



Barloworld
Equipment



Sawubona Disability

A Publication by the QuadPara Association of South Africa (QASA)

Myths, Manners, Do's & Don'ts about Disability

ENGLISH





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Letter from the National Director of QASA Ari Seirlis

How does one communicate with people who have disabilities? What language should one use to write or talk about them? What is the etiquette when meeting a blind person or a wheelchair user? How much can one expect of a person with a disability, and what help should be given?

Many of you without disabilities will have felt shy or embarrassed when meeting those of us who are disabled. People tend either to blurt out commonly used but discriminatory language, or tie themselves up in knots trying not to offend. That is why QASA is proud to publish *Sawubona Disability*: a short insight into the myths, manners, do's & don'ts of disability. There is a lot more to understanding disability than you will find here, but it's a friendly introduction that will set you on the right path. Thank you to everybody who gave us hints, tips, information and funding to research and print the booklet.

Enjoy the cartoons, think about the issues we raise, and lend the booklet to others if you think it will help them. Our aim is not to dictate how you should think and speak, but to break down some false images and attitudes surrounding people with disabilities. For it is society's attitudinal barriers that disable us more than anything else.

Ari Seirlis



Did you Know?

Approximately 8% of South Africans have disabilities.

The perspective of a person with a disability can be difficult to grasp by persons without disabilities. You get glimpses of what it is like when you are injured and need to use crutches, injure your eyes or ears, or when you reach old age with its mobility impairments. You might not suffer the prejudices that are experienced by persons with disabilities but you will certainly experience the environmental barriers.

Everyday activities like shopping or travelling can often be difficult for people with disabilities. What is often more difficult to deal with are not the physical barriers, but the attitudes of society and people's lack of understanding of what it is like to have a disability. These barriers are often the most difficult to change. It can take only a few days to change the physical environment to be accessible, but in some cases it can take decades to change people's attitudes.

Most people will have had little experience on a day-to-day basis of meeting and interacting with people with disabilities. Unfortunately, **and inaccurately**, people with disabilities are often viewed as:

- victims, or objects of pity
- horrible or grotesque
- burdens, either on society or on their families and caregivers
- unable to do things
- having multiple disabilities (such as assuming that a person who uses a wheelchair also has an intellectual disability)
- “special” or “different”
- handicapped

Think of how many times in a hospital scene in a movie, they throw in someone wheeling past in a wheelchair. Society is geared to perceive wheelchair users as chronically sick and needing to be in hospitals. The disability sector is eager to convince and demonstrate that disability is not a medical issue, it is a social environmental issue.

Disability is not always visible. Many impairments such as autism, epilepsy, dyslexia and diabetes are hidden. Some disabilities can affect a person's capacity to communicate, interact with others, learn or move around independently.

Did you Know?

Disability:	Be aware:
Quadriplegia (also known as Tetraplegia)	A person will be using a wheelchair and have no, or limited use, or mobility of their legs and arms. A person may not be able to, or may have difficulty gripping or holding small objects.
Paraplegia	A person will be using a wheelchair and have the use of their arms and upper body. People use wheelchairs, they are not “confined” or “bound” to wheelchairs. A wheelchair is a mobility aid, it is not something that confines anyone – it mobilises all users.
A deterioration in or complete loss of sight	A person may not respond to physical gestures. A person may be unable to read, and other alternatives will be needed.
A deterioration in or complete loss of hearing	A person may not respond to being called or being communicated with verbally. A person may have difficulty hearing in venues with background noise.
Difficulty speaking	A person may not speak clearly.
Comprehension difficulties/ Intellectual disability	A person may be slow to understand information during conversation.
Psychiatric disability	It can be difficult to tell a person who has a psychiatric disability apart from other people. Their illness can in some cases be treated (but not cured) with medication.
Facial disfigurements	A person’s disfigurements usually have no effect on their intellectual ability.

What is a Disability?

Some Definitions...

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

UN Convention 2006

Disability is the disadvantage or the restriction of activity caused by a society which takes little or no account of people who have impairments and thus excludes them from mainstream activity.

