PRIMA TUTORIALS

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EMBRACING ACCESSIBILITY FOR ALL

PRIMA TUTORIALS

Disclaimer

This webinar is provided for educational purposes only; it is not offered as and does not constitute legal advice. Any legal questions should be addressed to competent legal counsel.

Objectives

1)   Outline ADA compliance requirements & increase awareness to improve customer experience.

2)   Learn to recognize accessibility barriers to facilities, programs, activities under Title II ADA compliance.

3)   Incorporate accessibility principles and best practices to ensure inclusion and prevent disability-based discrimination.

The Americans with Disabilities Act (ADA) became a law in 1990

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities.

The ADA guarantees that people with disabilities have the same opportunities as everyone else to enjoy employment opportunities, purchase goods and services, and participate in state and local government programs.

The ADA is enforced by the US Department of Justice, Civil Rights Division.

PRIMA TUTORIALS

ADA Sections

Title I. Employment

Prohibits disability discrimination in all employment processes

Title 5. Miscellaneous

Agencies and areas that do not fall under the previous titles as well as some technical and legal issues are included in this section.

Title 2. Accessibility in public entities

Physical and program accessibility in state/local govt. entities

Title 4. Telecommunications

Telephone and communications systems for the public must be accessible (relay service, closed captioning)

Title 3. Accessibility in businesses

Physical and program accessibility in restaurants, hotels, stores, places of business

Universal Access Symbols

Guide people with disabilities to accessible places, features and information.

What the symbols mean?

❑ Quiet Space
❑ Wheelchair Accessible
❑ Visual Eye Symbols
  ❖ 100 all dialogue is open captioned.
  ❖ 75 Fully open captioned providing access to spoken word no background
  ❖ 50 May have music or sounds in the background
❑ Visual Story
❑ Assistive Listening
❑ Audio Description
❑ Close Captioned
❑ Service Animal
❑ Sign Language Interpreting
❑ Easy Read
❑ Access Support
❑ Blind or Low Vision

Disability Impacts Everyone
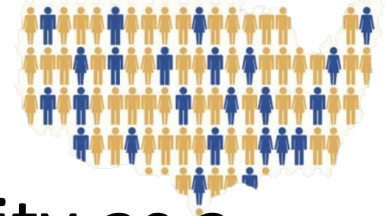
- The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits a major life activity.

- Approximately **54** Million Americans have disabilities

- **1** in **4** people have a type of disability - **20%** of the Population

What a Disability Looks like

A disability is a broad term that covers impairments, activity limitations, and participation restrictions that will impact how a person can perform major life activities.

1.Impairment in a person's body structure or function, or mental functioning; examples of impairments include loss of a limb, loss of vision or memory loss.

2. Activity limitation, such as difficulty seeing, hearing, walking, or problem solving.

3. Participation restrictions in normal daily activities, such as working, engaging in social and recreational activities, and obtaining health care and preventive services.

What a Disability Looks like

Some examples of disabilities include:

- ❑ Cancer
- ❑ Diabetes
- ❑ Post-traumatic stress disorder
- ❑ HIV
- ❑ Autism
- ❑ Cerebral palsy
- ❑ Deafness or hearing loss
- ❑ Blindness or low vision
- ❑ Epilepsy
- ❑ Mobility disabilities such as those requiring the use of a wheelchair, walker, or cane
- ❑ Intellectual disabilities
- ❑ Major depressive disorder
- ❑ Traumatic brain injury

SOME DISABILITIES LOOK LIKE THIS

OTHERS LOOK LIKE THIS

NOT ALL DISABILITIES ARE VISIBLE

# Providing Program Access and Reasonable Accommodations

Those with disabilities must have opportunities to participate in the **services**, **programs** and **activities** offered by an organization.

Therefore, our role is to provide access to the maximum extent possible by means of:

