# Listen Include Respect: A Global Perspective to Transform Our Culture





### Agenda

Introductions

Who are we?

About Listen Include Respect

| About our work together

| Questions



### Introductions



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### Accessibility tips

Say your name and organisation when you speak

Keep your point as short and clear as you can

Use plain language please – no jargon!

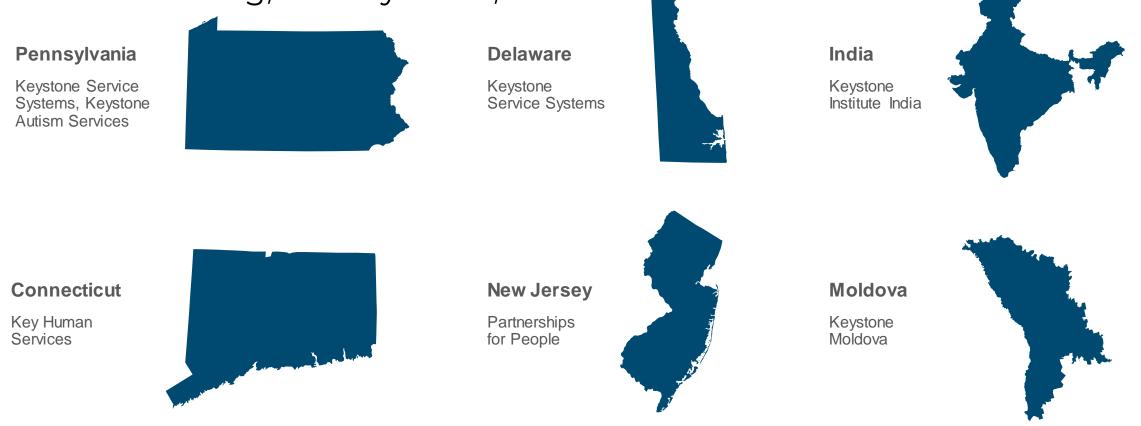
# Be respectful of one another's time



### Who are we? – Keystone Human Services



• We are a nonprofit human service provider founded in 1972 in Harrisburg, Pennsylvania, US.

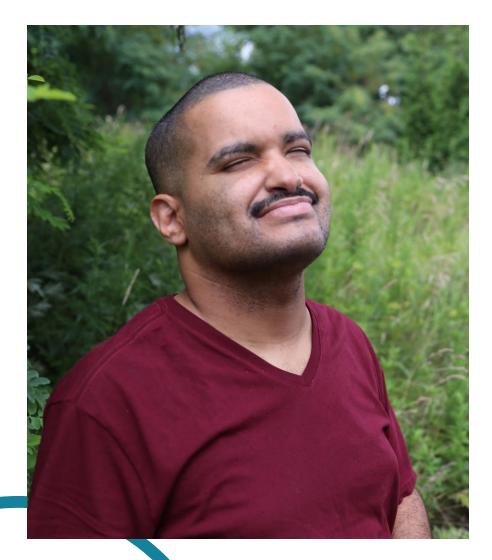


### Who are we? – Keystone Human Services

- We develop and provide innovative, sustainable, community-based supports for people with disability.
- We are helping to end institutionalization.
- We provide consultation and technical assistance to governments on inclusive policies and legal frameworks.
- We employ and advocate for disability rights and inclusive practices.



### Who are we? – Keystone Human Services



- Our work is about supporting people to direct their own lives, to establish a home, find meaningful work, pursue education alongside their peers, develop real relationships, and fill valued roles within the community.
- We do all of this with one goal in mind: to build a better world where everyone belongs.





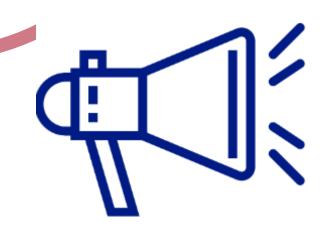


# Who are we? – Inclusion International

- Inclusion International is the international network of people with intellectual disabilities and their families.
- We have more than 200 members around the world
- We all work on the human rights and inclusion of people with intellectual disabilities.
- Keystone is an affiliate member of Inclusion International



