Webinar: Individual Employment Goals: Ethical Considerations of Vocational Rehabilitation

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>> Good morning and welcome to “Updates to Ethical Principles of Vocational Goal”. This is a one-part one-hour webinar. Once this webinar is complete, it will be made available to the On-Demand for those who need it. My name is Freda MacArthur-Lee and I’m with the University of North Texas, Workplace Inclusion and Sustainable Employment. Known to most of you as UNT WISE. We are part of the College of Health and Public Service and located in the Department of Rehabilitation and Health Services. Please take a look at the Webinar control panel. You will see a question box on there. Go ahead and say Hello to me . Give me a thumbs up. And give me a smiley face. Let me know you can hear my voice. Is anybody out there? Hello. Thank you. Thank you. Good. David. I appreciate it. That is going to be a lifeline to me. If you have questions this morning about the presentation I'm going to have you put them in the and we will get them answered for you. There we go. Thank you. I appreciate it. Also if you want to look down a little bit further below the questionable -- question box that is where the presentation is located at. You can keep that as a reference as we go this morning. So I have got four of you there telling me you can hear me. If the other ones could say something I would appreciate it. I am not getting anything. We will just move on. Got your hands out and got your questions at. Thank you. If you are calling in by phone at this morning please make sure you email us. This will allow us to give you participation and credit for your participation this morning. This morning I am also your presenter. I have a Masters Gurry -- degree. I was an employment professional. I did that for about five years. I also served 20 years in the United States Air Force and I am retired. I have worked in a various sightings throughout my career. Clinics and hospitals and research facilities. My main job was in aerospace so I had a huge medical background. I have been basically hanging out here doing this a job at teaching and enjoying life with my family. The topic we are going to talk about today is the ethical principles. This one is near and dear to my heart based on my experiences and education and that of being a retired military person. A veteran. I am a role followers so ethics are huge for me. They are ingrained in me. People talk about the gray area. Everything I have done in my life I have not had a gray area. It is always a solid black line and that is important to me. I want to center does not share with you about that and hopefully you that you can apply this to what you do out there and what you work on and how will your ethical principles are applied. This morning we have our objectives. Got to have our objectives. What we are going to focus on is the key element in selecting a vocational goal. We are going to examine of the role of a vocational counselor and professional. In the goal selection process and they are going to look at some strategies. Deciding what they wanted to be and where they want to go in life. So speaking of that this is always an interesting one for me. How did you know what you want to do in life? How did you know that you want to go to college? Were you one of those kids that the minute you want to speak you say I am going to do this. I'm going to be a doctor. I'm going to be a teacher. I was going to be a librarian. I was super jealous of those people I thought you know what college is not for me right now I am not a school kind of person. I decided to join the military. With the help of a school counselor I was able to focus in on that and figure out what I needed to do to do that. I was fortunate that I had a strong family support system that helped me and supported me on that and I had teachers that helped me with that decision-making process. They helped me look at what I was good at. So even though I joined the military I still had to figure out what did I want to do in the military and that is kind of what I talk about with our customers. They want a job at. They want to work, but then you to figure out what you want to do. What does the job look like for you? What does it mean to you to have a job at. You want to sit by a desk all day? Do you want to be active all day? Do you want to work on a computer? Do you never want to work on a computer? That is what we have to seek out and discuss with our customers and finger out does not figure out what is work life for them. Some people never find that niche. Some people don't find out what they want to do. That is okay also. They get by. They get what they need. That is okay to do, but I think all the research will show that if you can find something. And employment that you love to do and enjoy your quality of life improves greatly and that this kind of where employment professions come in is they help with that. They are on those front lines assisting customers to figure out what do they want to do. They figure out why it is a job match so important. If I have a customer and I am like they do not want to work in retail I am surely not going to have them go to retail places and apply for a job and try to market to supervisors that have a retail area. That would not work for that person. Am I saying that someone's first job is going to be the last job? Absolutely not. I think most people in life have four or five jobs as they go through their career years. I know some that retire from one and pick up and do another one. I know some that retire and then decide I still need to be active and so I just want to do a part-time thing now. I have some that go to college and do part-time, so it all depends on what you are looking for and what your customers are looking for and what fits into their lifestyle. Would it be difficult for someone who has never had a job to all of a sudden have a 40 hour week? That would be hugely difficult and create problems. Sometimes folks are not ready to jump into a 40 hour week so we want to make sure we get a good job match. Positives are mentioned here on the slide. Save time and money so the person does not work for a month and go this is awful and I hate it's. Having the relationship with the employment specialist and what I am referring to is our customers. If our customers trust the employment professional and have a good report the better the job match because they are going to know this is not a good fit for you. Let me help you with this. If you tell me you do not want to work retail then why are we standing in target