States.
  - ▣ Causes include
    - Genetic
    - Infections during pregnancy (Rubella)
    - Complications during pregnancy (Rh factor, maternal diabetes...)
    - Part of a syndrome with other disabilities such as Downs Syndrome, Ushers Syndrome, and Waarendburg Syndrome
- Over 90% of children who are born deaf have hearing parents who know nothing about deafness.



# Facts about Deafness

- Acquired Hearing loss means when a person becomes deaf after birth
  - Causes Include
    - Exposure to loud noise
    - Ear infections
    - Diseases with high fever such as mumps, meningitis, rubella
    - Head trauma
  - Communication/speech is impacted by whether a person is pre-lingually deaf (before learning speech) or post-lingually deaf (after learning speech)

# Deaf or Hard of Hearing



## Medical Definition

Based on a person's audiogram and Db (decibel) loss. People with a higher Db loss can be considered deaf and those with a lower Db loss, hard of hearing.

- Most hearing people have a 0 to 20 Db loss. People with over a 70 Db loss are considered severe to profoundly deaf.

Doctors and Audiologists make this determination

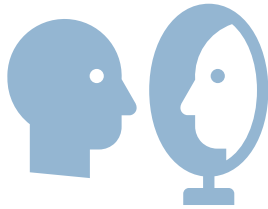


## Functional Definition

How well a person can function in the hearing world by their use of speech. Some people with severe to profound deafness may learn to speak well and lipread others.

Hearing people make this determination.

# Deaf or Hard of Hearing



## □ Cultural Definition

- This has nothing to do with how much you can hear or speak. This has to do with how a person identifies themselves.
- There is a deaf community with their own culture and language.
- Those who identify with the deaf community may consider themselves deaf, while those who identify more with the hearing community, may consider themselves hard of hearing.
- The deaf/hard of hearing person makes this determination.



# Communication Styles Deaf People

- Speech and Lipreading
  - Only about 30% of what is said can be lipread
  - Cued Speech – supports lipreading
- Sign Language
  - Home signs
  - Signed English
  - Pidgin Signed English – contact signs
  - American Sign Language (ASL)
  - Sign languages from other countries

# Quick Test of Deaf Facts/Myths

- ❑ If a person is deaf, they can not hear anything. **False**
- ❑ The telephone was invented by Alexander Graham Bell to help deaf people. **True**
- ❑ Alexander Graham Bell was an advocate for deaf rights. **False**
- ❑ All deaf people can lipread most of what is said. **False**
- ❑ All deaf people know sign language. **False**
- ❑ Sign language is NOT the same throughout the world. **True**
- ❑ There are some different signs for the same word in different parts of the United States. **True**
- ❑ Hearing Aids and Cochlear Implants improve a person's hearing so that he or she can hear like a hearing person. **False**
- ❑ Deaf people are not allowed to drive in the state of Maryland. **False**
- ❑ American Sign Language has different grammar than English. **True**
- ❑ If two deaf people have a child, that child will be deaf. **False**
- ❑ Deaf people are not allowed to adopt a child. **False**
- ❑ The football huddle was invented by deaf football players. **True**

# Deaf President Now

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- Deaf President Now Video

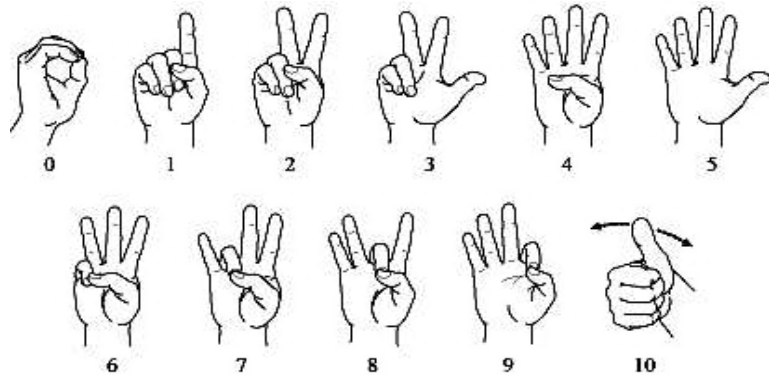
- ▣ <https://www.youtube.com/watch?v=1ygQ2e6atqg>

- Not hearing loss, deaf gain!