- Maintaining accessible facilities
    - Clear ramps, working pool lift, materials in large print, relay service
- Providing non-discriminatory customer service
- Making reasonable accommodations to programs without changing its nature
- Continuing education
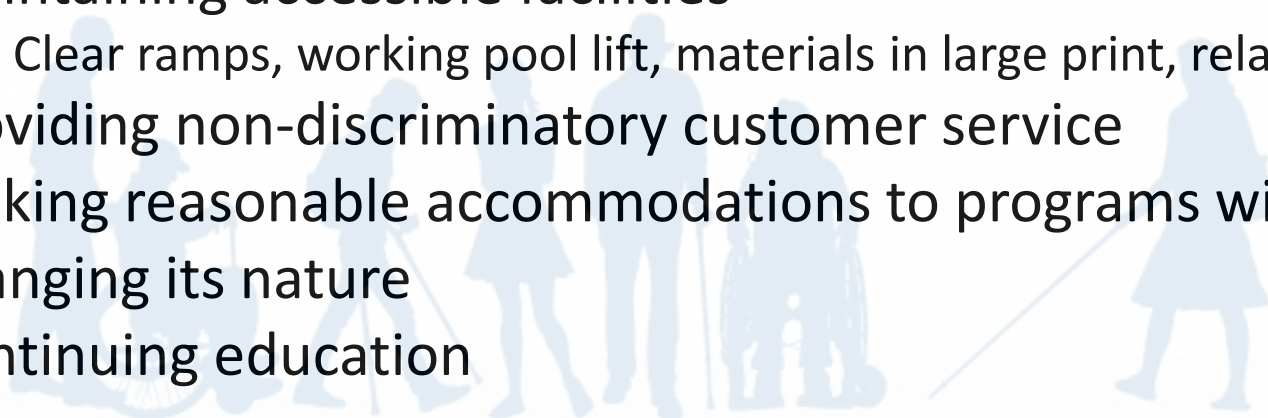
How to Address accessibility requests?
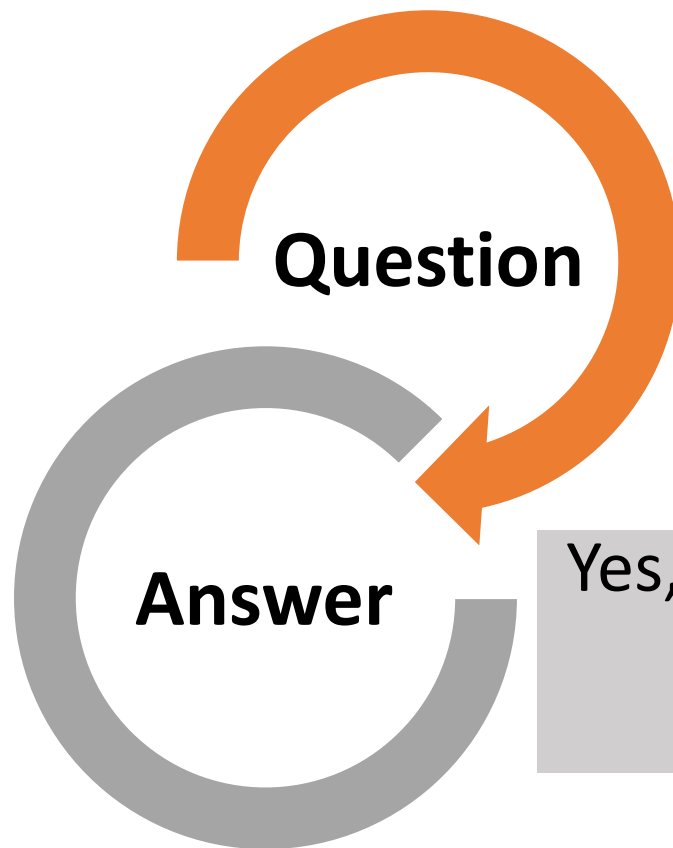
Question

Do we accept with disabilities in our programs?

Answer

Yes, we do to the maximum extent possible in an inclusive setting

ADA ACCOMODATION REQUEST

Public entities must be committed to take all necessary steps to prevent discrimination and provide accessibility to people with disabilities to all programs, services and activities.

