

## Contents

<b>I.</b>	Workforce/Workplace Statistics	<b>11</b>
<b>II.</b>	Marketplace Statistics	<b>13</b>
<b>III.</b>	Recognizing, respecting and Valuing Difference	<b>15</b>
<b>IV.</b>	Specific Guidelines for Interacting with People who have Developmental and Cognitive Disabilities	<b>18</b>
<b>V.</b>	“60 Second” Guide to Disability Friendly Language	<b>20</b>
<b>VI.</b>	Disability Awareness Quiz	<b>21</b>
<b>VII.</b>	Disability Awareness Quiz: Corresponding Answer Key	<b>24</b>
<b>VIII.</b>	Conference Call Etiquette	<b>28</b>
<b>IX.</b>	Writing About People with Disabilities	<b>29</b>
<b>X.</b>	Signage	<b>30</b>
<b>XI.</b>	Call Center Communications	<b>33</b>
<b>XII.</b>	Special Needs Parents	<b>36</b>
<b>XIII.</b>	An Exercise: “Let’s Play Telephone”	<b>48</b>
<b>XIV.</b>	Case Study: “Disabled Employees: The Benefit of Support”	<b>41</b>
<b>XV.</b>	“Sneak Peak” into the book	<b>45</b>