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# Creating Access:

## *How to Invite Everyone and Establish a Culture of Accessibility*



 The Ability Center



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See the **person**, not  
the **disability**.

Person First Language

# What are you really saying?

Handi-  
capable

Special  
Needs

Differently  
Able

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**DISABLED.**

**#SayTheWord**

**Disabled isn't a bad word.**

**Identity First Language**

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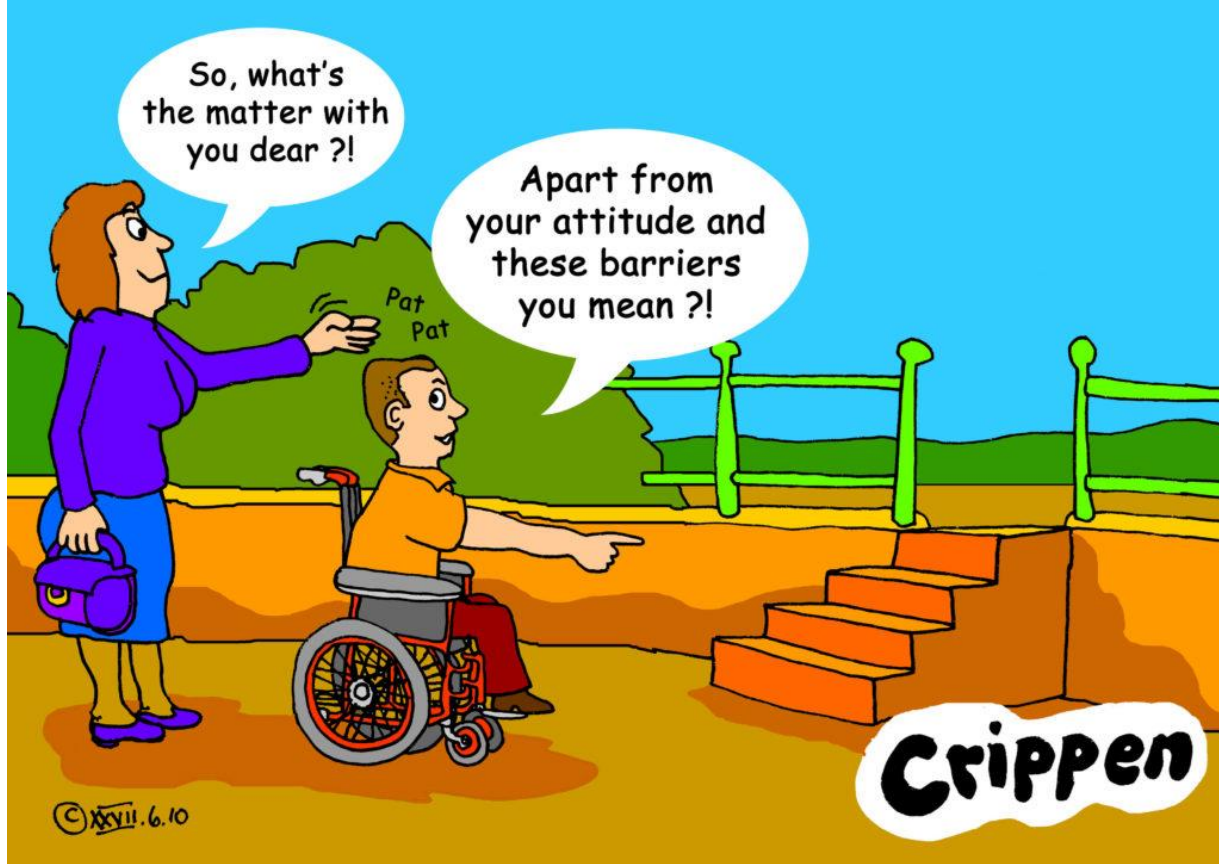


**DIVERSITY  
WITHOUT  
DISABILITY  
ISN'T  
DIVERSE  
ENOUGH.**

**[nccsonline.org](http://nccsonline.org) • [nccsd@ahead.org](mailto:nccsd@ahead.org)**

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This poster is available in alternate formats by request.





