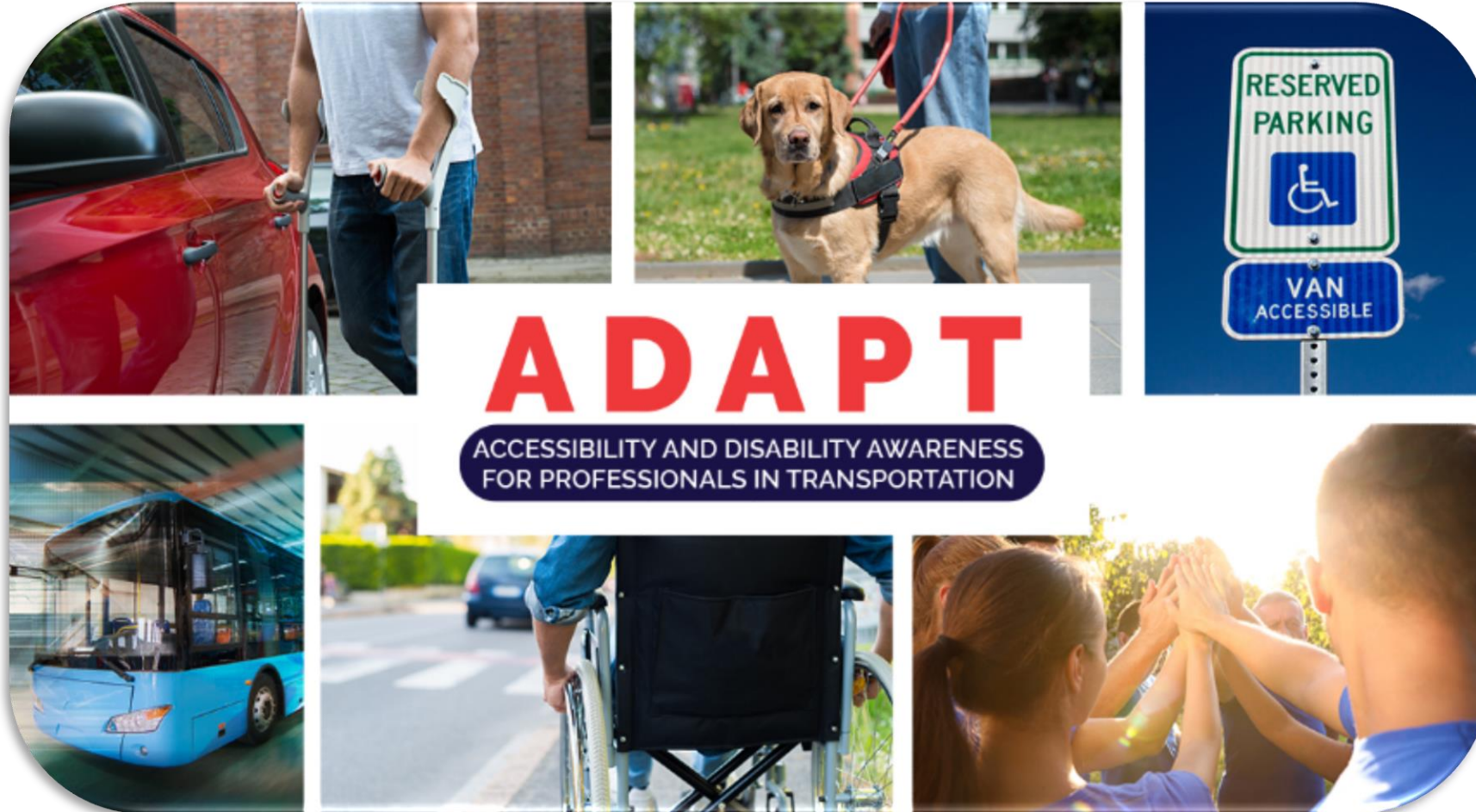# Michigan Mobility Challenge

# Feonix – Mobility Rising

Established in March 2018 – 501(c)(3) Non-Profit

- **Vision:** Transportation solutions for the health and wellbeing of every person, in every community.

- **Mission:** We serve communities by removing transportation barriers and promoting equitable mobility. We do this by collaborating with local leaders, utilizing innovative technology, and building dependable and safe transportation networks.