Disability Movement

Disability is a social construct (and not a description of a medical condition in the individual) that represents the outcome of the interaction between impairments and the negative environmental impacts on the individual, in recognition that society is constructed, both through the characteristic of its built environment and functioning, on the one hand and the prevailing attitudes and assumptions on the other, which results in restricted opportunities for disabled people to participate on an equal basis, and failure of society to adapt to and accommodate their needs; and the term 'disabled' has a corresponding meaning.

DPSA Constitution 2006

Disability means moderate to severe limitations in a person's ability to function or ability to perform daily activities as a result of a physical, sensory, communication, intellectual or mental impairment.

Department of Social Development

A long-term or recurring physical or mental impairment which substantially limits their prospects of entry into, or advancement in, employment.

Department of Labour

Disability can no longer be seen as a static feature of an individual but rather as a dynamic and changing experience determined by the changing nature of the environment. This change from focusing on the individual to focusing on the environment plus the individual has important implications.

Watermeyer, et al, 2006



Myths

People with disabilities are DIFFERENT from “normal” people

What is normal? People with disabilities think, feel, and act exactly the same as other people.

Non-disabled people must TAKE CARE OF people with disabilities

Anyone may offer assistance, but most people with disabilities prefer to be responsible for themselves or be consulted on support they may require.

People with disabilities ALWAYS need help

Many people with disabilities are in fact independent and capable of giving help.

Wheelchair users are FRAGILE, sickly and unhealthy

People use wheelchairs for a variety of reasons, not all of which have anything to do with illness or general health.

People with disabilities are BRAVE, courageous and exhibit marvellous strength of character

Adjusting to a disability requires adapting to a lifestyle. Do not say to a person with a disability, “You are so inspiring. I thought I was having a bad day but you are dealing with so much worse.”

All persons with hearing impairments can read lips

Lip-reading skills vary among people who use them and there is risk of misunderstanding.

People who are blind acquire a “sixth sense”

Although most people who are blind

develop their remaining senses more fully, they do not have a “sixth sense” and are not psychic.

People with psychiatric disabilities are mad, insane or mentally ill

A psychiatric disability may be caused by the person being emotionally disturbed or psychiatrically ill. These mental illnesses include conditions such as anxiety, depression or bipolar disorder. These illnesses can be treated and managed.

People with learning difficulties are mentally challenged

Learning difficulties are different to intellectual disabilities. Learning difficulties include dyslexia. A person will not necessarily have an intellectual disability and will often be very intelligent; however their learning is hampered by their disability.

Some bizarre myths:

- Parents are angels for raising their disabled children.
- People with disabilities go around suing everyone who upsets them.
- People with disabilities are suffering saints; suffering makes you more spiritual.
- If you have a disability, you’re incapable of handling your own affairs, living your own life or making your own decisions.
- Disability means you have sinned and are being punished.
- Disability is a tragedy and disabled people need cures.

The Law & Disability



Constitution (Bill of Rights, Section 9)

Everyone has the right to equal protection and the full enjoyment of all rights and freedoms. One cannot be discriminated against on the basis of race, gender, sex, pregnancy, disability, sexual orientation, culture or language.

Visit www.info.gov.za to download a full copy of the Constitution including the Bill of Rights.

Promotion of Equality and Prevention of Unfair Discrimination Act (PEPUDA)

This Act also aims to prevent unfair discrimination based on one or more grounds, including gender, race and disability, and seeks to:

- Promote equality
- Protect human dignity
- Prevent unfair discrimination and the use of hate speech
- Promote a culture of democracy

The prohibition against unfair discrimination is primarily intended to provide immediate relief to persons or groups of persons who are being subjected to unfair discrimination.

Visit www.info.gov.za to download a full copy of the Promotion of Equality and Prevention of Unfair Discrimination Act.

The Law & Disability

Employment Equity Act

This Act aims to achieve equality in the workplace by eliminating all forms of discrimination and promoting equity in the workplace. The Act governs that no person in the workplace or applying for a job may be discriminated against on any grounds (race, gender, disability, etc). The Act further promotes affirmative action; it protects people who have been historically discriminated against in the workplace. Affirmative Action requires that employers take steps to improve the situation of black people, women, and people with disabilities in the workplace.