## The Medical Model vs. the Social Model

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# CHAIRS



# The World is not Designed for Disability

- Restrooms: Not expecting to be able to use the restroom – means more than just physically being able to get into the restroom.

Male/Female - Different Sex/Gender Couples/Caregivers

The height of the toilet - ADA Standard

Size and Space

- Physical Barriers
  - Automatic Doors
  - Electricity



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# What is independence?

- We are sold a false sense of independence
  - **No one is truly independent**
  - Disability is viewed as dependent on others and often 'a burden'
  - Inherent ableism that consistently perpetuates a power dynamic that able bodied individuals are above disabled bodies
  - Shift our focus from 'independence' to **interdependence**
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# Care is **NOT** a 4 Letter Word

- Perception of care – what does that look like?
    - Medical Model - Systems Requirements
  - ADLs vs. Social Activity
    - Fitting Into a Box for Services
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## Care Cont.

- Perception of Independence: Independence does not mean being able to physically do everything for yourself. It means being in charge of how things are done.
  - To be healthy, all individuals with or without disabilities must have opportunities to take part in meaningful daily activities that add to their growth, development, fulfillment, and community contribution.
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What does **equal access**  
look like?

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# Equal Understanding

- Having access to all of the same information that nondisabled participants do.
    - ASL interpretation
    - Accurate live captioning
    - Access to a recording that can be reviewed later for further understanding
    - Access to copies of the handouts and slides at least 24 hours prior to meeting
    - Large print
    - visual and audio descriptions,
    - Plain language
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# Trust

Being able to join any public meeting, presentation, or event on the same day, just as a nondisabled person would (i.e. accommodation requests that must be submitted any time period before the event, typically 3 days, creates an access barrier and could exclude participants).

Being able to trust and expect that we will be able to participate, rather than put in extra time, work, and worry over whether a meeting will be accessible.

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## Clarity and Ease

- The meeting time is accessible to disabled people.
    - Afternoon and evening times are often better for people who rely on caregiver support to get ready in the mornings.
  - While standard accommodations should automatically be in place, there should also be a clear process for how to request any additional accommodations.
    - This information should be included in every notice and promotion of the event and should be immediately visible, not hidden.
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When you design for  
disability, **everyone**  
**benefits.**