and you are thinking about filling out an application. This is retail. Is there something specific you want to do here that is not retail. In other words do you want to work in the back? Do you want to work in the front where they have the cafeteria? Do you want to work in the optometry section. That is the kind of conversations we talk about having with our customers and throughout the presentation I will talk about customers and clients because I'm so used to to both. I'm trying to get used to our new one the. What happens when there is not a good job match? The biggest one is I am not staying and I am out of here. I do not like where I am at and I am not going to stay there. I am not going to be happy so it is time for me to leave. Lost, that is -- lost confidence by the job employer. That is a waste of our time. A job seeker will soon start not showing up for appointments or answering phone calls. They have lost confidence in you as well. The depth of the duct -- job search is reduced. If you lost confidence you know your employment professionals may not be doing what is right for you as a customer. They are going to stop engaging on the job search. They are not going to look on the Internet. They are not going to seek out employment and their zone. Everything I have talked about in the last couple slides is the relationship with the employment professional and it starts from the minute you lay eyes on each other. It is so important to present the customer with what you are doing, which brings us to our first objective. The key element when you select vocation. The goal of what you want to be. What do you want to be when you grow up is what I refer to this as. So how do you get to know the jobseekers skills and competencies? Is there a magic button? We are basically told this is what the goal is. We have some folks listening in this morning that they are in private practice and they have to seek and find and figure out exactly what does the job seeker want to. What are they interested in doing. I always talk about when you first meet someone and there is a period where everybody is just awesome to each other and they are on best behavior. Every question I ask are you interested in this or this. They say yes. And then when it comes down to it maybe they are not interested. Tell you a quick story. Working with a young lady who told me she wanted to work in a shoe department. She loves shoes a. I want to work in a shoe department. I want to help people find shoes. Great. We got a ton of those and can start looking at that. I took her to the largest shoe company I know. Most of you know it's. It is three letters. I said let's take a look and see what a person does that works with shoes and a population. The first thing we did was there were a lot of shoes on the floor that needed to be picked up and put in the correct boxes and put away. So I said this will be one of the responsibilities you have is cleaning up and she is like I am not doing that. I am not picking up after other people. That is a problem because when you're dealing with shoes they are not always perfect. They are not always kept up. They are not put away neatly. You would have to work in a department store for that where you would run back and forth and get shoes for customers. I said the store would not be a good fit because you will always be picking up shoes because it is self-serve, so you would have to go in the back every day and she is like I just want to help them try on. I want to help pick out shoes that look good on them. I don't want to run back and forth and pick up stuff. I am like we need to go back and reassess exactly what you want to do with shoes. Long story short she liked shoes and you want to be able to try on shoes. She did not want to help other people or work in retail. She just liked shoes. Had a good ending to the story, but that is what I am talking about the beginning period. You need to investigate those things. Does that take a lot of time? That took about 15 minutes to figure out. I spent time with her and ask questions and figured out likes and dislikes and any previous work history. Back story to this was this person growing up and never had a chores in their home. They never had to pick up after themselves or assist in the family cleaning. Never had to clean up their room so the expectation of them immediately shifting into a workable when they did not have it in their own home would be difficult. The placement took a lot longer with this scenario and it took a lot longer than we thought because the person did not have the basic work ethics. They had never been responsible for something like that before. The honeymoon period. We went back to the VR counselor and said we need your help because what you have written this for we are not seeing. Let me explain why and had a meeting and talked about it and we were able to raise resolve a lot of issues with it. Moving on here. I want to know what are you looking for. How serious are you about this? If you tell me you want to work I need you to do some homework. I need you to get online and figure out how many firms are in our area. What exactly do you want to do in this firm? Do you want to be an architect or are you just interested in the work they do. To schedule specific meetings and if you cannot show up on a Tuesday at 10 AM and I Thursday at 10 AM and one specific spot and a regular basis we are going to have difficulty having you show up to work. It seems like that as you start to really learn a person and know their habits. You figure out what they are looking for. When I was out in the field doing this I would be very upfront with a person about we are going to schedule meetings in the first week I want to see them every other day and by the third day they know shot me or hold off or did not show up I would basically go to the counselor and said this is not going to work because they have to want to work as much as I want to help them. When I help -- and I hope others have for that before. I want to -- them to dress like they are going to an interview. I want them to shake my hand. I want to make sure they are ready to literally start looking for a job. So any questions to this point? If you got one go ahead and use the Boston box. I know I am sipping through this because I know everybody knows what I am discussing. If not, please let me know. The ethical principles here. We have to talk about employment conditions and most of you who are working with them take it straight from their form. Basic information of I have got to know exactly what you are looking for. Hours per week and hours per shift. What days can