...greater the depersonalisation & social distance between you & staff... the poorer the match between staff attention & your need for assistance

...less engagement in constructive activity (mean > 10 minutes per hour)

The more severe your disability, the...

...lower your level of involvement in everyday domestic activity

...more limited your opportunities to exercise basic choices

...more segregated your life (some people have no activities outside their home/day centre; some have no social contact except with staff)

Task
Create conditions that will disclose the person's...
– identity
– gifts & capacities
– preferences
by orchestrating...

ways of understanding

technology
relationships

service design
The Vicious Circle That Separates People From the Technology They Need

1. **Poor performance**
   - Produces **low investment in skills & technology**
   - Justifies **service culture of low relevance**
   - Protects staff who feel helpless (often caring)
   - Person defined as "unable"

This vicious circle perpetuates itself, separating people from the technology they need.
A Sequence of Actions to Promote Choice

- **Augment**: skilled use of technology to enhance communication, movement, attention, learning

- **Accommodate**: environmental modifications to facilitate participation in community places & activities

- **Adapt**: changing processes or requirements & systematically instructing to improve performance

- **Assist**: individually tailored personal assistance to perform necessary tasks or parts of tasks that facilitate participation & successful performance

- **Advocate** for required technology, environmental modifications, adaptations, & individualised personal assistance
Resources for Building a New Understanding

Rosemary Crossley (1999). *Speechless*. Dutton


Information on augmentative and alternative communication

- Augmentative communication user group //www.temple.edu/inst_disabilities/acolu

New perspectives on autism and neurological disorders

- The Autism National Committee //www.autcom.org
- www.autistics.org