WIN Education & Training

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The goal of Welcome Inclusion (WIN) education and training is to create three key shifts:

Shift focus of change from individual to community
Shift thinking to create awareness & promote relationship
Shift to a mindful moment prior to behavior
WELCOME INCLUSION (WIN)

THE CENTRAL 6 — PLEDGE

• We welcome everyone with disabilities
• We value and strive to understand your differences
• We communicate with clarity, respect and patience
• We encourage all of our customers to respect differences
• We are here to help and accommodate
• We invite ongoing conversations to improve our service
Training Approaches

Tier 1. Review the central six and make the pledge
Tier 2. Complete the online training modules
In this Module you’ll learn:

1. Become aware of the differences.
2. Learn about the variety and complexity of social, cognitive, and behavioral differences.
3. Learn skills to welcome these differences.

Recognizing and understanding the social and behavioral differences that people with disabilities can exhibit is an important step to providing a welcoming environment.

Individuals may present with different communication skills, different social skills and sensory differences.

Differences you might observe:

- Communication
  - Delays in responding
  - Misunderstanding of jargon, metaphors, expressions, idioms
  - Misunderstanding of tone of voice or other nonverbal cues
  - May not talk or may use other modes of communication
- Sensory
  - Over and under sensitivity to physical contact, crowds, noise
  - Difficulty remaining still, restlessness

Tenet 2: We value and strive to understand your differences – we’re glad you’re here!

Vignette #1
Training Approaches

Tier 1. Review the central six and make the pledge
Tier 2. Complete the online training modules
Tier 3. Consult with a neighborhood centered training team