you work with Mac I needed to know what hours in those days you are available. If you tell me I can work anytime and go start looking for a job and that shift starts at 2:00 in the afternoon and you say I cannot be here by 2:00 then we have a problem. It really needs to be worked out before hand before you start looking. How much do you need to earn the Mac do you have Social Security that could impact your. You have disability that could impact here. These are questions we have to talk about. Obviously they need to earn at least minimum wage. Anything below minimum wage is really not considered acceptable. How far do you want to travel? How much time do you want to travel? How are you going to get to and from the Mac this is the biggest issue I have ever dealt with with any customer I have ever worked with is cost -- transportation. Especially in an area where there is no public transportation. All of the great transportations have helped tremendously, but that can get expensive. Sometimes it is not as reliable as we think it is if someone has to have a 6 AM shift. You have got to verify if the person says my parents are going to take me you need to have a direct conversation with the parents and confirmed that is exactly what is going to happen is I am going to get up everyday 5:00 in the morning and take my son or daughter to work and that has to be an agreement and then of course accommodations is one of our biggest roles here. What is the person looking for and what do they need for an accommodation? Do they need technology or time off for medical appointments the Mac is there childcare services involved the Mac all of this needs to be worked out. Moving on. Ask for clarification. When you are in a meeting or when you are first meeting the individual and you are were ironing out all of these employment conditions you have got to ask clarifying questions. I mentioned a few. Then of course what type of employment are you interested in? Where do you see yourself at work? What does work mean to you? I was called into a meeting one time in the person told me work means to me I want to work one hour a day five days a week and I said when you find that job let me know because I would like that also. Wouldn't we all? I am also very specific about where do they not want to work. I have had people tell me they are not interested in working with certain companies because they do not believe in their religious affiliation or they do not believe in their political affiliation. I always used to ask what is a dealbreaker. If that company offered you a job and offered to pay you double of what you are asking for what would you do and that makes people think. Maybe I would be okay there and I am not implying that needs to be done, but those kind of questions need to be filtered out. You need to figure out what is a dealbreaker. Where is there ethical compass? You want to ask if anyone has to be consulted while they work. I put this in your because I worked with a man one time whose mother insisted that he work at a church. Did not care what type of church or what religious affiliation, but it must be a church. Come to find out the reason for that is the parents felt that her son would be safer working at a church. They felt the security was better and they felt the environment was better. It had nothing to do with the type of work. It was just I think you will be safer in a church, so those kind of things have to be ironed out with the parent or guardian. Include them in your meetings and discussions and just kind of work things out. I know I cannot go over everything, but I want to give you an idea. The job analysis. I cannot tell you how many times I have seen and implement professional offer up a person to an employer without ever doing the job analysis. You have to do the job analysis. There is no way around it. You have to figure out what is the task of the job. How is the person going to do the job of. It is the person a customer has a physical disability that prevents them from doing parts of the job. Do I need to ask for accommodations for this job we make this environment healthy for them? Is this an environment where how can I say it -- is this an environment that is going to help them grow as a human being? Am I going to put them in an environment -- I had a young man who wanted to work in a kitchen. Very religious person and the back of a kitchen does not always have proper language as we would observe in a normal work office setting. He was mortified. He realized he could not be exposed to that environment, so he had to rethink that and ended up working at a hospital. In a corner restaurant that is not a franchise it was a free-for-all and he could not go there. So you really need to figure out before you start offering up resumes or people or asking an employer I have got a great person for this job that you are hiring for. You need to do the job analysis and make sure the environment and the job matches the person. So job description versus job task. We all understand is I believe it. You got to look at them both. They have different terms for different administrative or clerical or receptionist. The Almighty great customer service Representative can mean 3000 different things. You really need to work out what is the job task versus job description. Also with that knowledge skills and abilities are referred to. What is an entry level job versus someone with five levels experienced? They are going to be different. UA with with a customer that has five years experience as an accountant and the job they are looking for requires 10 years experience. You really have to look at those things to figure out what is a good match. Is training available and are they going to be working independently or with a group. An entry level position may not be best for your individuals you are working with, but they need that larger group of support. Identify those tools. The assessments for the potential job match. I would imagine most people have been to our courses already and you have learn about them. There is all of these surveys. I would do this quickly because I think you have seen them before. If you downloaded the PDF you will have access to this. I am not going to go screen by screen, but this is just a general overview of what this is. This is one of my favorites because it shows you one of the interests. Where are we at? You go three and the answers questions and you do not have to think about am I qualified for that. Know. Just like to know what you like to do and what are your interests. There are no right or wrong interest. This is an example of what questions look like. Do you want to build kitchen cabinets? Do you want to write books or plays? And you write each one of them and they populate on the screen. Then they will basically come up with your code. It will tell you your interests lie in this one. Conventional. 