- Core Values:
  - Collaborate
  - Innovate
  - Empower
  - *Work Hard & Rise Together*
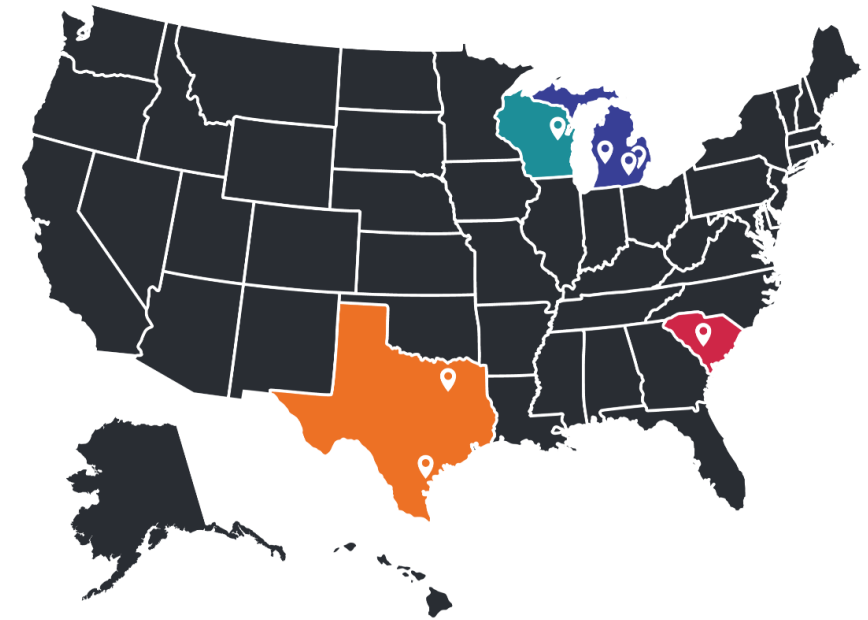
Hands on Disability Awareness Training Fueled Content for Online **ADAPT** Training

ANN ARBOR
Center *for* Independent Living

# ADAPT – Online Education

- Micro Module Based Learning
  - 3.5 Hours of Education
    - **40 Modules (Most Modules Under 20 Minutes)**

- Subject Matter Expert Video

- Video Interviews with Individuals with Disabilities

- Fixed Route & Paratransit Experiences



HOW CAN I BEST SUPPORT PASSENGERS WHO HAVE SERVICE ANIMALS?

# ADAPT Curriculum

- Welcome & Overview
- Understanding Disability
- Service Animals
- Blind & Low Vision
- Wheelchairs
- Limited Mobility
- Autism Spectrum Disorder & Invisible Disabilities
- Conclusion
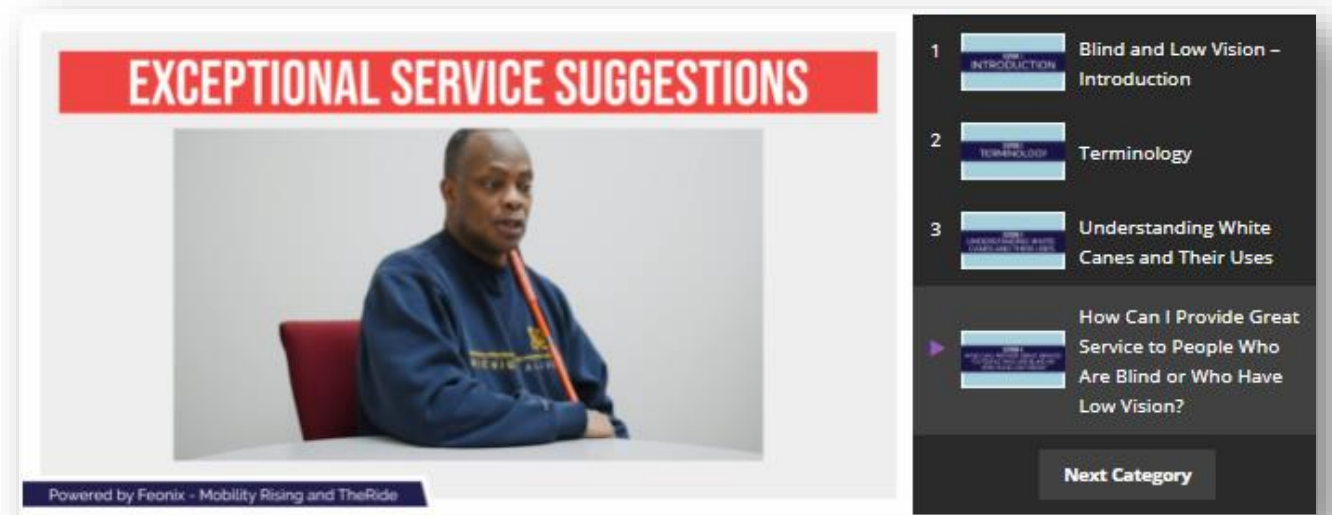
# Welcome

- Why is this training focused on people with disabilities?