### What do we do?







#### Advocacy

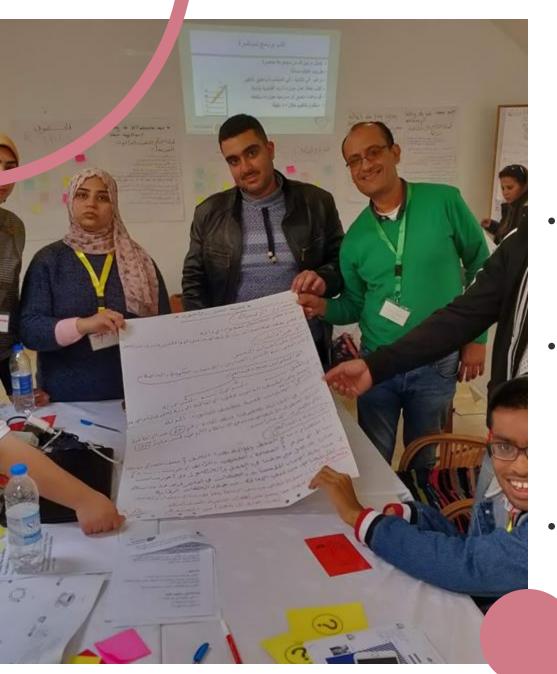
At an international level at places like the United Nations

# Support to members

Through technical advice, and through projects and programmes.

#### Networking

Bringing members together at events, master classes and in discussion groups



## About Listen Include Respect guidelines

- Listen Include Respect is a set of guidelines and tools for organisations
- They help organisations of all types to be more inclusive of people with intellectual disabilities so that everyone can participate in an organisation's work and decision-making.
- The guidelines include practical advice and checklists to follow.

The guidelines have been created by organisations of people with intellectual disabilities.

### **Audience Question**

- What does
  - inclusion mean to

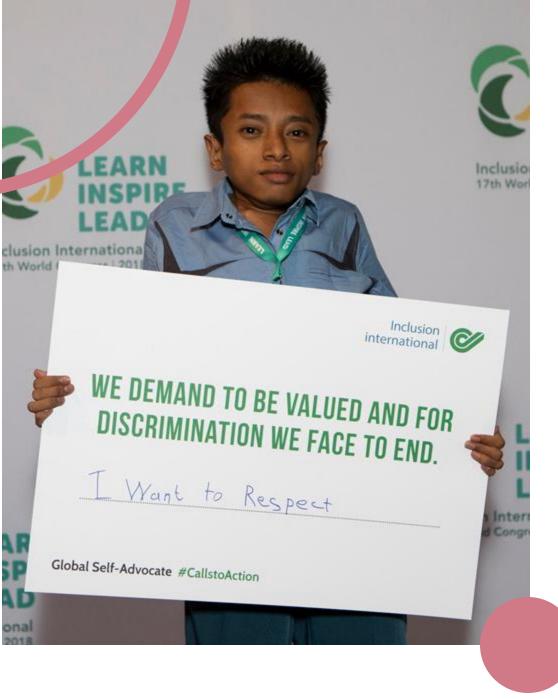
you?



### Inclusion is not just about having people with intellectual disabilities in the room

It is about making sure everyone can meaningfully participate. This means everyone:

- Gets information in a way that they understand
- Can share their ideas, experiences and knowledge alongside everyone else
- Are part of decision-making at every level
- Are treated as an equal part of the team



# Why do we need guidelines?

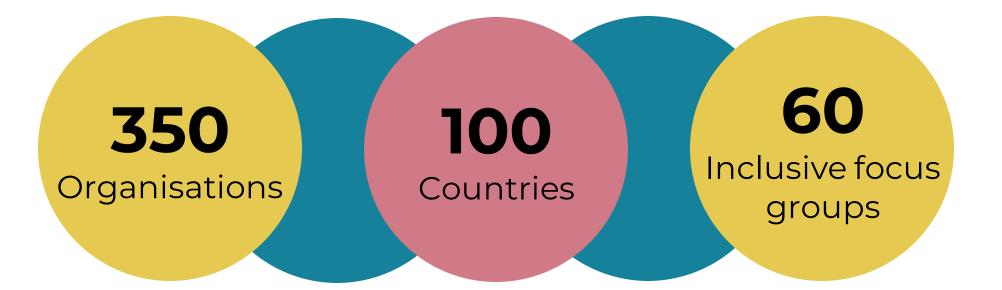
- People with intellectual disabilities are among the most excluded groups of people in the community.
- People with intellectual disabilities are not listened to.
- We are not included in the decisions that affect us.
- Our right to participate is not respected.
- We are rarely included in organizations' work or decision-making even when the organization is a service provider