38. Does that mean you need to go look for a job in the conventional area? Absolutely not. It just means you have more interest in that area, which is great because if you click on all of these things it will give you the suggested jobs. The highest score relates to where the person should seek employment. That is false. The lowest score. Is somewhere in the middle. I know when I take that as I get a specific score and it basically says I never want to work outside. Which is a true. I don't. I like to garden because that is on my own time. You really have to look at these results and figure them out. They are not automatic. If you have questions with out your counselor is going to be able to help you with that. If you do not have to do these in your line of work of what you do right now that is automatically given to you and the goals does not match what you think it is you can always go back to your counselor and talk to them. Which brings us basically to our second objective it. We talked about how we find that the goal. Now we are going to look at what your role is and what the council's role is in the gold selection process. I said before I am here in Texas most of the time if you are working with state of the art you are not involved in that selection. You are directly involved after that, so if the plan is written for a specific goal and if you are working for a customer you are realizing that is not what is going on here. That is not what I am seeing. It is your ethical responsibility to go back to that counselor and have a conversation and talk to them about that. The plan is normally established after the counselor has found the interviewer they are assessing and this is not something that is done in a today process. This can take months to do to make sure the person is work ready. Beagle is written based on information gathered during that assessment. Usually the employment of professional is brought in the first time to meet to talk about that goal. What am I going to help you do? This is where your ethics start. The minute you meet that person and a lot of these ethical principles are based on CRC. Certified rehab counselor because that is who you are dealing with. Some of our professionals are also CRC. These are the six principles that we have all known. Autonomy, which to me is my favorite. I want to make sure the person is making their own decisions even if I do not agree with them. If the person tells me they wanted to XYZ and I personally do not think that is a good idea it does not matter. I have to support their choice. I also want to make sure that we do good to others to promote the well-being of the client. I'm going to promote the well-being of my client and say you know what I mean I agree with you, but I support your decision and let's go. A lot of times this happens with disclosure when a person chooses not to disclose they have a possibility. It is going to be easier if you disclose to the employer, but you know what I'm going to respect your autonomy and you can make your own decisions. I support you 100%. I'm going to support you and I'm going to promote the well-being of you. If I have promised someone that I am not going to disclose their disability I'm going to be faithful. I am going to keep my promise and honor the trust that you have placed in me. I want to make sure I am doing the right thing for you. This is easy for me just because of how I was raised. We are not all raised the same. Like I said, I have never had a gray area. It is pretty much dark black straight down the middle. This is right and this is wrong and so continuing on with our CRC ethical principles. Justice. Got to be fair and treat everybody the same. I want to make sure I am doing the same for all of my clients and I want to provide appropriate services to all. This is hard to. This gets hard when you have a large caseload. You have to be able to juggle and have to be able to sometimes say my plate is full. I cannot take on the client number 47. I cannot do it. Client number one two and three I have not met with enough. You have got to treat everyone fair. Would not want to do any harm to others. Doing harm to someone in employment you would think how could that happen? That would come to give you a quick scenario someone who is diagnosed with epilepsy and putting them in an environment working with machinery where they have to wear safety mechanisms and all that. What if that person has a seizure. That is something that is going to harm the client or be dangerous for the client. You should not support the and you should speak up on their behalf. The lesson is to be honest. Sometimes that is our. You can always sugar court it of course. There is no reason to say you have to be mean when you be honest, but if someone asks you a direct question there is nothing wrong with a direct answer. I appreciate that and I think the majority of people do. Do I want someone to mean to me Mac no, but I want them to be honest with me. To the other ethical principles that are involved and this is the national organization of human services. If your agency does not have ethical principles you can obviously use some of these. You can select what you do because we do not do the same thing. This one has all of the seven sections here. The one I wanted to focus on more than anything there is the second one. The responsibility of the client. I'm not going to read them all to you. They are pretty wordy, but basically they focus on the protection of the client and informed consent. Some of them are pretty clear and you want to protect the right of privacy. Confidentiality. All of those things are really important to us. Think about if someone had access to your medical information you would want them to protect it. Number six is pretty cut and dry. Very specific of what you can or cannot do. I think all agencies set have some form of that in place so that does not happen. It talks about values and integrity and safety and security of the clients records and information. That goes for the technology when you use that. If your agency does not have them you might want to engage if you are not the supervisor engage with your supervisor and say do we have ethical standards. I also pulled up this and again all of these have links on them so you can download them, but all of these really intertwine. There are some that are specific. This