



Special Olympics

Health

MADE
POSSIBLE BY

FOUNDATION
Golisano

LEARNING TO USE THE HEALTH SYSTEM

Getting Started + Editing Guidelines

Welcome!

Read Me First

Version: Pilot, August 2024



Getting Started

Welcome to “Learning to Use the Health System,” a series of learning sessions for people with intellectual and developmental disabilities (IDD) and their carers. Thank you for sharing this important content with your community!



Sessions

There are five **(5) sessions** in this series:

- Session 1: Fundamentals
- Session 2: Know Your Rights
- Session 3: Self-Advocacy / Supporting Self-Advocacy
- Session 4: When + Where to Seek Care
- Session 5: Going to the Doctor



Versions

There are two **(2) versions** of each session:

- **The blue version** is for use by people with intellectual and developmental disabilities (IDD)
- **The red version** is for use by **carers** of people with intellectual and developmental disabilities (IDD)



For use by people with intellectual and developmental disabilities (IDD)



For use by carers of people with intellectual and developmental disabilities (IDD)

These sessions have been designed with the **different needs** of each group in mind.

- We recommend that people with IDD participate in the sessions **without** their primary carer(s) present.
- If possible, we recommend that carers participate **without** the person they help care for present. If that arrangement won't work for your local context, you can do it a different way.



Materials

The materials for each version of each session include **(3) different files**:

- A **participant workbook** for use during the sessions (distributed as .docx for editing purposes, but should be saved as .pdf before sharing with participants)
- A **PowerPoint slide deck** (.pptx)
- A **facilitator guide** (distributed as .docx for editing purposes, but should be saved as .pdf before sharing with participants)
 - Facilitators should also keep a copy of the participant workbook on hand for reference while leading sessions. The page numbers of the workbook don't necessarily match the corresponding slide numbers.



Session Delivery

These learning sessions can be delivered in person, online, or in a hybrid setting. When possible, **we recommend leading sessions in person** for the best results. However, you can decide what makes sense based on your local context.

The sessions can be facilitated by a Special Olympics Program staff member, or you can engage a community partner to facilitate. Whoever facilitates the sessions, they should have experience in health systems navigation and/or expertise working with people with IDD.

Each of the five sessions was designed to be **possible** to complete in about **one hour**. However, you may find it difficult to cover all the content and still have enough time for meaningful activities, discussion, questions, and breaks. Instead, you may want to consider scheduling each session for **90 minutes**. That would give you more flexibility, and you can always let people go early if you finish before the time is up.



Questions?



For questions, support, or to request changes to these materials, please contact inclusivehealth@specialolympics.org. We're here to help.

Thank you, and good luck!

Your SOI Inclusive Health Team

Editing Guidelines

At times, you may wish to **change something** in these materials to make the learning sessions as relevant as possible to your community. For example:

-  You might wish to **add** local laws or community resources into the slide deck or participant workbook.
-  You might wish to **change** an image and replace it with something more fitting to your local social and cultural context.

Adding Content

If you decide to **directly edit** the original drafts, be mindful of how your changes affect the overall formatting of the material. Most of the images and other visual elements of the documents are inserted inline with the text, so changes to the text may affect images in some cases. Take your time with editing, and save your progress as you go. If you want to make sure the formatting is consistent for all users, save your edited participant workbooks as .pdf files.

If you don't want to edit the originals, you can also **verbally share** location-specific information and resources with participants during the sessions. Or, you can supplement the materials with **additional handouts**. It's up to you!

Changing Images

Before each session, you may want to take some time to **review all the images** in the slide deck and participant workbook to make sure the images are **appropriate for your local social and cultural context**. Images used in the slide deck are usually **repeated** in the workbook, so if you change one, be sure to change the other.

Where Do I Start?

On the next page is a list of numbered slides and pages where you may wish to add location-specific information. For images, different locations may have different needs. As a reminder, **review the images** used in each session in case you need to make changes. Whatever images you use, they should tell a story and improve understanding.

Session 1

Carer Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 8: This page has an overview of cost coverage information. You can edit it to be more specific to your area if you wish.
- Page 9: This page is a template you can edit to add information about your local health insurance plan, if applicable. You can also add information about how to register as a disabled person, if applicable.
- Page 10: This page is a template you can edit to add an image with labels of your local health card, if applicable.
- Page 13: If there is a particular local program that helps with the transition from paediatrics to adult care, you could include it here.
- Page 15: Review the **images** on this page to be sure they're appropriate for your cultural context.
- Page 16: If there are special considerations in your area for choosing a General Practitioner (GP), you can include those details here. If you aren't permitted to choose a GP in your area, make the appropriate edits to the text or delete this page.
- Pages 24-26: Edit this table (or replace it altogether) with acronyms common to your area. Leave some blank lines for participants to add their own as well.

