

Are You Accommodating the Needs of Your Clients?

Inclusive Conversations

- YES NO
- Do I direct my conversations towards the client?
- Am I listening to what the client needs and wants out of life?

People First Language

- YES NO
- Do I emphasize abilities and not limitations?
- Do I tell what a person has and not what a person is regarding their disability?
- Do I use a language free from negative words regarding a person's disability?

Effective Communication

- YES NO
- Do I allow for plenty of time for meetings?
- Do I allow for a long enough wait time after asking questions?
- Do I check the clients understanding of important information?
- Do I involve the caretakers in the conversation to gain information?
- Is the meeting area quiet and free from distractions?

Office Accessibility

- YES NO
- Is my office accessible to those with mobility issues?
- Do I have information available in large print?
- Is the meeting environment free from protruding or hanging objects?
- Is my work area well lit?
- Do I have comfortable seating and room to move around?

Available Programs and Resources

- YES NO
- Am I knowledgeable about programs available at my center?
- Am I knowledgeable about programs available in the community?
- Do I have a list of helpful resources to give to families?



MILITARY CAREGIVING
Military Families Learning Network

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CHANGES YOU CAN MAKE:

Inclusive Conversations

People First Language

Effective Communication

Office Accessibility

Available Programs and Resources



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