Visit www.info.gov.za to download a full copy of the Employment Equity Act.

Code of Good Practice on the Employment of People with Disabilities in terms of the Employment Equity Act

The Code of Good Practice is a guideline for employers, workers and trade unions on promoting equal opportunities and fair treatment for people with disabilities as required by the Act. The Code is intended to educate and inform employers and workers to understand their rights and obligations, to promote certainty and to reduce disputes so that people with disabilities can effectively enjoy and exercise their rights at work. The code is intended to help create awareness of the contributions people with disabilities make and to encourage employers to fully use the skills of such people.

Visit www.info.gov.za to download a full copy of the Code of Good Practice.

UN Convention on the Rights of Persons with Disabilities

The Convention promotes, protects and ensures the full and equal enjoyment of all human rights by persons with disabilities. Its comprehensive outlook includes key concerns such as accessibility, personal mobility, health, education, employment, habilitation and rehabilitation, equality and non-discrimination.

South Africa has ratified this Convention in 2007, and has accepted its legal obligations under the treaty: these include adopting legislation in order to carry out what the Convention aims to achieve.

Visit www.un.org to view the full document or for more information on the UN Convention.

National Building Regulations and Building Standards Act

The National Building Regulations stipulate that buildings must provide the following accessible facilities:

- Ramps
- Bathrooms
- Doors
- Lifts
- Parking Bays

Legal Resources in South Africa:

The South African Human Rights Commission (SAHRC)

www.sahrc.org.za

info@sahrc.org.za

The Language of Disability

The language of disability has been changing for quite a while, and it continues to change. This is a vitally important issue. Individuals with disabilities are considered to be disabled as a result of society's discrimination, of which language is a big part. Mainly due to ignorance, many incorrect terms and phrases are used to describe disabilities and people who have disabilities. However, people are becoming increasingly aware of the way in which the language used to refer to disability can reinforce negative stereotypes, even without the speaker realising it.

Certain word or phrases may give offence. Avoid using language that suggests that disabled people are always frail or dependent on others, or which makes disabled people objects of pity, such as "suffers from" or "a victim of". It is accepted practice that phrases should, if possible, put the person first, for example "people with disabilities" rather than "disabled people".

Although there are no concrete rules, it is helpful to understand why some terms are preferred to others (see next page).

Other inappropriate terms and phrases include:

- "Inconvenienced"
- "Handi-capable"
- "Special"
- "In spite of his disability"
- "Overcame his handicap"

Remember:

- Avoid clichés
- Do not communicate your admiration or pity purely on account of a person's disability
- Each person you meet is an individual and may prefer the use of different or specific terminology
- Disability terminology and the disability community are constantly evolving
- Treat a person in an entirely non-judgmental manner
- Restrain your curiosity: if you meet a person with a disability for the first time, don't immediately ask them "what happened to you?"

Have confidence and relax – If you feel embarrassed or you are unsure of what exactly to do, don't worry. It is quite normal to be nervous of doing the "wrong" thing, but your efforts will more than likely be appreciated.

Always be patient – Some disabled people need a little more time than usual for everyday tasks such as entering a building or understanding the answer to a query.

Look beyond the disability – There is a person in front of you, not a disability.

Important to acknowledge – The environment within which a person with a disability operates is often the disabling element.