Slide Deck

- Slide 10: This slide is a template you can edit to add information about your local health insurance plan, if applicable.
- Slide 11: This slide is a template you can edit to add information about how to register as a disabled person, if applicable.
- Slide 12: This slide is a template you can edit to add an image with labels of your local health card, if applicable.
- Slide 15: If there is a particular local program that helps with the transition from paediatrics to adult care, you could include it here.
- Slide 17: Review the **images** on this page to be sure they're appropriate for your cultural context.
- Slide 18: If there are special considerations in your area for choosing a General Practitioner (GP), you can include those details here or add an additional slide to the deck.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
 - If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
 - The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.
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IDD Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 8: This page is a template you can edit to add information about your local health insurance plan, if applicable. You can also add information about how to register as a disabled person, if applicable.
- Page 9: This page is a template you can edit to add an image with labels of your local health card, if applicable.
- Page 11: Review the **images** on this page to be sure they're appropriate for your cultural context.
- Page 12: If there are special considerations in your area for choosing a General Practitioner (GP), you can include those details here. If you aren't permitted to choose a GP in your area, make the appropriate edits to the text or delete this page.

Slide Deck

- Slide 9: This slide is a template you can edit to add information about your local health insurance plan, if applicable.
- Slide 10: This slide is a template you can edit to add information about how to register as a disabled person, if applicable.
- Slide 11: This slide is a template you can edit to add an image with labels of your local health card, if applicable.
- Slide 13: Review the **images** on this page to be sure they're appropriate for your cultural context.
- Slide 14: If there are special considerations in your area for choosing a General Practitioner (GP), you can include those details here or add an additional slide to the deck.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.

Session 2

Carer Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 3: If applicable, you can add examples of specific healthcare rights protected by law in your country here.
- Page 5: This page has information about a law specific to the United States. You can keep this information for historical context, or you can replace it with similar information about your relevant local laws.
- Page 7: The content on this page references United States laws, and it should be reviewed for accuracy based on your local context.
- Page 11: The service animal section links to a U.S. website. You can replace it with a local resource if applicable.
- Page 12: Review and add additional resources or information based on your local context.
- Pages 14-15: This privacy law is specific to the United States. Delete or edit to include relevant information from your local context.
- Page 16: References a joint statement about self-determination released by American organizations. You can replace it with a similar resource based on your local context, if applicable.
- Page 18: References a template made by an American organization. You can keep it, or replace it with a similar resource based on your local context.

Slide Deck

- Slides 3-4: Edit to remove any rights and responsibilities that don't apply to your local context

- Slides 5-6: If you added information about legal protections for people with disabilities that are specific to your own country into the participant workbook, insert a slide in this area to reflect that.
- Slides 12 + 14: These slides include U.S.-specific content about privacy laws. Edit with relevant information for your local context.
- Make sure to make any additional changes to your slides to reflect changes you made to your participant workbook.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
 - If you make changes to the speaker notes in your slide deck, update your facilitator guide accordingly.
 - If you change or add slides, update the thumbnail images in your facilitator guide.
 - The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.
-

IDD Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 4: Review this page for accuracy based on your local context.
- Page 5: Review this page for accuracy based on your local laws. Replace **images** with images of your own country and states/provinces/regions (if applicable).
- Page 6: Review this page for accuracy based on your local context.
- Page 8: This page has information about a law specific to the United States. You can keep this information for historical context, or you can replace it with similar information about your relevant local laws.
- Page 10: You can edit this page to include more specific information about healthcare rights and laws if applicable.
- Page 16: This page references a “nurse practitioner.” If there is a different name for this medical provider where you live, you can change it.
- Page 18: References laws regarding service animals that may not be applicable in all countries
- Page 19: References the “Telephone Relay Service” for people who are deaf or hard of hearing. May not be applicable in all countries.

- Page 21: Review and add additional resources or information based on your local context.
- Page 22: This privacy law is specific to the United States. Delete or edit to include relevant information from your local context.

Slide Deck

- Slide 6: Review this slide (including speaker notes) for accuracy based on your local laws. Replace **images** with images of your own country and states/provinces/regions (if applicable).
- Slide 9: This page has information about a law specific to the United States. You can keep this information for historical context, or you can replace it with similar information about your relevant local laws.
- Slide 11: You can edit this page to include more specific information about healthcare rights and laws if applicable.
- Slide 18: This video about privacy laws is specific to the United States. Delete or edit to include relevant information from your local context.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.

