



## 10 Simple First Steps to Improve Disability Competent Care

1. Use the Disability Competent Care Assessment Tool to see where you stand.
2. Hold a staff meeting to view these videos; then follow up with a discussion about your commitment to Disability Competent Care and what simple changes can be made in your practice.
3. Check for and remove or fix any physical obstacles to entering your building or office.
4. Remove chairs to make space for people using wheelchairs in your reception area.
5. Investigate purchasing an adjustable exam table and wheelchair scale.
6. Check signage and replace with large, legible signs where needed.
7. Work with your RCCO representative to locate a resource for reliable sign language interpreters.
8. Create a checklist for schedulers with appropriate questions about needed accommodations, then keep information obtained in the patient's medical record.
9. Ask suppliers of Patient Education Materials to send large print versions.
10. Encourage all your staff to be fully on board and practice proper etiquette when interacting with people with disabilities



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