



# Training for Job Placement Providers to Assist Individuals with Vision Loss Find Employment

SESSION #3  
KELLIE HAUGLID AND BOB SMITH

# Overview

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- ▶ Courtesies
- ▶ Learned Helplessness
- ▶ Light and Glare Control
- ▶ Assistive Technology
  - ▶ Low Vision Aids
  - ▶ Low Tech Devices
- ▶ Manipulating the Environment
- ▶ Orientation & Mobility
- ▶ Barriers to Overcome

Handouts – General Courtesies of Blindness, Learned Helplessness, Sighted Guide

\*Please put questions into the chat box & make sure to mute yourself.

Listen for code words. Email Kellie with code words for Certificate of Attendance.

# COURTESIES

1. Treat people with vision loss like anyone else.
2. Speak normally.
3. State your name when you approach.
4. Let them know when you leave.
5. If you leave them, put them in contact with something.
6. Ask before you help and how you can help.

# COURTESIES cont'd

7. Have them take your elbow.
8. Be descriptive about the environment.
9. When guiding, warn them of danger.
10. Guide a little slower.
11. Be careful. You are responsible.
12. Address someone with vision loss directly. Never through a person with vision.

# COURTESIES cont'd

13. It's OK to say "Look" or "See this".
14. Look at the person with vision loss when speaking to them.
15. Don't say, "Over there" or point.
16. Describe the layout of a room.
17. Don't presume the person can't accomplish any given task.
18. Ask them how they would do it.

# COURTESIES cont'd

19. They have abilities, just limited vision.
20. Ask what accommodations they will need.
21. Two people, same diagnosis, acuities, fields, may function very differently.
22. Tasks may take longer.
23. Ask them about their vision loss, but don't dwell on it.
24. Let them know they should advocate for themselves.

# COURTESIES cont'd

25. Provide accessible materials (example: large print, audio, Braille). Ask them what they need.
26. Organization is important to a person with vision impairment. Never move things around without asking first. Put things back where you got them.
27. Describe what's on their plate using the clock method.

# Learned Helplessness

- ▶ Common symptoms:
  - ▶ Low self-esteem
  - ▶ Passivity
  - ▶ Poor motivation
  - ▶ Giving up
  - ▶ Lack of effort
  - ▶ Frustration
  - ▶ Procrastination
  - ▶ Failure to ask for help
- ▶ “No matter what I do, good or bad, I can’t do anything to impact my situation!”
- ▶ “I try and try, but I cannot win!”
- ▶ “Bad things just keep happening to me!”



# Assistive Technology

- ▶ Computers and accessories
  - ▶ Large Screen Monitors
  - ▶ Synthetic Speech
  - ▶ Document Readers
  - ▶ Scanners – Character Recognition Scanners
  - ▶ JAWS
  - ▶ ZoomText, changing computer settings, Ctrl & Scroll
  - ▶ CCTVs
  - ▶ Apple products: iPad and iPhone – Siri, accessibility features
  - ▶ Keyboard overlays

# Seeing AI App for iPhones (individual apps for androids)

- ▶ Color Identifiers
- ▶ Bar Code Scanners
- ▶ Environmental Object identifiers (Scene Identifier)
- ▶ Person identifiers
- ▶ Handwriting Reader
- ▶ Money Identifiers

# Low Vision Aids

- ▶ Lamps and lighting
- ▶ Solar Shields
- ▶ Magnifiers
  - ▶ Stand
  - ▶ Pocket
  - ▶ Electronic
- ▶ Telescopic

# Low Tech Devices

- ▶ Bold pens, bold line paper, writing guides, signature guide
- ▶ Marking and bump dots
- ▶ Tactile maps and identification
- ▶ Limiting / Organization / Labeling
- ▶ Filter Sheets and colored paper

# Low Tech Devices cont'd

- ▶ Talking Alarm Clock, Timers, Reminders
- ▶ Note taker/Recorder (grocery list, phone number/address)
- ▶ Raised desks and lap desks

