

U and Universal

Communication is key in being sensitive to the needs of the people we serve. Use the “talk” method.

- ***T**- “Take the time” (Be patient. Take as much time as necessary. Refrain from becoming visibly frustrated)
- ***A**- “Ask, don’t assume” (Do not speak for the person or attempt to finish their sentences. Speak in concise sentences. Try to ask questions that require short answers)
- ***L**- “Listen attentively” (Provide extra time for decision making. Wait for the person to accept an offer.)
- * **K**- “Know the person’s needs and support them” (Be familiar with the persons unique needs and support the person based on how they want to be supported.)

Did you know?

This year’s CNN Hero of the year is Amy Wright. Amy started and manages “Bitty & Beau’s” coffee shop in Wilmington NC. The coffee shop employs dozens of people with disabilities including a person who receives services from Universal’s Wilmington office. Amy started the business when she learned that 70% of people with disabilities are unemployed. Amy received the award at the annual CNN event on Dec. 17. Congrats Amy!