one is used more often than others. You can take out the word supportive and just say employment because all of these would apply. It developed in 1992 and updated in 98 and it is 15 areas that cover pretty much every of what the expectations are. It is a two-page document. I'm not going to show it all to you because I want to get started here on our last objective. In using all of these principles and combining them together our whole goal should be to protect our consumer and the client. Whichever term you use. Doing right by them and figuring out what they want and who they want to be and where they want to be and where they want to work. Do I have any question 10 I did get a note that I am cutting out. My microphone is adjusted. If that did not work please let me know. Do I have any questions about the key elements or the role of the VRC and implement professional? I'm going to have some dead air so I can give you guys a moment if you have questions or if you want me to cover anything else or go back over something. A lot better. Thank you. I tended to be a loud talker so I am not trying to blast you out. Any questions at all about the ethical principles. I would like you guys to answer questions. How many of you know that you have ethical guidelines for your conduct in your place of work of providing services for customers we Mac a simple yes or no and I am not keeping tabs on anybody. Just curious. I'm getting yes. Slides are available under the PDF. Yes we have them. This is good. I'm glad to hear this. So often I do this and I hear no I don't. Good. Lots of people have them. For the ones that aren't answering. I'm going to out on a limb and say maybe you don't have them. Maybe this is an opportunity when you read the PDF to go to those links and take a look at them. Make sure that you are following them. That you are going through and making sure that the services that you are providing on a professional level meet a lot of these standards. They are so important. They are not there just to say we have ethics. This is our road Mac. -- Road Mac -- roadmap. This is what we are looking for and they go both ways. You can go into a whole conversation about them. I like them so if there is ever a dilemma is something to pull out and read and look at and say okay are we doing right here? Are we not doing right here? Each one of these links that I provide will give you steps on how to work that through and how to figure that out. It is not going to be in easy scenario. It is going to help you make decisions out there. If there is no other questions -- all right. Onto our third one. This is where I want to spend a little more time and want to get you involved.

>> Identifying strategies to ensure application of the ethical principles of supporting our participants precision making process. This is what I have been alluding to the entire time. What do you do while you are doing your job -- what strategies do you do to make sure your ethics are where they need to be to support that customer and services you are providing. And that is whether you are job coaching for them or whether or not you are helping with placement. Where you -- whether you are having with our new system and just basically doing non-bundled services. You are training them and helping them write a resume. You are helping them with their interviewing skills. Everything that we are doing has a common goal of employment. You want to make sure that your ethics are good as well. What strategies you are using and I have used the term already this morning I like to call it your internal compass. We all may not agree where they come from or whether we are right or wrong and that is why I think it is important for an agency to have written ethical principles. All of these come into play with your personal belief and morals. How were you raised? What actions were good and bad? What were you disciplined for as a child? Was it okay to speak or not okay to speak and it all starts building very small. We can have a whole philosophical conversation about where they come from. I think you have to recognize that you have them and they are not going away and they are pretty hard to change. Our culture plays a huge role in that and you have to figure out where is your culture and it comes from very different areas. It comes from where you grew up. What your experiences are and they can be intertwined with others. I grew up as a military and raised overseas my entire life. I knew every day at 5:00 I better be outside because retreat was astounding and that means the flag is coming down and I had to stand still with my hand over my heart and not speak. If my father ever saw or heard of me not doing that I would be disciplined. Usually with a belt back in the day. These are all things that are ingrained in people and you can't just shrug them off. You cannot make them go away. If you have a religious background and it does not match -- let me back up. If you have a religious background that is ingrained in you and the actions you take are directed by those beliefs you have to be aware of that. The person you are working with may not have the same and you can't impose those beliefs on that person. You can't say I am XYZ and we do not believe in that and so you should also. You cannot do that. Even if you were for an agency that has a taste system to it that does not mean all of the customers and clients that come to you will have the same faith system as you. It is things to be aware of it. They come and play every single day of your life without you even realizing it and we got to talk about who this impasse. Does it impact just us or our agency that has to worry about these things? Absolutely not. This impacts everybody. This impacts everyone out there from your customers, your coworkers, your employ workers, your friends and your family. Every interaction you have a. This comes into play. Your compass of decision-making when you're talking to an employer and you are basically marketing your services to them. You have to be aware of how you market the services. The language you use and the terms you use. Whether or not you shouldn't be disclosing them the first time you meet an employer anyway for the protection of your own clients. You have to be away -- aware that their compass may be different from yours and I know it may sound hard to do, but I think if everyone is on the up and up and you look at principles and you are honest and you are using your protection of your clients when you're speaking about them I have had people tell me isn't it on this for me to go in and tell that the person I'm trying to find a