- As a Service Provider, Customer Service is Key

- What is disability awareness education?

- What is disability etiquette?

- How can I provide great service to passengers who have disabilities?

## PERSON-FIRST V. IDENTITY-FIRST LANGUAGE

It's important to note that some people with disabilities favor "identity-first" language. In contrast to person-first language, identity-first language describes the disability first. It is treated as the defining characteristic of the individual.

**Examples:**

» disabled person = identity-first
» person with a disability = person-first

**VS**

» autistic = identity-first
» person with autism = person-first

**Why do some people prefer identity-first language?**

» Disability is how they self-identify
» Empowering

**The way a person chooses to self-identify is not up for debate.**

## WHAT TO AVOID...

**Feeling shame for missteps**

» Disability Awareness is all about continual growth and learning. Recognizing when we've made an error is part of the process, but there is no need to feel shame or guilt over it!

**Overhelping**

» How do you feel when someone is constantly asking if you need assistance? Do you feel like you are being nagged? Helpless? You probably don't want your passengers to feel either of those emotions.

» Don't automatically begin assisting someone.
   » **Instead,** wait until the individual requests assistance before stepping in to help.

**Assuming**

» The pitfalls to assumptions is something we've all heard at one point or another, be it from a parable or from another source.

» Don't assume that two individuals with the same disability will request or require the same level of assistance.

   » **Instead,** take your cues from each particular individual. The individual with the disability is the true expert on their own experience and needs.

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# Understanding Disability

- Disability Defined

- The Difference Between Visible & Invisible Disabilities

## ADA DEFINITION OF DISABILITY

According to the ADA, a person with a disability is defined as someone who:

1. Has a physical or mental impairment that substantially limits one or more major life activities.

2. Has a record of such an impairment.

3. Is regarded as having such an impairment.

## INVISIBLE DISABILITIES

» *Invisible Disabilities*, **also known as Hidden Disabilities, refer to disabilities that are not immediately observable.**

  » Cannot "see" the disability.

  » No "visible" markers indicating disability.

  » Frequently overlooked.

  » Often subjects of misunderstanding because of lack of experience with and conversations about people with disabilities.

» More stigma attached to these types of disabilities.

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# Service Animals

- Meet Linda and Lola

- What should I know about service animals

- How should I interact with individuals and their service animals?

- How can I find out if a dog is a service animal?

- How can I best support passengers with service animals?

## PASSENGER PROFILE
### LINDA E. AND LOLA

Meet Linda, an Ann Arbor, MI native who is constantly on the go. She regularly volunteers in the community, and she's the producer of a local community network television show!

A longtime public transportation user, you'll most likely see her on paratransit these days, but she's no stranger to the fixed-route system.

Who is Linda's adorable companion in the photo? Oh, that's her service animal, Lola.

## LINDA'S SUGGESTIONS

| PLEASE, DO NOT... | INSTEAD, PLEASE... |
| --- | --- |
| Take a person's arm without their permission. | Ask how you can help them. |
| Open the car door because the passenger or service dog may not be expecting that and run into it and be injured. | You could ask if they would like you to open the door for them. Or indicate where the door handle is by tapping on it so the individual is guided to it by the sound. |
| Use words like "here" or "there" when giving directions to people who are blind or have low vision | Use specific directional words like "left" or "right" |
| Assume someone needs assistance | Ask if they would like your help with anything |
| Rearrange other passengers in a Rideshare to accommodate a service dog. Service dogs can fit both the front and back seats of vehicles. | Ask the other passengers in your vehicle if they mind sitting in the backseat next to a service animal before you decide if it is necessary to rearrange them. |

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# Blind and Low Vision

• Introduction

• Terminology

• Understanding White Canes and Their Uses

• How can I provide great service to people who are blind or how have low vision?



## DAROLD'S INTRODUCTION



## THE MORE YOU KNOW....COLOR BLINDNESS

**What is color blindness?**

Also known as color vision deficiency, color blindness is the inability to perceive differences between certain shades of color.

