




Solution Based Language with Sensitive Populations

Presenters: Sequoia Commins, TCIL
Andy Padilla, TCIL



Word Bank

**Solution-Based
Language**

**Person Centered
Language**

Relationality

**Sensitive
Population**

Stigma

Rural Stoicism

Two Counties- Two Approaches

Del Norte County and Tribal Adjacent Lands

-1,320 square miles

- 27, 082 people from 2022 Census (insert source)

- With a Disability, under age 65 years, percent, 2017-2021= 14.3%

-Lands of the Tolowa Dee-ni' Nation, Elk Valley Rancheria, Resighini Rancheria, and Yurok Tribe

Humboldt County

-4,052 square miles

-135,010 people from 2022 Census (insert source)

-With a Disability, Under Age 65 Years, Percent, 2017-2021= 13.3%

-Lands of the Hupa Tribe; Karuk Tribe; Wiyot Tribe; Big Lagoon Rancheria; Table Bluff Rancheria; Blue Lake Rancheria; Bear River Band of Rohnerville Rancheria; and Trinidad Rancheria

The Oregon Coast

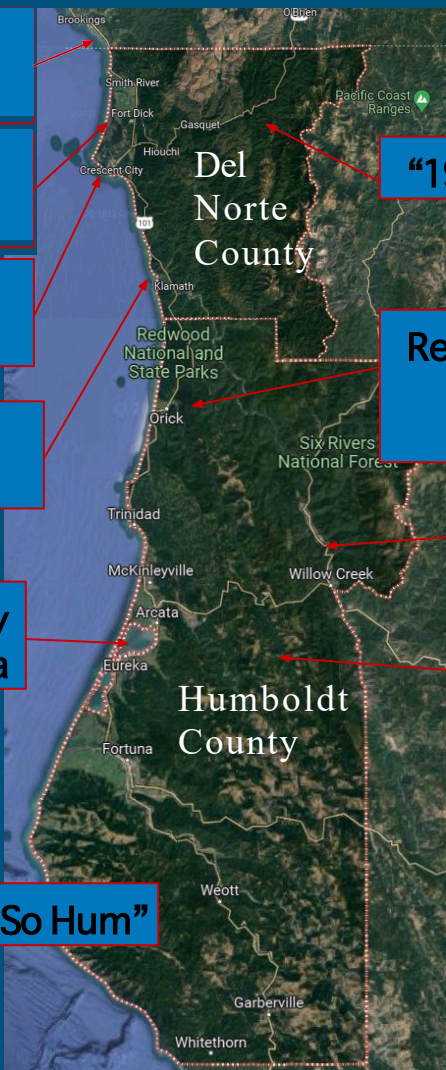
Tolowa Dee-Ni Nation

Crescent City

Yurok Country

Humboldt Bay Area

"So Hum"



Del Norte County

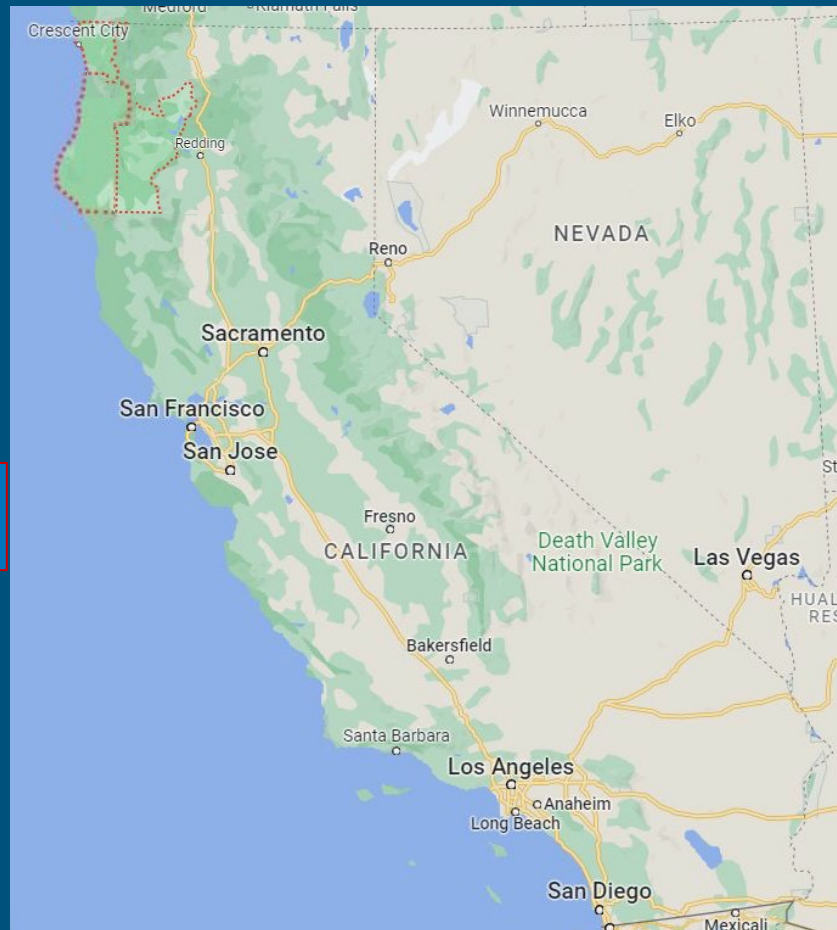
"199 Corridor"