- ▣ <https://www.youtube.com/watch?v=F5W604uSkrk>

# ASL

- Letters
- Numbers
- Family Signs
- Social Work Signs





# Ableism

# Definition - Ableism

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***Ableism***: discrimination or prejudice against individuals with disabilities

(Merriam-Webster Dictionary)

The shift to recognize ableism began in the civil rights movements of the 1960s and 1970s, but the term wasn't coined until the 1980s by **feminists in the United States**

# Types of Ableism

Ableism manifests in many ways. It exists on different levels of society, including the following:

- **Institutional level:** This form of ableism affects institutions. An example is medical ableism, which is rooted in the idea that disability of any kind is a problem that needs fixing. When this is part of medical teaching and health policy, it affects the entire healthcare system and the well-being of patients.
- **Interpersonal level:** This is ableism that takes place in social interactions and relationships. For example, a parent of a child with a disability might try to “cure” the disability rather than accept it.
- **Internal level:** Internalized ableism is when a person consciously or unconsciously believes in the harmful messages they hear about disability and applies them to themselves. For example, a person may feel that disability accommodations are a privilege and not a right.

# Examples of Ableism

- ❑ Asking someone what is “wrong” with them
- ❑ Saying, “You do not look disabled,” as though this is a compliment
- ❑ Viewing a person with a disability as inspirational for doing typical things, such as having a career
- ❑ Assuming a physical disability is a product of laziness or lack of exercise
- ❑ Denying or refusing to provide reasonable accommodations due to money or effort.
- ❑ Using public facilities that are for people with disabilities, such as parking spaces or toilets
- ❑ Questioning whether a person’s disability is real



# Accessibility

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- **Accessibility** is achieved when the needs of people with disabilities are specifically considered, and products, services, and facilities are built or modified so that they can be used by people of all abilities.

" Accessibility means inclusion without stigma"

# Universal Design

- Universal design in our community:

- Elevators
- Curb cuts
- Automatic Doors
- Accessible Bathrooms
- Wider parking spaces and accessible parking



- UDL is an approach to designing educational environments, curricula, and pedagogy that reduces barriers to learning for students with diverse backgrounds, learning styles, and abilities.

# Equality, Equity, and Justice in Service Provision

## Equality



The assumption is that everyone benefits from the same supports. This is equal treatment.

## Equity



Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.

## Justice



All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier has been removed.

# Disability Rights Activism

- ADA (Americans with Disabilities Act)
  - ▣ Signed into law July 26, 1990, by President George H.W. Bush
  - ▣ The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the public. The **purpose of the law** is to make sure that people with disabilities have the same rights and opportunities as everyone else.
- Section 504
  - ▣ Specifically prohibits discrimination on the basis of disability. This law applies to public elementary and secondary schools, among other entities.
- Crip Camp
  - ▣ <https://www.youtube.com/watch?v=XRrls22plz0>
- Capital Crawl
  - ▣ <https://www.youtube.com/watch?v=qThC79iYs1U>



# Linguicism



# First Impressions

□ Denise Jacobson

□ <https://www.youtube.com/watch?v=l8r2l-nbkVo>



# Definition - Linguicism

## **Linguicism:**

is discrimination based on language or dialect: linguistically argued racism. It's also known as *linguistic discrimination*.

The term was coined in the 1980s by linguist Tove Skutnabb-Kangas, who defined *linguicism* as "ideologies and structures that are used to legitimate, effectuate and reproduce an unequal division of power and resources between groups which are defined on the basis of language."