People with disabilities must be able to request material in accessible form, a sign language interpreter, an accommodation unless than the request change the nature of the program.
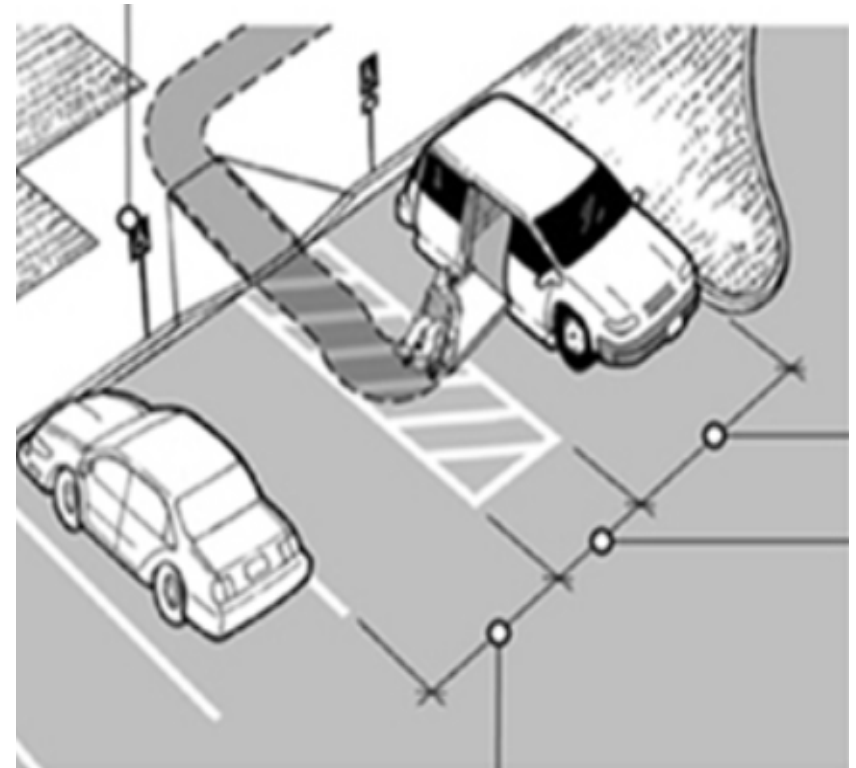
| Reasonable accommodation Request is submitted and received by ADA office | → | Accommodation Acknowledgement correspondence send to requester | → | Reasonable accommodation Request is reviewed in accordance with ADA standards | → | Document and send response to the person requesting the accommodation | → | Implement Accommodation if feasible |

Program Accessibility, Modification of Policies, and Auxiliary Aids and Services

Physical Accessibility

-Accessible parking spaces

-ADA Ramps

-Signage

-Accessible routes connection all facility elements

-Accessible seating areas

-Accessible restroom facilities

Program Accessibility, Modification of Policies, and Auxiliary Aids and Services

Effective communication
-Auxiliary Aids and Services
-Telecommunications relay service (TRS)
-Real-time captioning
-Sign Language Interpreting services
-CART
-Closed Captioning
-Accessible website

Program Accessibility, Modification of Policies, and Auxiliary Aids and Services

Programs Accessibility
-Service Animals

-Accommodations

-Reasonable modifications

-Grievance procedures

-Accessibility statement

Participation Examples

1. A deaf or hard of hearing individual does not experience equal opportunity to benefit from attending a public meeting unless he or she has access to what is said through an interpreter or by being provided with an assistive listening device or real-time captioning.

2. A wheelchair user will not have an equal opportunity to participate in a program if applications must be filed on the second floor of a building without an elevator.

3. Use of printed information alone is not equally effective for those with low vision who cannot read regular written material.

Participation Examples

4. A government provides emergency food and shelter to individuals who can demonstrate their eligibility. The application process, however, is extremely lengthy and complex. When many individuals with intellectual and mental disabilities apply for benefits, they are unable to complete the application process successfully. As a result, they are effectively denied benefits to which they are otherwise entitled.

5. Allowing a person with a mobility limitation to sit down while "waiting in line," or simply being more patient with a person who takes longer to express himself or be understood, because of a disability.

Sensitivity Training-Communication

- People with disabilities ask that you see them as people first and their disability second ... or third ... or last.

- Use people first language --refer to the individual first, then to his or her disability. (It is better to say "person with a disability," rather than "disabled person.")

- Avoid terms that imply that people with disabilities are special, or superhuman.

Sensitivity Training-Communication

- Emphasize abilities, not limitations

Use Person who uses a wheelchair instead of confined to a wheelchair

- Do not use language that suggests the lack of something

Use Person with epilepsy instead of Epileptic

- Emphasize the need for accessibility, not the disability

Use Accessible parking or bathroom instead of handicap parking

- Do not use offensive language

Use Person with a learning disability instead of slow

- Avoid language that implies negative stereotypes

Use Person without a disability instead of normal

- Do not portray people with disabilities as inspirational only because of their disability

Use person who is successful, productive instead of someone who has overcome his/her disability

I'm apart.   I'm a part.

