

SCENARIO CARDS

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Cut the cards along the dotted lines to separate them.



LEARN MORE AT

[Treat People Like People.org](https://TreatPeopleLikePeople.org)

Instructions

Answer the questions about the scenarios. Find tips and ideas for inclusion on the backside of the card.

The Scenario

Maria is deaf and walks into a busy coffee shop. She points to the item she wants on the menu, but the cashier becomes visibly flustered and avoids eye contact.

What do you think?

Why do you think the cashier reacted that way?

What could the cashier have done differently?

How can we create better access in customer service settings?

The Scenario

Jordan uses a wheelchair and joins a new team at work. Meetings are always held in a second-floor conference room without elevator access.

What do you think?

What barriers does Jordan face beyond the stairs?

What assumptions might cause this oversight?

How can accessibility be part of workplace planning?

The Scenario

Your classmate, Jamal, has a learning disability and needs more time to process written instructions. Some group members express frustration and try to exclude him from tasks.

What do you think?

What would you do if you noticed this behavior?

How can group members adjust their expectations to be more inclusive?

What strengths might Jamal bring to the group?

The Scenario

Lena is blind and is interested in joining a local running club. The organizer isn't sure how to accommodate her and suggests she attend as a spectator instead.

What do you think?

How does this response impact Lena?

What questions could the organizer ask to be more supportive?

What message does exclusion send to others?



The Office of the Ombudsman for Mental Health and Developmental Disabilities with assistance from the Governor's Council on Developmental Disabilities initiated this public awareness campaign designed to educate people with disabilities and their families and guardians, and the general public on how to identify, report and prevent abuse of people with disabilities. The campaign highlights the value and dignity of each person living with a disability. We thank them all for their generosity of time spent to make this campaign a reality.

Learn more here or visit
TreatPeopleLikePeople.org



Tips for Inclusion

Learn a few basic signs, communicate using your phone text function or keep a pen and paper nearby.

Treat non-verbal communication with the same respect as spoken communication.

Offer patience and kindness in all interactions.

Tips for Inclusion

Always choose accessible meeting spaces.

Ask team members about accommodation needs proactively.

Foster a workplace culture where inclusion is everyone's responsibility.

Tips for Inclusion

Encourage patience and multiple ways of communicating instructions.

Focus on strengths of each group member and encourage collaboration among everyone.

Model inclusive behavior by involving everyone equally.

Tips for Inclusion

Don't assume—ask the person what they need.

Research adaptive sports or invite a guide runner to assist.

Commit to learning and improving accessibility.