

# Remember

Please remember that under the 1995 and 2004 Disability Discrimination Acts, all organisations are required not to discriminate, and must take reasonable steps to provide access to goods, facilities and services (even if free), for people with disabilities (approximately 10 million of us).

Reasonable adjustments need to have been made to 'physical barriers' such as steps or heavy doors, which make it unreasonably difficult for someone to make use of a service. Adjustments may include removal, alteration or a means of avoiding the barrier.

Even heritage buildings are not exempt. Neither are schools where 'non-educational services' are provided.

As people experiencing long term chronic ill health, I am aware that at times, we can potentially display accentuated emotions stemming from frustrations in coping with reduced capabilities in our daily lives.

Please remember that it is important to remember at all times, that we are all entitled to respect, understanding and dignity, from all people that we encounter in order to obtain services or aid, whether they be from medical organisations or commercial or governmental agencies.

By the same token, it is important that we also behave in a suitably appropriate manner to others, including those that we are soliciting help from.

It should not be forgotten that secondary depression is a recognised symptom resulting from chronic or long term ill health. Just because we may be stressed and have our own frustrations as a result of reduced capabilities, does not give us

the right to be rude, abusive and impatient to others that may not understand our condition.

We also have no idea of the state of health of the persons that we may be communicating with or how our conduct impacts on their health. If nothing else, as a result of our experiences, we should be even more appreciative of how conduct impacts on their health.

If you are experiencing frustration in communicating with somebody, it could be just as much due to your poor health as him or her just failing to understand.

So please take a moment's time out to explain your health to them, and how your mental and physical fatigue can sometimes affect your cognitive and communication capabilities and skills. You will then probably find them very understanding and that their complete attitude changes. They may even tell you, as I have often been told, that they know somebody else that suffers in the same way. This will diffuse the situation and it will be less stressful and tiring. In addition, you will more likely achieve, what you set out to achieve.

Again, I repeat that this guide is not meant to cover any treatments, as we all suffer different symptoms and we are all different, with different health levels and requirements. It is meant to solely cover access to life enabling resources. I hope as such, that you have found any part of this guide helpful.

I would be grateful, if you have any corrections, or any additional useful information, that you let me know, in order that I can continue to help other people with the most up to date and correct information.

This section last revised on 27<sup>th</sup> July 2008