# Manipulate the Environment

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- ▶ Fastest, easiest solutions – change the environment first, then add devices and change the person
- ▶ Make sure the work station is comfortable and ergonomic – use stands
- ▶ Adjust Size and boldness - use CCTV
- ▶ Contrast colors, reduce clutter, keep a consistent background

# Manipulate the Environment cont'd

- ▶ Rearrange room to put windows at the client's back
- ▶ Shade from overhead fluorescent lighting
- ▶ Change angle of monitor to reduce glare
- ▶ Add mirrors (reflected viewing)
- ▶ Add devices to assist client – large print clock, BrailleNote

# Improving Lighting Conditions

1. Adding or removing lights
2. Opening or closing shades
3. Reducing glare
4. With screens, light from the side or above
5. Using sunglasses or filters
6. Using different types of lights – sun, incandescent, fluorescent, LED, halogen, hi intensity, etc.
7. Moving the light closer



# Improving Lighting Conditions cont'd

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8. Assuring no direct light to the eyes (White out)
9. Changing light direction (light over shoulder of better eye)
10. Reduce light sources
11. Windows at client's back
12. Use color overlays

Questions???

# Orientation to Environments and Devices

- ▶ 1. Travel route to the area in which they will work
- ▶ 2. Point out bold landmarks
- ▶ 3. Travel route several times
- ▶ 4. Identify all hazards and discuss how to avoid them
- ▶ 5. Determine the fastest, safest route

# Orientation to Environments and Devices cont'd

- ▶ 6. Have them travel the route following the wall
  - ▶ Taking note of landmarks
- ▶ 7. Assure they know all routes they will need
  - ▶ Examples: breakrooms, bathrooms, copier, Supervisor's office, etc.
- ▶ 8. Create a tactile map
- ▶ 9. Mark all needed areas
- ▶ 10. Assure necessary Sighted Guide Instruction

# A Person Who Has Never Seen Anything Will Have Problems Understanding:

- ▶ 1. Color (We can't express or discuss color)
- ▶ 2. Difference between transparent, translucent, reflective, tinted, or opaque
- ▶ 3. Extreme height or depth
- ▶ 4. Physical concepts like clouds, intersections, etc.

# Sighted Guide

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- ▶ Best Practice Methods for a sighted person to effectively and safely guide a person with vision loss through the environment
- ▶ Client will need to train the people around them

*\*ALWAYS maintain contact between client and guide\**

# Sighted Guide: Grip

- ▶ Take guide's arm above elbow
- ▶ Client's fingers between guide's arm and guide's body
- ▶ Client's thumb on outside of guide's arm

# Sighted Guide: Position

- ▶ Client should remain one half step behind the guide
- ▶ Client should keep Cheek-to-Shoulder with the guide
- ▶ The guide may place their guide arm over their stomach
  
- ▶ Note: The guide may wish to put their hand of their guiding arm into their pocket to avoid any inadvertent inappropriate touching.



# Sighted Guide: Walking and Turns

- ▶ Walking:
  - ▶ Guide should walk slightly slower than normal
- ▶ Turns:
  - ▶ Guide may walk around the client
  - ▶ Client may walk around the guide (Guide should slow)

# Sighted Guide: Narrow Spaces

- ▶ Slow a few steps in advance of the narrow space
- ▶ Guide should put their arm behind their back
- ▶ Client should maintain their grip on guide's arm
- ▶ Client should slide directly behind the guide and extend their arm fully

# Sighted Guide: Doors

- ▶ 1. Approach the door perpendicular
- ▶ 2. Inform the client of the door
- ▶ 3. Client use free arm in Protective position
- ▶ 4. Guide should open the door and guide client to the door edge

# Sighted Guide: Doors cont'd

- ▶ 5. Guide is responsible to get client through door safely
- ▶ 6. Client should take weight of the door
- ▶ 7. Guide and client should walk through the door
- ▶ 8. Client should allow the door to close or close it

# Sighted Guide: Curbs

- ▶ Guide slows a few steps in advance of the curb
- ▶ Guide stops at the top of the curb
- ▶ Guide steps down and stops
- ▶ Client moves up to curb edge and steps down
- ▶ Guide and client continue walking