The Language of Disability

Don't use:	WHY?	Rather use:
Handicapped, crippled, physically challenged, differently abled, an invalid, "the disabled"	The words "handicap" & "crippled" can prompt negative images. Disabled people view themselves as people with impairments or medical conditions who are "disabled" by a society that fails to remove unnecessary obstacles. The word "handicap" derives from the phrase "cap in hand", referring to a beggar.	Disabled people or person with a disability Persons with disabilities Disability or impairment
A paraplegic, a quadriplegic, an albino, a mongol	A disabled person should not be defined by their impairment, or medical condition. These terms define the person by their condition, and should be avoided at all costs. Hint: Always refer to the person first, and then the disability.	Person with paraplegia, quadriplegia, albinism, Down Syndrome
Sipho suffers from cerebral palsy Sipho is afflicted with cerebral palsy Sipho is a victim of cerebral palsy Sipho is stricken with cerebral palsy	All four phrases cast disabilities as negative. "Suffers from" indicates ongoing pain and torment, which is not the case for most people with disabilities. "Afflicted with" and "stricken with" denote a disease, which most disabilities are not. "Victim of" implies that a crime is being committed on the person who has a disability, and makes them sound powerless.	Sipho is a child with cerebral palsy Sipho has cerebral palsy
Wheelchair bound or confined to a wheelchair	Users of wheelchairs see this as a mobility aid, and not as a tool of confinement. The "bound / confined" phrase belies the fact that many people with mobility impairments engage in activities without their wheelchairs, including driving and sleeping. Focus on the person, not the wheelchair.	Wheelchair user Sizwe uses a wheelchair
AIDS victim She's a diabetic	Some diseases by legal definition are considered disabilities. Victimising the person through the disease, or defining the person by the disease, is inappropriate.	Person living with AIDS Person with diabetes

The Language of Disability

Don't use:	WHY?	Rather use:
Deaf and dumb, deaf mute, "the deaf"	Being deaf has no relevance to the person's level of intelligence. The term "mute" refers to the inability to speak, but many people with hearing disabilities are still able to speak. People who consider themselves as part of Deaf culture refer to themselves as "Deaf" with a capital "D". Because their culture derives from their language, they may be identified in the same way as other cultural groups, for example "Shangaan".	Person is deaf or has a hearing impairment Deaf sign language user Deaf people People with hearing impairments
Vision impaired, "the blind"	"Blind" or "visually impaired" are the correct terms to use.	Person is blind, visually impaired, sight impaired or partially sighted Blind people or people with visual impairments
Crazy, mental, lunatic, insane, mentally ill, nutter, psycho, schizo	These are very derogatory words that carry negative connotations.	Person with a mental health problem or mental ill health Person with a psychiatric disability
Mentally challenged, mentally retarded, brain damaged	These are very derogatory words, and often inaccurate. Use inoffensive language.	Person with an intellectual disability or person with a mental disability
Dumb, stupid, slow, retarded	These are words carry negative connotations. A person with a learning difficulty is often incredibly intelligent, they just have difficulties learning, for example in school. Do not use offensive language.	Person with dyslexia or with a learning difficulty
Dwarf or midget	Avoid these negative words.	Person of short stature
Deformed, deformity, birth defect	A person may be "born without arms" or "has a congenital disability," but is probably not defective. "Deformed" and "defect" are both very negative words.	Person born without arms or with a congenital disability

The Language of Disability

GROUP terminology

Don't use:

The disabled

Disabled rights

Disabled community

The disabled residents

Rather use:

People (or persons) with disabilities

The disability rights movement

Disability community

Residents who have disabilities

FACILITIES terminology

Don't use:

Special bathroom or paraplegic bathroom

The term "special" implies segregation and has negative associations

Disabled parking

Disabled seating

Rather use:

Accessible bathroom

Accessible parking

Seating for viewers using wheelchairs / *accessible* seating

Accessible facilities can be used by anyone; they are not special, separate or different. The principles of universal design are the pinnacle of accessibility whereby environments and items are designed to suit the needs of all human beings.



Wheelchair Users & Persons with Mobility Impairments



There are many different reasons for someone to use a wheelchair and there is a wide range of physical disabilities among those who use wheelchairs.

How to help:

COMMUNICATE

- Speak directly to the person using a wheelchair and make eye contact. Do not stare at the wheelchair.
- Offer a physical gesture (such as a handshake) as you usually would to a person using a wheelchair, even if they have very limited use of their arms and hands.
- When speaking to someone in a wheelchair, put yourself at their eye level, by sitting or lowering yourself – this will eliminate the wheelchair user’s neck getting stiff.
- If the person using a wheelchair is accompanied by a caregiver, make sure you speak to the person directly, and not to the caregiver.
- Never slap a person using a wheelchair on the back or thigh as a goodwill

gesture. This can cause the person to lose their balance, or trigger muscle spasms which can lead to the person falling out of their wheelchair.