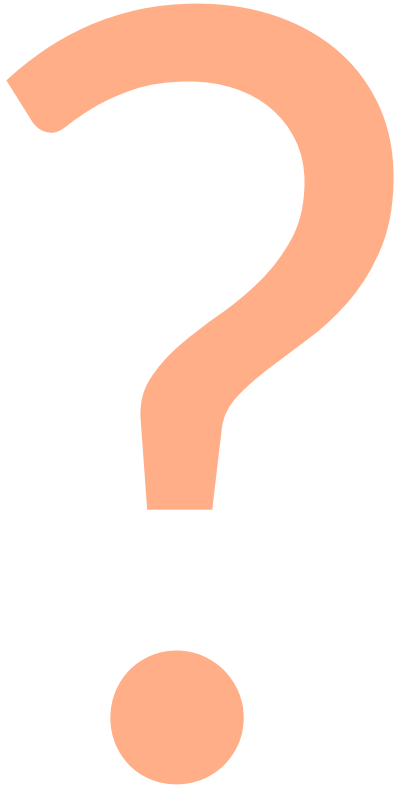
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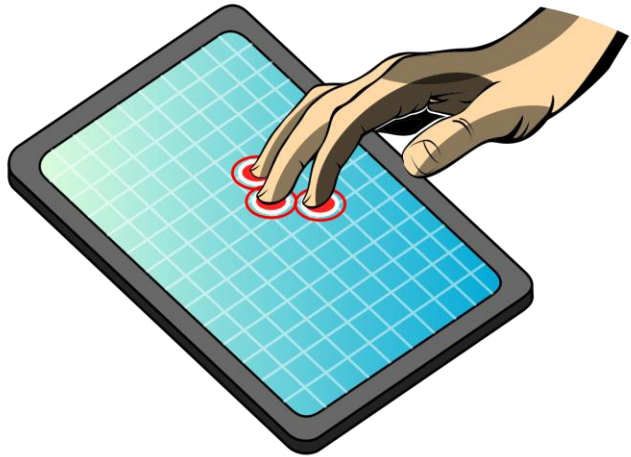
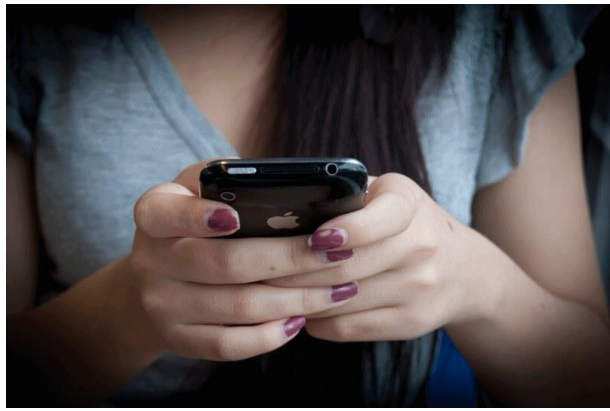


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## How many of you have ever . . .

- Sent a text message
  - Pushed a stroller or cart up a curb cut
  - Used kitchen utensils with rubber handles
  - Used subtitles when you couldn't watch a video with sound
  - Used a touch screen
  - Taken the elevator
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# Where to Start

How to Work Towards  
Accessibility

Meetings and Events

Workplace Culture

Service Systems

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# Planning an Accessible Meeting

Before Promoting Meeting

After Promoting Meeting

During Meeting Meeting

Post Meeting

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# Before the Meeting Announcement

1. Coordinate who will oversee accommodation requests.
  2. Consult with disability organizations to make sure you have what is needed
  3. Schedule ASL and CART or C-Print Services
    - a. What is CART and C-Print?
    - b. Are captions a substitute for ASL?
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# Creating the Flyer

1. Include what accommodations will be provided
2. Include instructions for how to request additional accommodations

Example:

ASL and CART will be provided and a copy of the recording and transcript is available after the meeting. If you need an additional accommodations, please contact Joe Schmo, [joe@email.com](mailto:joe@email.com), 419-777-9898, by October 25.

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Communicate what accommodations are already going to be provided.



ASL and CART will be provided and a copy of the recording and transcript is available after the meeting. If you need an additional accommodations, please contact Joe Schmo, [joe@email.com](mailto:joe@email.com), 419-777-9898, by October 25.

Give a contact for requesting additional accommodations. Include email AND phone.



Give a deadline for any requests.



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# Preparation Continued

Ensure meeting materials, registration flyers, etc. are accessible via screen reading software

Use Zoom for virtual meetings due to accessibility features. Other platforms are not as accessible as Zoom.

If in-person, consider physical accessibility, sensory needs.

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# After Meeting Announcement

1. Post meeting 2-weeks prior to start and allow for accommodation requests up to 1-3 days prior to the meeting
  2. Ensure that all requests are responded to in a timely manner
  3. Email PowerPoints, handouts, and other meeting materials to registrants 1-3 days prior to the meeting
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## During the Meeting

1. Make sure the meeting is being recorded and the auto-generate transcript option is turned on
  2. Spotlight ASL Interpreter and that C-Print is visible with enlarged font
  3. Give an overview of accommodations
    - a. Today we have ASL interpretation and C-Print available. To see the interpreter... To see C-print ... If you have questions, you can raise your hand by ... or send a chat...
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# During the Meeting Cont.

