

Exercise #7

Helping Users who have Developmental or Cognitive Disabilities

This exercise will explore situations you may face when assisting users who have developmental or cognitive disabilities.

Instructions: The class will discuss together the scenarios described below.

1. A group of people with developmental disabilities comes to a video program. One of them suddenly gets very noisy, disturbing other people in the audience. You realize that the caregiver who came with the group has left the room.

Response: _____

2. A man in his thirties who appears to have a cognitive disability asks if he can use the neat computers in the children's room. The workstations there are reserved for use by people aged 14 and under.

Response: _____

3. A teenager who has a developmental disability has lost a book, and she has fines on her library card beyond the acceptable limit. You explain that she will have to pay the fines before she can borrow more books. She starts crying and asks you to please let her borrow more books.

Response: _____