People experience color blindness differently and there are different types and subtypes. The three main categories of color blindness are:

» Red-green color blindness (including Deuteranopia and Protanopia; examples seen at right)

» Blue-yellow color blindness (including Tritanopia and Tritanomaly; example of Tritanopia seen at right)

» Complete color blindness

**Is color blindness a disability?**

No, because it does not impair a major activity of daily living.

NORMAL VISION     DEUTERANOPIA     TRITANOPIA     PROTANOPIA

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# Wheelchairs

- Introduction

- Wheelchair Basics

- Wheelchair Etiquette

- How can I support passengers who use wheelchairs?

## JAMES'S INTRODUCTION



## GUIDELINES PART 1

### DON'T...

» Don't touch a person's wheelchair

◊ **Why:** Many wheelchair users consider their wheelchair an extension of their person.

» Don't use the term "Wheelchair-bound."

◊ Instead: Say "Wheelchair user."

◊ **Why:** Wheelchairs are used to increase independence and expand the choices of the individuals using them. A person is not 'bound' or 'stuck' in anything.

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# Limited Mobility

- Introduction

- What is limited mobility?

- What are mobility aids?

- Limited Mobility & Transportation

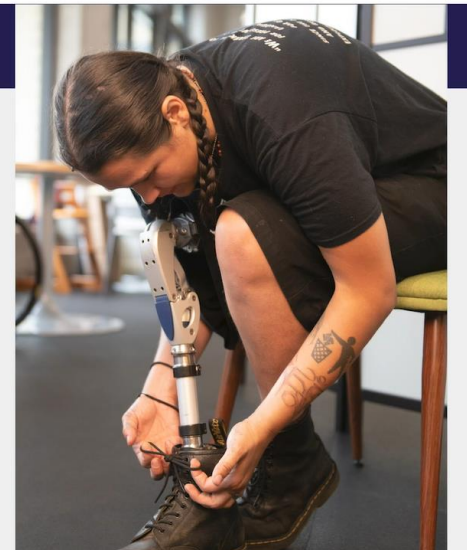- How can I support passengers who have limited mobility?

## ELEANOR'S INTRODUCTION

## PROSTHESES

A prosthesis, or prosthetic device, is an artificial limb or device that replaces a body part or function. As a mobility aid, prosthetic devices are used to support physical movement or activity. A person may use them at all times, or on occasion and for specific purposes.

**Example:** An artificial leg used by a person who has had a leg amputated.

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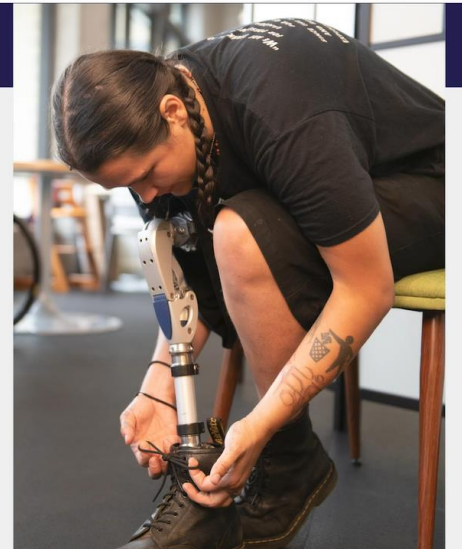- How can I support passengers who have limited mobility?

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# Autism Spectrum Disorder & Other Invisible Disabilities

- Introduction

- Autism

- Sensory Processing

- How can I support a passenger who has difficulty with sensory processing?

- ADHD

- Anxiety

- How does anxiety impact the transportation experience?



RACHEL'S INTRODUCTION

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# Anticipated Impacts of Disability Awareness Education

- Improved Transit Agency Dispatch and Driver Staff Knowledge and Confidence in Supporting Passengers

- Improved Management Understanding of Passenger Challenges with Service Design

- Enhanced Customer Service

- Improved Safety for Passengers & Reduced Accidents

- Reduced Complaints

# Michigan Transit Agencies Free Access June – December 2021

- Feonix is making the training available for FREE for all employees and volunteers of Michigan Transit Agencies or non-profits June – December 2021.

- Will send link to sign-up to all agencies.

- Starting in 2022 – Training will be $22.00
  - `100% of Proceeds Fund Rides for Freedom Miles for Individuals Unable to Afford Rides for Medical Treatment*