- When appropriate, a hug is acceptable, a touch is permissible, a smile is agreeable.
- Don’t be sensitive about using words like “walking” or “running”. People using wheelchairs use the same words.

RESPECT PERSONAL SPACE

- Do not lean on or be overly familiar with a person’s wheelchair – it is an extension of their personal space.
- It is considered rude to hang your items such as coats and bags on a person’s wheelchair.
- Never push a user’s wheelchair without the person’s consent.

OFFER TO HELP

- Always ask the person if they would like assistance before you help. Should they accept, ask them how they want to be assisted before going further.
- When handing items to the person, place them within the person’s grasp.

PARKING

- Don’t park your car in a designated accessible parking place. These spaces are wider than usual (3500mm) in order to get wheelchairs in and out of the car and are close to the entrance for those who cannot push far.

TOILETS

- Don’t use accessible toilets designed for wheelchair users if you do not have a disability.

Persons who use Sticks, Crutches or Walking Frames

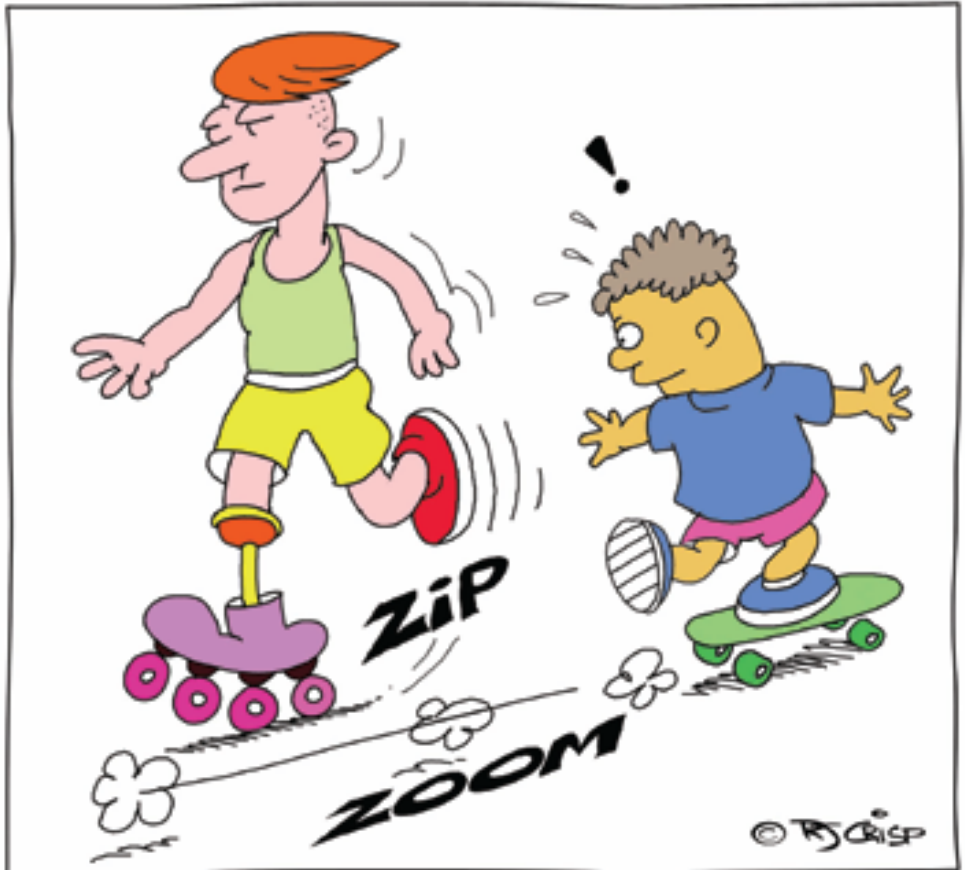
How to help:

RESPECT PERSONAL SPACE

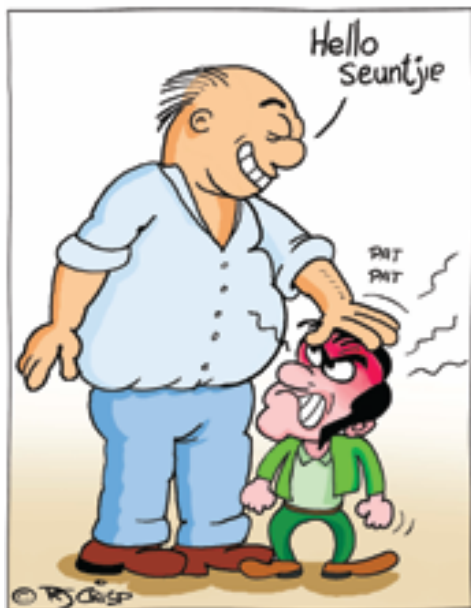
- Items such as walking frames, crutches and canes are also considered extensions of the user's personal space, so before you touch or move them, ask permission.

OFFER TO HELP

- Always offer a seat. Also offer to open doors as this might be difficult for the person to do.
- Be helpful, but make sure you offer to assist with bags or other belongings before actually doing so.
- Ask the person whether they would prefer a chair with arm rests or higher seats.



Persons of Short Stature (Dwarfism)*



Dwarfism commonly refers to a person with an adult height of less than 147cm (4'10"). There are different types of dwarfism that can be caused by genetic or other medical conditions. A person of short stature is neither a child nor a member of the local circus!

How to help:

COMMUNICATE

- Communication can be easier when people are at the same level, so step back or kneel down to make eye contact with the person.
- Don't talk down to the person or be over-familiar. The same courtesy and respect is required as when meeting any other person for the first time.
- If the person is accompanied by a friend, colleague or family member, address the person directly and not the companion.

ETIQUETTE

- Do not assume the person's age and/or abilities based on their height.
- Place items within the person's reach.
- Never pet the person on the head.
- Jokes about Snow White and the Seven Dwarfs are not funny.

OFFER TO HELP

- Do not offer to pick up the person if they can't reach an object. Just pass the object or provide a step stool so they can reach it themselves.
- Ask before putting a cushion on the chair: often a loose cushion makes it more difficult for a person with short stature to get onto the chair.
- Always ask the person if they would like assistance before you help. Should they accept, ask them how they want to be assisted before going further.

Persons with Sight Impairments*

Sight impairments vary from person to person – they can range from having some limited sight, which is blurred or distorted, to no sight at all.

How to help:

COMMUNICATE

- When approaching a person with a visual impairment, speak to them, so that they know someone is coming their way.
- Identify yourself clearly in case they do not recognise your voice but remember it is not necessary to shout.
- Address a person with a visual impairment directly, and not through a third person.
- When introducing yourself, say, “shall we shake hands?” (instead of taking them by surprise when you grasp their hand).
- Some people who have visual impairments might have a guide dog; these are not pets and should not be made a fuss of. They are working dogs with an important function and should not overshadow the person with the disability.



Persons with Sight Impairments

OFFER TO HELP

- Being helpful is much appreciated. The best approach is to ask how you can be of help. Give verbal clues, such as “May I offer you an arm” or “May I take your bag for you” to avoid taking the person with the sight impairment by surprise.
- When entering an unfamiliar area, give a brief description of the layout.
- When leading a person, on approach of stairs, mention there are steps in advance, saying if they are up or down.
- When offering the person a seat, the best way is to let them sit down by themselves: do this by placing their hand on the arm or back of a chair.
- When helping a blind person into a car, tell them which way the car is facing and place the person’s hand on the roof over the open door.
- When using public transport, such as a train or bus, enter ahead of the blind person. Never push a person with a visual impairment in front of you.
- At meals, a person with a visual impairment will manage independently or will ask for assistance.

ETIQUETTE

- Do not leave a person with a visual impairment talking to an empty space. Tell them before you move away and gently announce yourself on returning.
- If you need to move any belongings, first ask and then describe where they are. Check that they have picked up their possessions when you move.
- In a business situation, if you need to give written communication to a person with a visual impairment, make sure you have this available in other formats, such as Braille, large print or audio.
- Ensure that doors are not left ajar. Avoid objects left on the floor as they are likely to be tripped over.