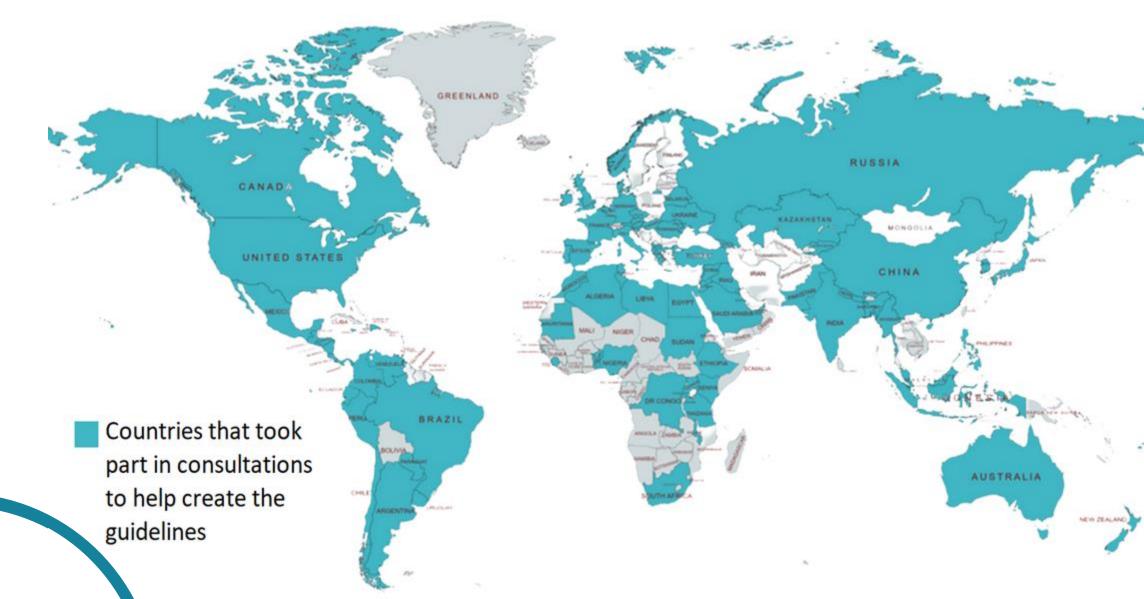
# Why do we need guidelines?

- Organisations have a responsibility to be inclusive of everyone.
- Including people with intellectual disabilities is a *long* process of changing the way we think and how we do things.
- Organisations need tools and support on how to do this well.

### How we made the guidelines



### Who contributed?



# **Audience Question**

- What are the barriers that prevent people with
  - intellectual disabilities from
  - being included in the work
  - and decision-making of
  - organizations?



# Barriers

- Lack of awareness and understanding
- Inaccessible communication
- No individual accommodations
- Poor support
- No time or money

### ListenIncludeRespect.com

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Homepage About Listen Include Respect How-To Guides Get more help	CLick here for our feedback survey	
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### Principles

#### 1 Believing in Inclusion



Inclusive organisations know that no one is "too disabled" to take part - they believe that everyone can and should be included and take part in their communities in a meaningful way.

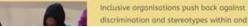
#### 2 Creating opportunities for self-advocate leadership



Inclusive organisations know that without strong self-advocates, inclusion is not possible.

They create opportunities for selfadvocates to be representatives, have their voices heard, and have their decisions respected.

3 Building awareness and understanding



### How-to-Guides

Here you will find guidelines (how-to guides) explaining the different things that an organisation should do to make parts of your work more inclusive.

Each section has a list that tells organisations the steps to take to include people with intellectual disabilities.

Click the sections below to find out how:



### Types of Meetings

#### Types of meetings:









**Online Meetings** 

**Get started** 

### During a Meeting



At the start of your meeting set the tone.

Make it clear that all participants must be respected and have valuable contributions to make.

An icebreaker at the start of a meeting can help make everyone feel welcome and valued.

Set ground rules to help with accessibility.

2

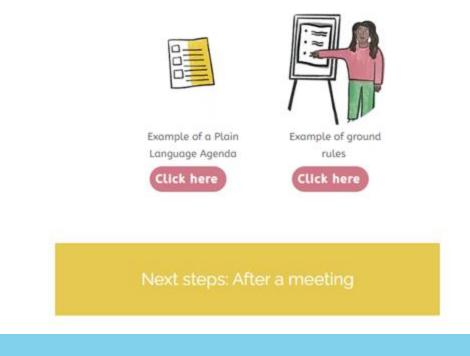
For example:

- · one speaker at a time
- speak slowly and clearly
- pause the meeting to clarify when someone does not understand
- keep to the agenda
- · listen to and respect one another

The group can help set the rules.

### Useful Resources

#### Useful resources



### E-learning training

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### Guidelines Launched at the United Nations

June 2022 – Conference of States Parties to the Convention on the Rights of Persons with Disability



### The Impact of Listening, Including, and Respecting

- Keystone Human Services is partnering with Inclusion International in an innovative project to empower Direct Support Professionals to fully step into their role as advocates and enablers of inclusion.
- We are working to incorporate the Listen Include Respect global guidelines into our work, with a particular focus on the "Good Supports" guideline.
- Together, we are exploring how these international standards for inclusion and meaningful participation of people with intellectual disability can impact an organization that provides direct support.