job for has a disability and I just want to know if you would be willing to hire them. That is just blowing everything out of the water. You have disclosed and you have now let the employer know that basically anyone that you come to them with is probably going to have a disability. By being that honest with an employer what is the them employer's reaction to you? You do know where their compass is at and you do not know if they have ever somebody with a disability before. There ways to go about doing this and it all goes with getting to know a the person in interacting with them and knowing them on a personal level. Talking with them in meeting with them a few times. It is not something that can be done in the first 30 seconds. The first 60 seconds. It takes time. I have alluded to this when talking about strategies and how when you are working with a customer they are watching every move you make. And they are watching your actions. Your interactions and voice tone and inflection and the terms you use. Everything. So you are there role model. They look at you as this is the person who is going to make my life better. With that this is one of -- I know I try very hard and it can be difficult to do when you hear something say something that bothers you. It is called People's first language. It is a strategy that I think is important. It is an objective way of acknowledging communication and reporting on disabilities. It eliminates all of the agenda -- stereotypes that focus on the person rather than their disability. While sometimes people you hear these words and I am just going to -- I cannot say the word. The R word. I have to invoke the 10 second rule. I have to step back and say I have to look at the age of the person who said it and then I engage on it and usually I will say something of that word really bothers me. I just do not like it. I would appreciate if you found another word and a lot of folks do not even realize that it is offensive. I hope that is not the first time you have seen this. If you have taken our courses before it is not the first time, but referring to someone -- well they are disabled. That person has a downside. What does that mean? A person who has a down syndrome versus a Down's person. This one I hear quite often. They are our -- autistic. The person has autism. It is just a way of acknowledging them as a human being and not a disability. You can put this on your own personal level with your family or yourself and it goes down to using the term diabetic. There is a diabetic in her room to. What a terrible way to refer to someone. You are labeling them. You should not do that. In working with the population that we serve if the person you are working with hears you say things from this right-hand column. Internalize that. They become that disability instead of a Steve or Julie or Mary. They become the disability. They want to avoid that labeling of them. It is not fair. I think it is up to us when we are working with an employer and we hear them say these words we need to step up. Do we need to correct them and through the ADA out? No, but say in a polite way that is not the correct term to use and this is a better one. Be suggestive and friendly and kind. It is hard. I agree it is very hard. I always think about how much you react if you had your kids with you and you heard a bad word that you did not want your child to hear. It is the same idea. Why is the language important and I forgot to mention at the bottom the other thing we try to avoid it. Using the terms of the struggling with this or they are confined to a wheelchair. They are bound to the bed. Putting the condition first instead of the person should be avoided at all possible cost. No one is confined to a wheelchair. Someone uses a wheelchair. That is a better way of saying it, so any questions on that one at all? I hope that is not the first time anyone has heard that the. Why do we do this we make it is a sign of respect. It avoids negative stereotypes. As I said it before it acknowledges what the person has and recognizes that the person is not a disability. I do not want to have a label on me. I want to be acknowledged as Rita I want to be acknowledged that I have a past and future and that is important to me. Do not call me a disabled vet. I get highly upset. That is not who I am. I am more than that, so think of those things when you are out in the field and working with employers. It is a great way of educating people. This is one of your kind of segueing into that. Employer objections. When you are marketing and you are in your group and working and talking to an employer and you are thinking this is great. This is going well. The first time they meet the person you are representing and everything changes. The employer is kind of like I do not know if they are going to be able to do the job and so what is wrong with her? Was she born like that? Are you sure she can do the job and they are all kind of vague representations of I do not think the person with a disability can do this job. This is where we as professionals have really got to step up our game and know how to handle these things. This is another strategy to help with rentals we have talked about of protecting our person. Autonomy and assuring no harm. A lot of times what I have found when this happens to me it is not then -- done in a mean-spirited way. It is a lack of knowledge. They really do not get it. They have no family members that have a disability. They had never worked with anybody with a disability. They have never had exposure to anybody with a disability so for them it is unknown. These questions and objections are very valid for them. It obviously comes across mean-spirited or ugly and I think you will know when that happens. There is nothing wrong with saying maybe this is not a good space for them after all and cut ties and walk. There is nothing wrong with that. I think most of us cannot go in with a chip on your shoulder. You want to come in and be respectful and you want to address those concerns. I know if you have taken our courses before you have seen this. I use it all the time. It is not something I can teach you in 30 seconds. It is something that works greatly. So in what I just showed you the employer says I do not think he can keep up or do the job at. Acknowledge that. Acknowledge that by telling them I understand. I have heard it before. Move on. I have other people that felt the same way as you. It is a valid concern, but you know what we find out is as long as a person receives training they do great. No matter if they have a disability or not. A lot of times that opened