Deaf or Hard of Hearing Persons*

Not all people who are hard of hearing are completely deaf – they may have varying degrees of deafness. Persons with mild, moderate, severe or profound hearing loss may use a hearing aid, may find lip-reading helpful or might use South Africa Sign Language. There are numerous ways to communicate with Deaf people or hard of hearing persons.

Everyone lip-reads to some extent, especially in noisy situations. When you speak to someone, your facial movements give them information that helps them understand the meaning of what you are saying.

- Lip-reading requires skill and concentration and can be tiring for the lip-reader.
- Many words can look similar on the lips.
- Some sounds are pronounced at the back of the throat and have no visible shape on the lips.

How to help:

COMMUNICATE

- In order to start a conversation, get the person's attention with a slight touch to the shoulder, move into their line of vision or give a small wave (do not exaggerate this).
- It is essential that the person sees you before you begin the conversation, else they may lose the first words of what you are trying to convey.
- Establish eye contact before beginning communication.
- It is best not to assume how much the person can and can't hear – ask whether they are understanding you and how loud you should talk, and find out how best you can communicate with them.
- Avoid raising your voice too much in order to be heard, and don't shout, especially when dealing with sensitive information. If you can't be heard or understood, write down what you want to convey.
- Hand gestures can be useful, but use these as you would in any normal conversation. Exaggeration is not necessary and can be embarrassing.
- Make sure that you have been understood – don't be afraid to ask. It is better to ask the Deaf person whether they understand or whether they need help, than to assume.



Deaf or Hard of Hearing Persons

- Keep sentences short and use proper sentence construction. Rephrase rather than repeat sentences.
- Speak clearly so that the person can see and read your lips. Use a normal tone of voice.
- Use facial expressions that correspond to the topic and mood of discussion.
- Use basic signs to transfer your message.
- Indicate unforeseen happenings e.g. a sudden loud noise.
- The Deaf person may have a sign language interpreter who will translate what you are saying for them. In this case, do not address the interpreter, but speak directly to the Deaf person as you would any other person.

ETIQUETTE

- Do not smoke, chew gum or let your hair cover your face whilst in conversation, as this will make it difficult to read your lips.
- Do not look away during a conversation as this denotes the termination of the communication.
- Especially for people who are hard of hearing but have some hearing ability, keep background noise to a minimum if possible, in order to help them hear more clearly.
- Sometimes you may have to speak loudly to allow the person to hear. Always respect the person's privacy and suggest moving to a quiet corner or a private area when discussing sensitive information.



Many people can join in conversations by using a hearing aid or lip-reading:

- Make eye contact with the Deaf person when speaking to them.
- Keep your face and lips visible by keeping them in the light; avoid standing with your back to a light as this will put you in shadow.
- Do not speak too fast and keep your speech clear; however do not go to the other extreme and speak in an exaggerated manner. Keep it natural!
- Remember that the person in this case needs to see your face when communicating; so if you need to turn away, stop talking, so that the person doesn't lose the sense of the conversation.

DO: be patient and take time to communicate

DO NOT: use exaggerated gestures or block your mouth when talking

Persons with Speech Difficulties



Various factors can cause speech difficulties and language problems, and usually a speech difficulty is unrelated to a mental disability. So, don't assume that because a person has a speech difficulty that they have a learning difficulty or mental disability. Treat them like any other human being.

How to help:

COMMUNICATE

- The key to effectively communicating with people with speech difficulties is to focus on what they are saying, as you would any other person – don't focus on how they speak.
- Patience is important, so show this in your voice and body language. However, don't be condescending or exaggerate your encouragement.
- Do not correct the person or finish their sentences. You may know what they are trying to say but this disempowers them. Let them speak for themselves.
- Ask one question at a time. If you are asking the person questions that require complex answers, break these up into single points that require only short answers.
- Speak in a clear way and at a calm pace, but do not speak in an exaggerated slow way; their speech difficulty may not always affect their understanding of what is said.
- Don't pretend to understand what the person has said, in order to make them feel better – honesty is the best policy. Instead, apologise and ask them to repeat what they have said.
- To ensure that you DO know what they have said, repeat what you understand they said, and ask if this is correct.