# Dealing with Being Grabbed by the Arm and Pushed from Behind

- ▶ Quickly plant feet and straighten arm forward
- ▶ Quickly move arm upward toward the sky

# Signaling for Sighted Guide: Standing

- ▶ Client should put hand straight down the front of their leg – fingers straight
- ▶ Guide will tap the back of the client's hand with the back of their hand
- ▶ Client will maintain contact and slide up the guide's arm to above their elbow, and grip their arm

# Asking for Sighted Guide: Sitting

- ▶ Client should their put hand, fingers straight, on their leg fingers pointing to their knee
- ▶ Guide will tap the client's shoulder with the back of their hand
- ▶ Client will stand up and slide up the guide's arm to above their elbow, and grip their arm



# Guide's Signal for Sighted Guide

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- ▶ Guide should approach client from the side
- ▶ Guide should use the back of their hand to tap back of the client's hand – maintain contact after last tap
- ▶ Client will maintain contact as they trail the guide's arm to above their elbow
- ▶ Client will grip the guide's arm

# Sighted Guide With A Cane

- ▶ If the client carries their cane as they receive Sighted Guide, they should have one hand hold the guide's elbow and the other holding their cane
- ▶ The client should hold their cane in front of their knee to improve protection

# Effective Travel Indoors: Trailing

- ▶ When walking indoors, keep one hand on the wall for orientation
- ▶ Fold fingers and use a very light touch
- ▶ Only leave the wall to walk around obstacles or to cross openings

# Effective Travel Indoors: Diagonal Cane

- ▶ If a client is using a long cane, they may:
  - ▶ place the cane in the left hand
  - ▶ Use an overhand grip
  - ▶ Hold the cane diagonally across the body to the corner where the wall meets the floor
  - ▶ Push the cane along keeping the tip in the corner at the bottom of the wall
  - ▶ Assure full and continuous coverage of the body

# Effective Travel Indoors: Place-the-Foot

- ▶ Used for walking into unfamiliar areas in order to locate steps and obstacles, and identify sure footing prior to stepping
- ▶ 1. Move forward keeping all weight on one foot
- ▶ 2. Step only a few inches at a time
- ▶ 3. Shift weight only once sure footing is identified
- ▶ 4. Find and use a wall for orientation and balance ASAP

# Locating Dropped Objects

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- ▶ 1. Get right above the surface to be searched
- ▶ 2. Feel the surface using a pattern
- ▶ 3. Make a grid
- ▶ 4. Use a yardstick with a magnet

Questions???

# Barriers to Overcome

- ▶ Transportation problems
  - ▶ Bus
  - ▶ Paratransit
  - ▶ Taxi
  - ▶ Lyft or Uber
  - ▶ Coworkers, supervisors
  - ▶ Family and friends
  - ▶ Hired driver



# Barriers to Overcome cont'd

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- ▶ Employer attitudes
  - ▶ Blind can't work, or they work ineffectively
  - ▶ Blind will need a lot of time and energy
  - ▶ Blind won't fit in
  - ▶ Accommodations will cost a lot of money
  - ▶ Blind will cause opening for discrimination
  - ▶ Blind are a safety issue

# Barriers to Overcome cont'd

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## ▶ Client issues

- ▶ Low Self-esteem: not worthy, can't do what they used to do
- ▶ Print barriers
- ▶ Lack of preparation
  - ▶ Print compensation
  - ▶ Assistive Technology
  - ▶ Independent Living
  - ▶ Work skills

# Final Session:

- ▶ Resources
- ▶ Information Intake Form example
- ▶ Discussion – email Kellie questions regarding working with visually impaired clients that you would like to be discussed.
  
- ▶ Thank you!
  - ▶ Kellie and Bob from the Rehabilitation Center for the Blind

\*Email Kellie at [Kellie.Hauglid@state.sd.us](mailto:Kellie.Hauglid@state.sd.us) with code words for Certificate of Attendance.