# Types of Linguicism

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- Linguistic Imperialism
- Accent Prejudice and Dialect Prejudice
- Drawl
- English-Only Movement
- Native Speakerism
- People with "abnormal" types of speech
- People who cannot speak



# Becoming Anti-Ableist, Anti-Audist and Accepting of Those who Communicate Uniquely

<b>Learning</b>	Learning about disability — what it means and how it affects people
<b>Learning</b>	Learning about ableism, ableist stereotypes, and the history of disability rights activism
<b>Listening</b>	Listening to people with disabilities share their experiences
<b>Challenging</b>	Challenging ableism as it happens, for example, by correcting a myth or stopping bullying
<b>Giving</b>	Giving people with disabilities a platform, or “passing the mic,” instead of speaking for them
<b>Advocating</b>	Advocating for accessibility and inclusivity in education, the workplace, and more
<b>Enacting</b>	Enacting policies or laws that counter ableism

# How to be Accessible and Accepting

- Be where the client/patient is!
  - ▣ Ask the person how the service provision can be adjusted to fit their needs BEFORE they arrive for services.
- Don't Assume!
  - ▣ What works for accessibility for one patient may not work for another with the same disability.
- Be flexible and willing to change some office procedures if needed.

# Different Kinds of Interpreters

- **The most common types of interpreters include:**
  - ASL Interpreter
  - Certified Deaf Interpreter (CDI)
  - Pro-Tactile Interpreter
  - Oral Transliterator
  - Cued Speech Transliterator
  - Trilingual Interpreter
  
- <https://nationaldeafcenter.org/resource-items/interpreting/>

# Video Remote Interpreting (VRI)

- Video remote interpreting (VRI) is a form of sign language interpreting that allows people who are deaf or hard of hearing to communicate with a hearing person at the same site via videoconferencing instead of live, on-site interpreting.
- VRI is especially useful when
  - ▣ (1) there is a lack of available qualified interpreters, such as at a rural location
  - ▣ (2) when an interpreter is needed immediately and there is no available interpreter on-site.
- VRI is provided on a fee-for-service basis by several interpreting agencies; costs may vary based on whether an interpreter is needed immediately or is scheduled ahead of time.
- <https://www.washington.edu/doit/what-video-remote-interpreting>

# VRI used in Health Care



# Patient Rights



**Patients with a disability have the right to access the same medical services as everyone else. This means providers:**

- Shouldn't deny you medical care or services because buildings, exam rooms, or equipment aren't accessible.
- Should give you information in an accessible format.
- May provide certain services through alternative channels, such as virtual visits.

**Patients with a disability have the right to reasonable modifications, auxiliary aids, and services. This means providers must:**

- Provide qualified sign language interpreters, assistive listening devices, or materials in braille or large print.
- Allow a service animal into the inpatient and exam rooms. (Here, a service animal means any dog that is trained to do work or perform tasks for a person with a disability.)

# Patient Rights



## Federal laws protect your rights and prohibit discrimination. This means providers aren't allowed to:

- Refuse to serve you, or make you wait longer, just because you have a disability.
- Require you to bring someone to help with interpreting, reading, or other types of assistance.
- Charge you extra fees for braille transcription or sign language interpretation.
- Deny access to certain services covered under state-specific Medicaid waivers.