# Premise: DSPs Are Essential to the Global Advocacy Movement

- Direct Support Professionals (DSPs) work alongside people with disability every day. They provide valuable support for people to be included in society and fully participate at home, school, work, and in the community.
- <u>This work depends on an understanding of human rights</u>. DSPs are essential advocates and partners with people with disability to prevent exclusion and discrimination, and encourage and support people to make decisions, participate in the community, and control their own lives.
- DSPs are part of the global advocacy movement, working alongside people with disability as they advocate for inclusion and respect.

### Experts by Experience Bringing the Global to the Local

Self-Advocacy Leaders are advancing this paradigm shift

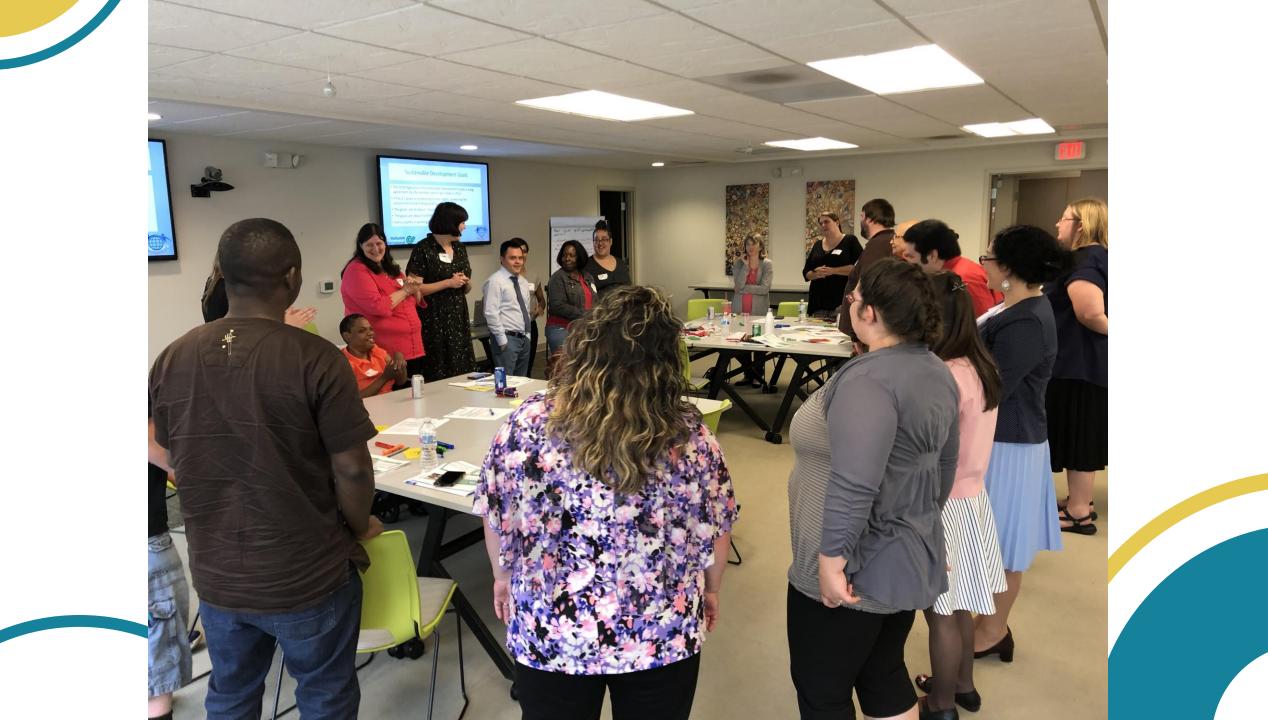


### Learning together about Rights











# Working together



### Developing Our Project Team

- Cross-organizational
- Multidisciplinary
- Inclusive
- Grassroots



• Identifying new

Teams to join –

Phase II

## The Project

In partnership with self-advocates, we strengthen our knowledge and understanding of disability rights. We recognize that support work is an essential resource for advocacy, inclusion, and the advancement of an everyday life. All employees and volunteers at KHS listen to, include, and respect the rights of people accepting supports. People accepting supports from KHS are the experts in their own lives.

### **The Process**



### How we work

- Shared learning & teaching
- Inclusive practice around preparation and participation
- Ongoing and collaborative supports
- Ask ourselves hard questions leaning into discomfort
- Ever-learning and adapting

### What have we learned?



This journey begins with
 listening. And in a new way.

> We need to redefine "team."

> Teams are the deciders of how we measure success in this work.

### What have we learned?



We have to <u>believe</u> in inclusion.

 Inclusion is a difficult and worthwhile journey.

## Thanks!



# LISTEN INCLUDE RESPECT

International Guidelines for Inclusive Participation

www.listenincluderespect.com

www.khs.org

#listenincluderespect