inclusion

Disability Etiquette – Things to Consider

- **Ask before you help**
  - People desire to be independent and treated with respect
  - Treat Adults as Adults
  - Listen to what the individual wants
- **Be sensitive about physical contact**
  - People depend on their arms for balance, consider equipment part of their personal space
- **Think before you speak**
  - Speak directly to the person
- **Don't make assumptions**
  - People are the best judge of what they can or cannot do
  - Some people don't want or need help
  - Be ready to accept "no" to your offer.
- **Respond graciously to requests**
 - An accommodation is not a complaint
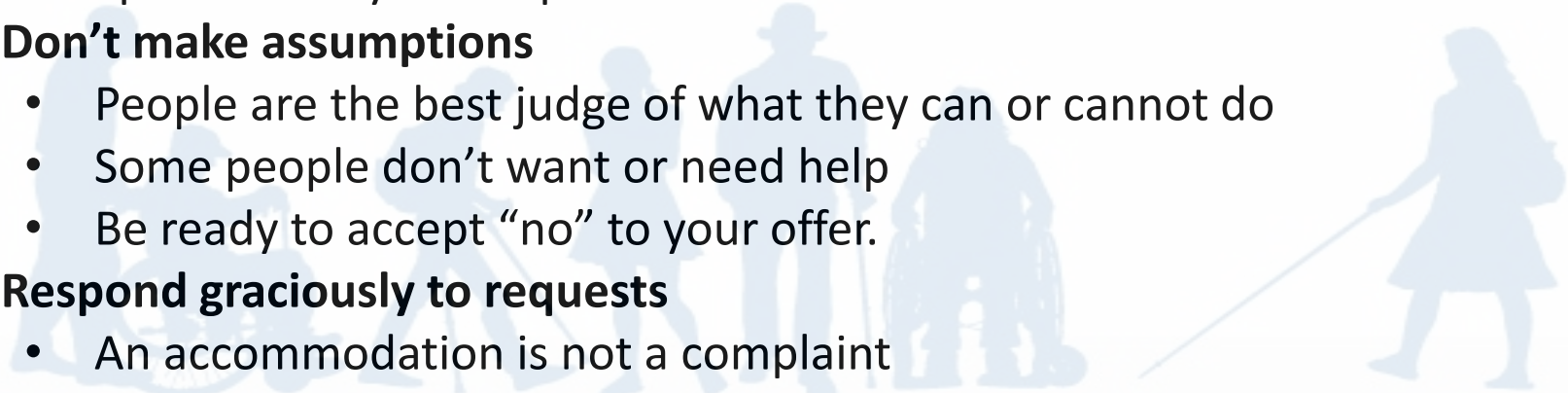
Quick tips for providing excellent service to customers with disabilities:

- Speak directly to persons with disabilities; don't avoid eye contact or speak only to their companions.
- Treat everyone as a valued customer; don't treat people with disabilities with disrespect.
- Learn about accessibility features at your place of business (e.g., is there a ramped or level entrance?) so you can answer questions and provide accurate information.
- Make sure there is a clear path of travel for customers using mobility devices or service animals.
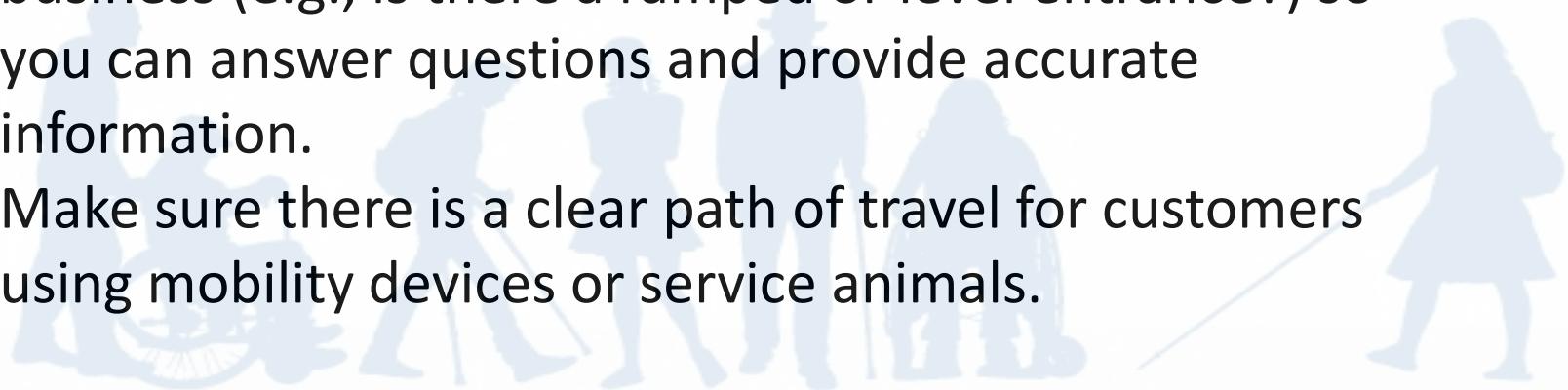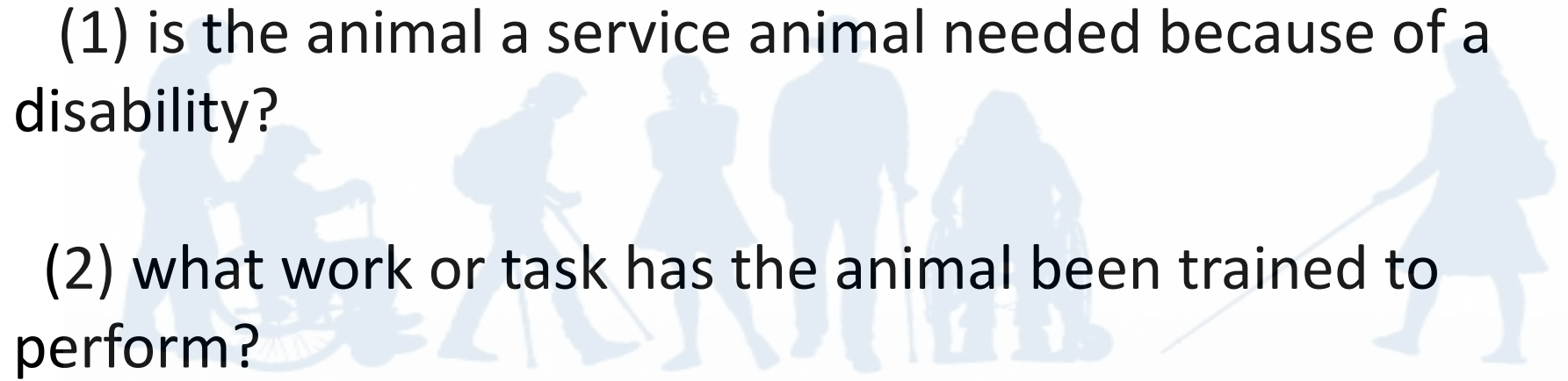
Quick tips for providing excellent service to customers with disabilities:

▪ Service animals are used by people with a variety of types of disabilities. If you can't tell whether an animal is a service animal, you may ask only two questions:

(1) is the animal a service animal needed because of a disability?

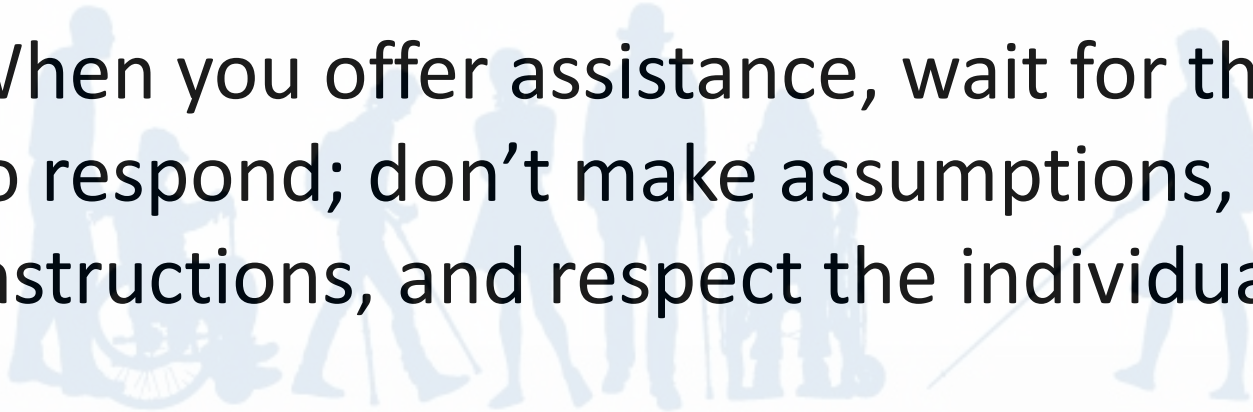(2) what work or task has the animal been trained to perform?

Quick tips for providing excellent service to customers with disabilities:

- A mobility device is considered part of an individual's personal space; do not lean on it or move it without permission.

- When you offer assistance, wait for the individual to respond; don't make assumptions, listen, ask for instructions, and respect the individual's wishes.

Resources

1. US Department of Justice Civil Rights Division https://www.ada.gov/
2. US Access Board https://www.access-board.gov/
3. ADA National Network Resources | ADA National Network (adata.org)