the conversation with you are going to do training? Absolutely I am going to be training. I have a job coach that would rock your socks. It is a way of turning a negative objection into a positive it. A segued into a conversation. I use this all the time on my husband and my child. Every day it drives them crazy because they know exactly what I am doing, but I do it every day because it works at. Sometimes it might sound a little rehearsed until you get really good at it, but it is just acknowledging that you know there might be a valid concern for you and I am not dismissing it or arguing. You cannot do that and you are going to shut communication office straight away. What these do is they empathize with a person. Let them know you understand how they fear and others have felt the same way and let them know that I have a pulse solution that afterwards we found out it is not as bad as you think it is going to be. Obviously in using this you basically have to make sure that you have had experiences it before. Sometimes just starting out is difficult to do. It is in your wording. I have had experience working with other employment professionals and they have never had an issue before and offer what you can. More strategies that we are going to talk about is maintaining confidentiality. This is critical. This is a great way if you don't do this you have lost the customer. They do not trust you anymore and then are not going to share anything with you. The end -- relationship will be soured. I think is the conversation that needs to happen within the first hour or so of meeting the person. What exactly are they comfortable with. What do they want to disclose it. What do not want to disclose. If the person has a visible disability you have to have a conversation about that. I work with a young lady one time he used a motorized wheelchair 100% of the time and set it do not want to disclose and I said when you go in for the interview and you are in a wheelchair how is that going to be addressed? Because it is known and seen for a lack of a better term it is the elephant in the room. You are in a wheelchair and the employer wants to make sure you are aware of it and that they are aware of it so it is better if you bring up first. We went through a whole practicing scenario of how she wanted to discuss this and what it came down to is she did not want to disclose it, but she was not really sure what to ask for. She was straight out of school and is the school provided everything for her. Once she was able to do that it was fabulous. She was able to say I obviously use a wheelchair and I am not going to stand up and walk. She's joked about it. It was great. She said I do need to make sure that files are large enough for my chair because I may need some assistance in moving things. Total basic information that the employer was like not a problem. It made everybody relaxed in the interview and able to talk about what are the job tasks. Let's forget about that and talk about the job tasks now. Direct conversations at. You have to have them all the time. You have to explore what was used for accommodations at. I use the link up and they are. If you have not used this site yet you have to. Today I do not have time to go into it. You can put in any disability or diagnosis or anything and you will get results. More strategies. These are things you are good at. These are the things that are expected for you to do every time you are working with a customer. You educate other employees and you talk about flexible scheduling and talk about time off for employments. Talk about transportation issues and accessibility and child care and training. Those are all things that the customer is looking at you to help with. What I mean by that when you are educating other employees just like we talked about with that employer that they never worked with anybody with a disability. That is the same for employees. They may not know what a job coach is and what a job coach does. They may ask questions out of total lack of education. I am not saying ignorance. I am saying lack of education because they truly do not know. How many of you knew what a job coach was B in the military I never heard the term before and I did not know. It was new to me. I had a trainer assigned to me for the first year I was in the military telling me what I needed to do and what I was doing wrong. Helping me. They did not do the job for me. They trained me how to do it. Same idea of a job coach except a job coach does a lot more. For an individual who needs time off for medical appointments you are the soundboard to the employers talking about they might need some time off for appointments, but their appointments are in the morning and you have an afternoon shift available. That is a great idea. Transportation and accessibility. Obviously you cannot go in there and slap ADA on the counter and say all ramps need to be 34 inches to such and such a degree. That is not going to get you anywhere. Talking about the person I'm working with is in a wheelchair and that ramp is really steep. Is there another entrance into the building? Just to get the ball rolling and talk about it. Not to make accusations, but to talk about and help with the barriers to alleviate them. Barriers that may require more time and resources. That is where you need to branch out and ask for help. Someone who wants a job and does not hold the educational requirements for it. I cannot do anything about that in the realm of the replacement. Lack of employment history. That is a hard one. Somebody coming in the door that once a job that is never had a job before. You have got to really dig deep and help with the resume and talk about volunteering. You have got to think of let's get get -- get to know this person and talk about what they having experience in doing. Were they good in school? Those kind of things. The lack of trepidation is so hard. If I had a magic wand I would make -- we would all be on monorails and anybody could go where they wanted to go so it would just help so much. The lack of funding. I cannot do anything about that. That is why we are trying to find employment because we want to help you with that. Improve living environment. That kind of it piggybacks on finding a good job in making money and improving that. Those are long-term. Sometimes you to branch out and get VR services involved. You have to ask for additional support from the state from whatever organizations you work with your referral system. Those are the barriers. Do I have any questions up to this point? I've got about four minutes left and I want to do a case study. Any