

## AMERICANS WITH DISABILITIES ACT (ADA) DISABILITY AWARENESS / ETIQUETTE

**DATE & TIME:** March 14, 2011  
9:00 AM to 1:00 PM

**All registration is completed on the Learning Net prior to the training. Sign-in begins 30 minutes prior to training time. All participants must arrive during the sign-in period. Late arrivals will not be admitted.**

**PLACE:** LAC-DMH Wilshire Towers (South)  
695 S. Vermont Ave., 7<sup>th</sup> Floor, Conference Room #713  
Los Angeles, CA 90005

**PARKING:** 523 Shatto Place parking structure (Floors 3-8)  
**Note:** If parking at Shatto Place, please allow time to walk approximately 3 blocks to training site.

**Alternate Parking Options:**

1. Across the street from 695 South Vermont ( \$5.00)
2. Limited metered parking around the building

Persons with disabilities are an emerging consumer group. Since the passage of the Americans with Disabilities Act in 1990, public and private employment, services, and facilities have become accessible to persons with disabilities. This training offers an overview about the County's commitment to diversity and where disability fits in that context. This training is targeted for Managers, Supervisors and any employee who is in direct contact with consumers.

**TARGET AUDIENCE:** Managers, supervisors, and employees who have direct contact with consumers

**OBJECTIVES:** As a result of attending this training, participants will be able to:

1. Identify myths, stereotypes and misconceptions about persons with disabilities, why they exist and how they can affect effective interaction.
2. Describe the County Policy of Non-Discrimination on the basis of disability and Federal and State laws and regulations regarding accessibility and non-discrimination.
3. Serve customers with disabilities in an efficient, responsive, high quality manner that promotes their self-sufficiency and well-being in accordance with County mandates.
4. Describe disability language, communications and etiquette issues.
5. Describe County ADA Informal Complaint Process, including some guidelines in responding to disability discrimination allegations.

**CONDUCTED BY:** County of Los Angeles  
Office of Affirmative Action Compliance

**COORDINATED BY:** Patricia Lopez White, Training Coordinator  
(213) 251- 6873 [plopezwhite@dmh.lacounty.gov](mailto:plopezwhite@dmh.lacounty.gov)

**DEADLINE:** When the maximum capacity of 25 participants is reached

**CONTINUING  
EDUCATION:**

None

**COST:** None

Inside the DMH firewall? Click here to register: <http://learningnet.lacounty.gov>

Outside the DMH firewall? Click here: <https://learningnet.lacounty.gov>

DMH Employee Username & Password Help: <http://dmhhqportal1/sites/TCCB/default.aspx>

Contract Employee: <http://dmh.lacounty.gov/training&workforce.html>

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