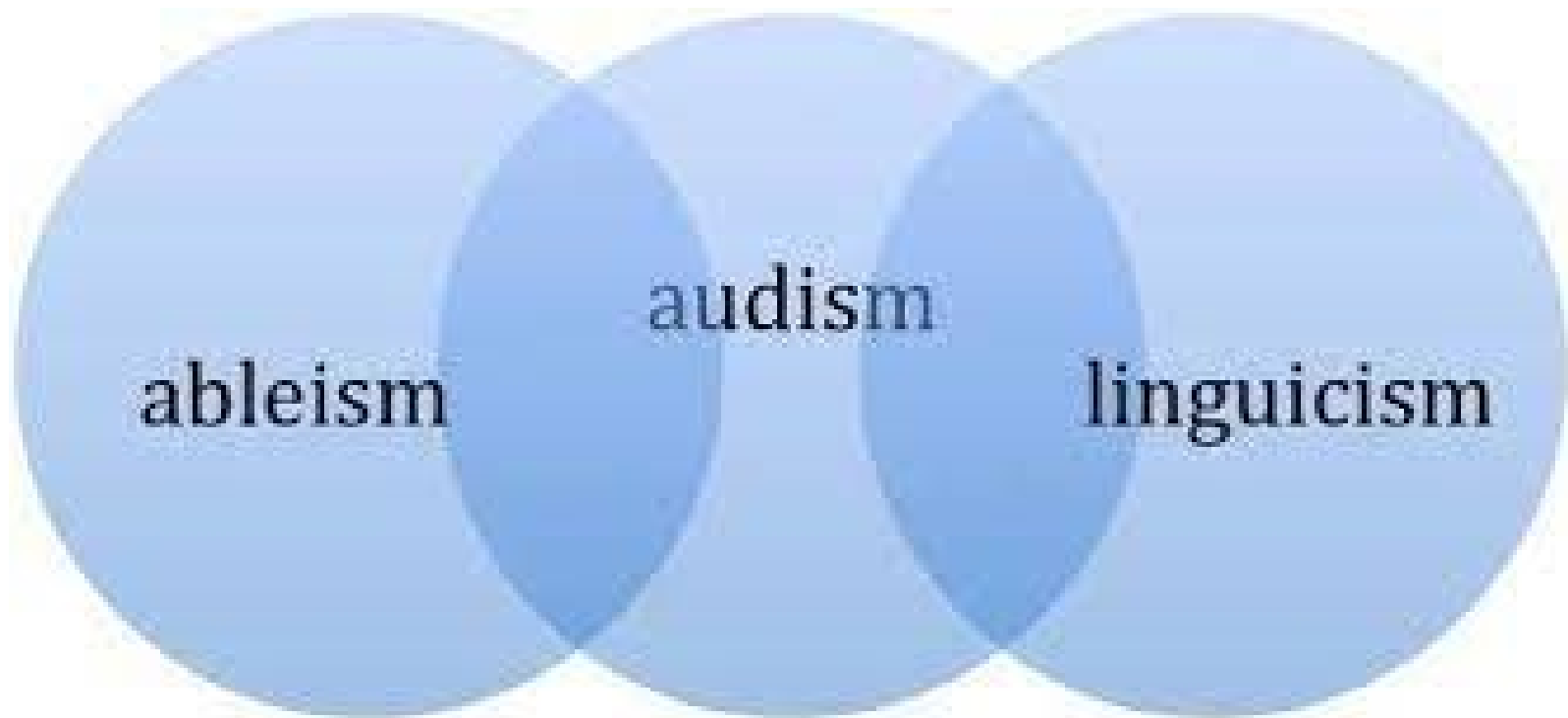
# Barriers – Case Studies

- **One agency informed my staff that if the deaf person could “read and write” they could come for services. This was an inpatient facility for SUD.**
- **Patient was “transferred” 4 times in 4 days for SUD inpatient recovery residential services because “ they could not provide services”. Then was at this facility for 4 months without an interpreter while being told “we are working on it”.**
- **Patient sat in the waiting room for 3 hours “waiting” for a VRI tablet.**
- **When a patient asks for a live interpreter instead of a VRI- please do this. The cost is the same and it all is what the patient WANTS.**
  - **VRI often has problems, it relies on WI-FI and disconnects, if you are in a building that has many machines this also affects the quality of the connection.**



# Barriers continued

- **Surgery- LIVE INTERPRETER- do you really want to rely on a VRI system while a patient is under your care? What would happen if a person wakes up in the middle of surgery, or you must wake them up for a reason? VRI is not acceptable for surgeries.**
- **Dental School- live interpreter if the patient asks for it. Just like the hearing patients' deaf patients also have anxiety about going to the dentist. I often hear VRI is acceptable and falls under the ADA laws... Again what does the patient want.**



ableism

audism

linguicism

Questions? Comments?

thank you



# Websites Used for References

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