GOOD Morning

[Image of a steaming cup of coffee]

NOW
Cheryl Ball
Training Development Manager

👋
NOW
NOW Group is a multi award-winning social enterprise based in Belfast supporting people with learning difficulties and autism into jobs with a future
Before we get started

Health & safety

House keeping

Support & equal opportunities

Feedback
Purpose of the Training

Increase Awareness of Disability & Inclusion

Remove Barriers in Society & at Work

Implement Strategic Steps to an Inclusive Culture
YOU SHOW IT
THEY KNOW IT!
What is Inclusion?
Diversity

Differences & similarities in perspectives, identities & points for view

Inclusion

Belonging

A sense of connection to others that is always in the process of being actively achieved
“Diversity alone isn’t enough. If diversity is being invited to the party, inclusion is being asked to dance when you are at the party.”

Anon
What is meant by?

Mental Ill Health

Learning Disability

Physical Disability

Hidden/Non-visible disability

Neurodiversity
What is neurodiversity?
Neurodiversity

Refers to the different ways the brain can work and interpret information

Neurodivergence

Dyslexia, Dyscalculia, Autism, ADHD, Dyspraxia, Tourette’s syndrome
Neurotypical

The brain functions and processes information in the way society expects

Neurodivergent

1 in 7 people (more than 15% of people in the UK)
Neurodiversity

Neurodiverse - group

Neurodivergent - Person

Neurodivergence – ADHD/Autism etc
Autism
ADHD
Dyslexia
Dyscalculia
Tourette’s
Dyspraxia
Dslixyxa

A fnired who has dsxlyxia dseebrcid to me how she enpxxeecis rendiag. She can read, but it tekas a lot of coonietcrann, and the leettrs seme to “jum anorud”.

I rmmemeeb rendiag about tmypoeglica. Wdloun’t it be pilsebo to do it irtvicneatly on a wisetbe wthh Jraprsivact? Sure it wwould.

Feel like making a brikeaowmot of tihs or stmehnioq? Frok it on gthub.

Dsleyxa is ctaharezirced by dicifitufy with Imnaeg to read fituelny and wth aturacce cpooesismrenh dtispe namorl ingettiilnce. This iudecnsc diiftucy wth plnaogchoiol arsmnaews, pioglchnchoul ddinoeqg, poiscsnerg seęp, ohtigirrhpac cidnog, atiorduy srhot-trem momrey, Ignauege slilks/vebarg csepreminoo, and/or raipd nmniag.

Dmeanoetpveyll miaedg diedors (DRD) is the msot cmomon lanrenig dsbiatly. Dysislea is the msot reencogzid of redinag didosrres, hevewor not all ridaneg dioredsrs are linekd to dyxeixa.

Some see dxisylea as dnsitct form rdieang diilfeifcuts reutilnsg from ohter cuesas, scuh as a non-nlgaoceriuol dincficeey with voisn or hneraig, or poor o ladaqntuee rdaneig isccnitturon. Three are there pporeosd ctvniigoe sbutpeys of dlyesia (atudory, vauisl and anementtial), ahoguth ivuaidnid caess of dxilysea are beett raelpinxd by sipifecc unryinldeg neulighopaccyrsol dfiects and co-cnircured Imnaneig diablietless (e.g. ainettoton-difeict/hateyrctvi doseridr, math dabistli, etc.). Auglotho it is cndeesriod to be a reivetpcue lauguine-bsaed iannig dfaltsibyi in the reraesch Irurtetae, dxlelyxa also afefcts one’s erpxvssiee Inuaagge slikis. Rcrsreaees at MIT fonud that plepoe wth disleyxa eilihtxed iipmerad vioec-riotigencn abieleilts.

Scroue: Wieikdpia
Dyslexia

https://www.youtube.com/watch?v=i_kMy-_Vpu0
Everyone is NOT on the spectrum
Characteristics of autism

Difficulties with social interaction & communication

Restricted & repetitive patterns of behaviours, activities or interests

Since early childhood, to the extent that these "limit & impair everyday functioning"
VIDEO

Amazing Things Happens
Neurodivergence & Eating

- Only eating very few foods
- Not being able to eat at school
- Long periods without food
- Pica
- Understanding hunger & fullness signals
Neurodivergence & Eating

Hyper-fixation
Sensory aversion
Fixed food patterns
Eating disorders & disordered eating
Food preparation
Strategies

Know sensory profile needs

Why executive functioning matters

Meal planning

Physical/environmental support

Awareness of energy costs
Disability

Legal Definition:
A disability is: A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

Social Model:
Disability is caused by the way society is organised, rather than by a person's disability or condition. It looks at ways of removing barriers that restrict a person's life.
Disability – The Facts

One person in three

11 million people in UK

51% of working age disabled people employed

76% of working age non-disabled people employed

Disabled people in the UK have £80 billion spending power
The purple pound

1 in 5
More than 1 in 5 potential UK consumers have a disability

£2b
Businesses lose approx. £2 billion per month by ignoring the needs of a disabled person

75%
75% of people & their families have walked away from a business because of poor accessibility or customer service

73%
73% of potential disabled customers experienced barriers on more than a quarter of websites they visited
Removing Barriers
What barriers may neurodivergent people face?

- Physical
- Attitudinal
- Organisational
Reasonable Adjustment?

The duty to make reasonable adjustments in goods and services is anticipatory.

This means a trader or service provider must not wait for a customer who has a disability to ask them to do something.

The service provider should consider in advance what they need to do to make their services accessible to all their disabled customers.

Disability Discrimination Act 2005
Terms & Conditions
Inappropriate:
- "The disabled"
- "Wheelchair bound"
- "High/low functioning"

Appropriate:
- "People with a disability"
- "Wheelchair user"
- "Autism"
Inappropriate

“Mentally handicapped”

“Able-bodied”

“An epileptic or a Downs Syndrome person”

Appropriate

“Learning disability”

“Non-disabled”

“A person with.....”
Support Strategies

- Training/Events/Forums
- Highlight Awareness weeks
- Share stories and experiences
- Empathy, time, patience
- Clear communication
- Culture
Impact

- Reduction in causing offence
- Creates a safe environment
- Improved health & wellbeing
- Sense of belonging
- Positive and inclusive culture
- Increased engagement and productivity
Strategic steps to an inclusive organisational culture
Strategic steps to an inclusive organisation culture

- Promote inclusivity
- Unconscious bias
- Recruitment
- Processes & procedures
- Empathetic leadership
- Stats don’t equal inclusion
- Create a sense of belonging

What next?
- Become JAM Card friendly
- Lead the way
- Brand
- Minimise fear
- Inclusive language
Awareness isn’t enough,

Celebration & promotion are key!
Are you doing enough?
Purpose of the Training

Increase Awareness of Disability & Inclusion

Remove Barriers in Society & at Work

Implement Strategic Steps to an Inclusive Culture
Thank you
Any Questions?
JAM Card E-Learning
Disability inclusion
JAM Card Customer Service
JAM Card within the Telecoms Industry
Neurodiversity within the Workplace
Recruiting & Managing Neurodiverse Talent
Bespoke
What Next?

www.jamcard.org
www.nowgroup.org
cheryl.ball@nowgroup.org
Mob: 07710094888
We value your feedback

Please scan the QR code to complete your training evaluation