Session 3

Carer Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 8: The video referenced is originally in English, with subtitles. If you are translating these materials into another language, you can translate the video on your own, or look for a similar resource.

Slide Deck

- Slide 9: The video referenced is originally in English, with subtitles. If you are translating these materials into another language, you can translate the video on your own, or look for a similar resource.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
 - If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
 - The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.
-

IDD Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 9: The video referenced is originally in English, with subtitles. If you are translating these materials into another language, you can translate the video on your own, or look for a similar resource.
- Page 17: References a "host home provider," which may not be a recognizable role in all countries. You can replace it with something relevant to your local context.
- Page 21: You can add specific disability rights resources here if applicable.

Slide Deck

- Slide 9: The video referenced is originally in English, with subtitles. If you are translating these materials into another language, you can translate the video on your own, or look for a similar resource.
- Slide 20: References a "host home provider," which may not be a recognizable role in all countries. You can replace it with something relevant to your local context.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is

particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.

- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.

Session 4

Carer Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 5: Mentions calling emergency services. You can replace this with the correct phone number for your local area if you want.
- Page 7: The phrase "urgent care center or clinic" may not be accurate for your local context. If you change this phrasing here, be sure to change all other mentions of "urgent care" throughout the document.
- Page 21: The graphics on this page have English text that is uneditable. If translating these materials into another language, you may wish to replace them with another graphic.
- Page 25: There is space on this page to add local phone numbers for Poison Control or a nurse line.

Slide Deck

- Slide 3: Mentions calling emergency services. You can replace this with the correct phone number for your local area if you want.
- Slide 16: The graphics on this slide have English text that is uneditable. If translating these materials into another language, you may wish to replace with another graphic.
- Slide 20: The phrase "urgent care center or clinic" may not be accurate for your local context. If you change the phrasing here, be sure to also change it on Slide 23.
- Slide 21: You can add more detailed information regarding the Poison Help Line or Nurse phone line into the speaker notes for this slide, if you wish.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is

particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.

- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.
-

IDD Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 7: Mentions calling emergency services. You can replace this with the correct phone number for your local area if you want. If you replace it here, be sure to also change the quiz answer that is upside-down on the bottom of Pages 15 and 18.
- Page 12: The phrase "urgent care center or clinic" may not be accurate for your local context. If you change the phrasing here, be sure to also change the quiz answer that is upside-down on the bottom of Page 12.
- Page 20: The graphics on this page have English text that is uneditable. If translating these materials into another language, you may wish to replace them with another graphic.

Slide Deck

- Slide 4: Mentions calling emergency services. You can replace this with the correct phone number for your local area if you want.
- Slide 11: The phrase "urgent care center or clinic" may not be accurate for your local context. If you change the phrasing here, be sure to also change it on Slide 12.
- Slide 15: The graphics on this slide have English text that is uneditable. If translating these materials into another language, you may wish to replace them with another graphic.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.

- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.

Session 5

Carer Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 9: Review for accuracy for your local context.
- Page 11: A video that is referenced on this page is in English. If applicable, you can replace it with a similar resource in another language.

Slide Deck

- Slide 8: Review for accuracy for your local context. If you make changes, be sure to update the script in the speaker notes, as well as the Facilitator's Guide.
- Slide 10: Review for accuracy for your local context. If you make changes, be sure to update the script in the speaker notes, as well as the Facilitator's Guide.
- Slide 15: This video is in English. If applicable, you can replace it with a similar resource in another language.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.

IDD Version

Participant Workbook

- Table of Contents: if you change any of the section headings, be sure to **refresh or edit the Table of Contents** accordingly.
- Page 11: The video linked on this page shows an example of a man with a disability navigating the healthcare system in the United States. You can replace this video with another example from your local context, if available.

Slide Deck

- Slide 15: The video linked on this page shows an example of a man with a disability navigating the healthcare system in the United States. You can replace this video with another example from your local context, if available.

Facilitator Guide

- Edits to the facilitator guide can be made directly into the editable .docx file for the appropriate guide.
- If you make changes to your slide deck, update the images in your facilitator guide so the thumbnail for each slide matches what participants see. This is particularly important if you add slides: you'll want to add corresponding pages to your facilitator guide, too.
- The sample scripts are just suggestions for what the facilitator can say for each slide. It's okay if facilitators have a different style or approach to teaching the content, so long as the main ideas come across.