Persons with Facial Disfigurements

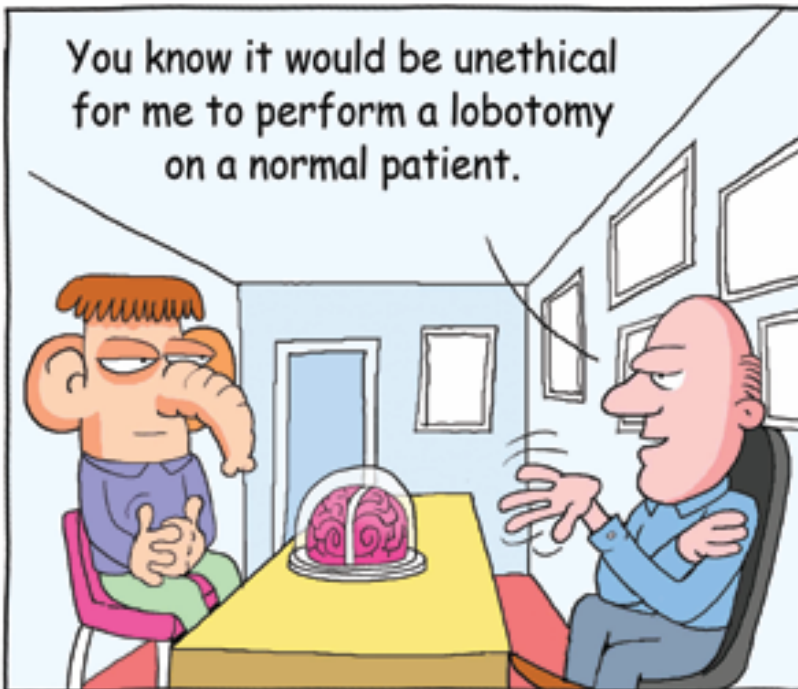
People who have facial disfigurements are often faced with difficult situations, because society does not accept them as they are. This can lead to discomfort for people with facial and other disfigurements, so bear in mind they may be anxious, sensitive and have low self-confidence.

You can create a positive interaction with them by focusing on them as a person, and not as a person with a disfigurement.

How to help:

COMMUNICATE

- Don't stare; focus on them as you would any other person.
- Focus on what the person is saying, rather than on what they look like. However, don't turn away, make sure to give them your attention during conversation.
- Even if you feel uncomfortable, do not let your uneasiness affect your conversation with the person, and don't make them feel uncomfortable.
- Looks are only skin-deep: bear in mind that other than their disfigurement, they are a normal human being.



Acknowledgements

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QASA's mission is to be an effective co-ordinating, policy-making and supporting organisation striving to prevent spinal cord injury and to promote and protect the interests of people with mobility impairments through advocacy, lobbying and delivery of services and products to people with disabilities.



QASA Products, Projects and Services:

Development of Regions, Development of Self-Help Centres, Fundraising Campaigns, Driver Training programmes, Capacity Building Workshops, Training, Publications, Web site, International Relationships, Skills Development Programmes, Small Business Development, Research, Community Access Computer centres, Education & Sports Fund, Provision of Batteries, Information Distribution, Power Wheelchair Race, Rehabilitation Centre, Prevention Programmes & campaigns, Business & Networking Centres, Database management, Art exhibition, Accessible Accommodation, Accessible Transport provision, Library, Provision of Assistive Devices, Lobby & Advocacy, Internships & Employment Programme Consultation Services, Prevention of SCI programmes, Peer Support.



www.qasa.co.za

developing the full potential of quadriplegics & paraplegics



Robert Crisp was born in 1960 in a small mining town in the heart of South Africa. During his school years much of his time was spent practising his craft and entertaining his class mates with funny cartoons.

After completing two years of National Service in the army as a Pathfinder in a parachute unit, he backpacked across Europe for several years where he met Eilat, his wife. Robert is also a person with a disability – in 1986 he broke his neck. He lives with Eilat in Johannesburg, where he works as a professional cartoonist

'I observe people, things people do and the things that people make. This and the desire to see just how accurately I can copy the 'split second' image that comes into my mind, is the driving force that keeps me constantly seeking new ideas'.

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