questions at all? Thank you, Amita. Anything out of their? Well you guys a type hopefully somebody is going to ask a question. I'm going to get started on the case study and I want input. If I go a minute over I do not think I will get in trouble because I work here. Lane is diagnosed with major depression at 19 and during his first year in college he was able to complete his degree with computer science while it going to work part time at. There is a plus. He went to school and worked part-time. That is a phenomenal. He has a three years working experience. He has indicated that he refers a small versus a large work environment and he is coming to you for services. Just based on that tell me what do you guys think? Easy placement? Not a problem? Anything? I got nothing guys. I love that he has no previous work experience at. I love that when he was diagnosed with depression he was able to complete a degree. I know that he already wants to work a small versus a large. I appreciate this. This is based on a real person also so there is more. Stress management is important. If he isolates he knows that leads to negative behaviors. I have got one here that says easy placement. Cool. Uses an organizer on his smart phone and keep track of his appointments and medications. He likes the routine of work and is looking forward to obtaining stable work. That is like a dream for me. You like to go to work. I got one here. He needs to work in a small detailed environment. I am agreeing with you there. He wants to live independently. Let's see. His parents are happy. He has got a two-year degree. He wants to work and move out and make his own money. He is aware of his stressors and he is aware of what the trigger is for negative behavior. He knows what he wants. Thank you Rhonda. I agree with you. He knows what he wants. This was my dream placement. I'm going to skip through that and tell you what his test results are. Look there. Administrative services. Accounting were brokerage. -- Accounting or brokerage. I'm going to move on here. Gather all of the information and we are ready to hit the road. I got a roadblock. My supervisor has told me that a major retail contact them about a stock position. I am supposed to have him apply. Wait a minute. I got a guy who knows what he wants and knows what he is looking for and now I have got someone telling me that he needs to go apply for a retail as a stocker. This guy has a two-year degree. In a stocking position I see that as potential for a major retailer I cannot tell you the name, but that is a big environment. It does not fit his goals. Exactly, Patricia. So what do you do B do I have him apply the Mac do I tell my boss that is not a good fit for him. What do you do here? Anita says I do not have them apply. I am assuming that is what you mean. What principled stands out to you? What do I say to him? My boss wants you to apply. Can you just go do that so I do not get in trouble we make absolutely not. There is no way. I am not having a -- him apply it. That does not fit his career plans so this is where I'm talking about your ethical principles of. Date talk -- they start the minute you know someone does not fit. I talk a lot about you my child who is not a teenager about the little feeling you get in your stomach. The little butterflies are there for a reason. That is when something is going wrong. That is when you need to stand up and go I am sorry this is not going to work and that is exactly what happened. I said it does not fit his goals and you should focus on what was discussed with him. You are absolutely right. Being a supervisor I appreciate, but that is not fit his employment plan. You are exactly right, Rhonda. It does not fit. That is not what his goal is written for. Thank you. Absolutely. I will take that into consideration. Appreciate it and move on. Exactly. So we are going to continue with Wayne it just a little bit the. I am one minute over. I'm going to keep going here. I am almost done. He wanted to start applying to all of these administrative offices in town. Is that a good? It does not meet your ethical principles? You're going to drop an application everywhere. Never reply it David said. Thank you very much. Absolutely. With this one if I let Wayne go out and apply at every single place out there that has some sort of admin or book keeping. There is no way I can do that. I have got to respect his choices. He is so excited about finding employment and he is motivated and wants to start dropping applications a. Not going to work. Let me do my job analysis. Let me go through this process and that is exactly what we did. Had an interview with the local bookkeeping agency. Small organization. Had about 10 or 15 employees that got a second interview and now he said he does not want to disclose his disability. He changed his mind. He is asking you for your advice. What do you do? I supported him. Absolutely, Wayne. Whatever you want to do. I am here for your support mechanism. If you do not want to tell anybody that is your choice. I am down with that. He was worried because we talked about in the beginning that he was okay disclosing and now coming into the interview he said no. We talked about pros and cons and why exactly don't you want to and what it came down who is he felt I do not feel like I need accommodations right now. I think after going to the interview and learning I will be okay because the talked about that I get personal time off and the talked about all of the needs I have. You have to weigh the good with the bad and finishing up here. I am so sorry I went three minutes over. I tried. We covered all of our job duties today. If you have not grabbed the PDF grab it and use it for your own area. Keep going. [ LAUGHING ]

>> We talked about these objectives today, but grab that PDF and grab the strategies. And take a look at the wings I have provided for you. If you can incorporate any of this then do it. It is absolutely use that. Bring it into your circle every day and apply it to what you do. If you want to give me feedback or questions or whatever shoot us an email. We will let you know. Thank you very much for your time and your interactions today. I have enjoyed it. We are going to get the presentation out on demand. If any of you are CRC and you need the credit. Shoot me an email and let me know. Thank you so much for your time today. We will see you -- I think we have another Webinar in March if you want to do another one here. I need credit. Shoot me an email. We will get that going for you. We will make sure you get that PDF. Thank you so much. Take care and we will see you soon. Bye bye