Redwood National & State Parks

Hoopa Valley Reservation

"299 Corridor"

Humboldt County



A Rural Challenge

Why is it so hard to build a caseload?

Sensitive Populations

Definition for this presentation:

Communities who have not been introduced or participated in disability pride as a whole.

Examples of Regional Sensitive Populations

Indigenous communities

- Many, but not all, indigenous communities do not have a word or cultural anchor to discuss disability.
- There may be cultural differences in personal and familial responsibility in promoting independence and disability pride

Working Class

- Public disclosure of a disability may impact an individual's ability to be hired or recruited.
- Without widespread advocacy information and assistance, how would someone know that discrimination is illegal?

Rural Stoicism

Definition:

A trend within rural communities where individuals may not seek help because they view this action as not being self reliant.

Reference:

<https://scholarworks.uni.edu/cgi/viewcontent.cgi?article=1308&context=csbsresearchconf>

Have You Experienced
This?

Solution Based Language

Definition: A method of using word choices with positive connotations to describe the functionable means of solving a problem, eliminating a barrier, or adapting a task without focusing on a person's diagnosis or disability identity.

Isn't that Person Centered Language?

“Instead of noting a person as disabled, specify their need, such as: Visually Impaired, Hearing-Impaired, Uses a wheelchair. You can say, “Person living with a disability.” “

Reference

<https://www.nachc.org/wp-content/uploads/2021/07/NACHC-AAPCHO-Person-Centered-Language-Style-Guide-June2021.pdf>

Solution Based Language is the active conversation after affirming the individual's self identity and needs. This approach can be used to describe the needs of individuals who have a non apparent disability or without a diagnosis.

“I can’t do homework because I’m disabled.”

Person Centered

“I have ADHD and I have problems doing homework.”



Solution Based Language

“I have can have some difficulty focusing on homework.”

Questions?



Take Away #1

Let the consumer control their narrative, then they will reveal their identity, needs, and strengths.

Pros:

-Builds rapport.

-Validates and empowers the consumer to take charge.

-Aligns perfectly with the independent living philosophy that unites us as ILCs.

Takeaway #2

Relationality Benefits All

Pros:

- Chances to infuse disability education into pragmatic conversations
 - Allows “Disability Curious” individuals to explore
 - Preventative Measures
-

Any
Questions?



Activity

Flip the Script



Example One

“John suffers with Autism. He can’t sit still for any amount of time.”

Person Centered

“John has autism. He can’t sit still for any amount of time.”

How can we make this solution based?

Example Two

“You need help? I see you’re confined to a wheelchair so getting that door may be difficult for you.”

Person Centered:

“May I assist you since you use a wheelchair?”

How can we make this solution based?

Example Three

An individual has come to your Independent Living Center looking for services. They are looking for help with substance use but is having problems finding resources that don't have the term "addict" in the service delivery. They do not identify as an addict.

How would you engage with this individual?

Takeaway #3

Walk alongside folks on their disability, not steer.

Pros:

- Encourages ILC employees to exercise cultural humility

- Consumers set their own pace for shifting their perspective

A question:

Is a difference in perception of self a worthy barrier in services to enforce?

Additional
Questions?

References:

Rural Stoicism:

<https://scholarworks.uni.edu/cgi/viewcontent.cgi?article=1308&context=csbsresearchconf>

Person First Language:

<https://www.nih.gov/about-nih/what-we-do/science-health-public-trust/perspectives/writing-respectfully-person-first-identity-first-language>

Census Data:

<https://data.census.gov/>

Cultural Humility in Rural Areas:

<https://healthcare.rti.org/insights/using-cultural-humility-address-rural-mental-health-gaps>