1. Speaker's video is on for those who read lips
  2. All oral communication should be spoken clearly and not rushed
  3. Designate a staff member to monitor any access issues during the meeting
  4. Describe contents of PowerPoint slides
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## After the Meeting

- Email the recording and transcript to all attendees (or people who requested this)
  
  - Assess what went well and what could be improved
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# Tips for **Workplace** Accessibility

- Ensure there is a clear process for employees to request an accommodation
  - Once requested, make sure the accommodation is consistently implemented across the organization and that all employees follow the correct procedures
  - Consult with employees about what they need for new situations
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# What **NOT** to do

- Expect another person with a disability to speak for someone else's accommodation
  - Put the burden of figuring out the logistics of the accommodation on the employee
  - Decide what someone can or cannot do without consulting them
  - Plan events first, and then think about accommodations.
    - Accessibility should come **FIRST** and be a thought throughout
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**Remember, not all  
disabilities are visible.**

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# Tips for Accessibility when Providing Services

- Access to Communication
  - Receive an appropriate and thorough examination with appropriate equipment for screening, preventive, and diagnostic appointments
  - Spend sufficient time with individual – thorough Explanation
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# What can we do?

Physicians

Service Delivery

Training and Inclusion

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# Physicians

- Provide a broad range of modifications and adjustments (reasonable accommodation) to facilitate access to health care services
  - Change the physical layout of clinic to provide access for people with mobility aids
  - Offer accommodations for communicating health information – i.e. materials in braille and large print
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## Physicians cont.

- Offer interpreter services
  - Offer in-home accommodations for x-ray, ultrasounds, labs – for individuals who cannot physically access equipment in medical offices
  - Promote community-based rehabilitation (CBR) to facilitate access for people with disability to existing services
  - Empower people with disability to maximize their health by providing information, training, and peer support
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# Human Resources and Education

- Integrate disability education into undergraduate and continuing education for all health-care professionals
  - Train community workers so that they can play a role in preventive health care services
  - Provide evidence-based guidelines for assessment and treatment
  - Continue to evaluate programs and services to ensure they are accessible
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# Research and Planning

- Identify groups that require alternative service delivery models, for example, targeted services or care coordination to improve access to health care
  - Include people with disability in health care surveillance
  - Conduct more research on the needs, barriers, and health outcomes for people with disability
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What about the **cost**?

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# How to Get Creative

The expense is not an excuse to do nothing.

- Cannot afford CART?
    - Provide scripts
    - Use free resources like Otter.ai, Ava, Google Live Transcript
  - Assess what resources you DO have
  - Work with the individual to prepare
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# Tax Credits/Exemptions

- Disabled Access Credit
    - Available to help businesses comply with the ADA
    - Total revenues of \$1 million or less in the previous tax year or 30 or fewer full-time employees
  - Barrier Removal Tax Deduction
    - Encourages businesses of any size to remove architectural and transportation barriers
    - Deduction up to \$15,000 a year
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# Tax Credits Cont.

- Work Opportunity Tax Credit
    - Available to employers for hiring individuals who have faced significant barriers to employment (ie., people with disabilities and veterans)
    - Maximum tax credit for employees who worked 400+ hours:
      - \$2,400 or up to 40% of up to \$6,000 of first year wages
      - \$9,600 or up to 40% of up to \$24,000 of first year wages for certain veterans
      - 25% rate for those who work at least 120 hours but less than the 400 hours
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# The cost of **NOT** accommodating.

When somewhere is inaccessible,



It's not just  
Disabled people  
missing out.

©PacingPixie

It's everyone.

Without us, you miss:

Disabled creativity  
Disabled brilliance  
Disabled empathy  
Disabled passion  
Disabled insight

and so much more.

To include is to thrive.

- Violating the Americans with Disabilities Act
  - The ADA
- Missing out on Disabled
  - Creativity
  - Brilliance
  - Empathy
  - Passion
  - Insight



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**Nothing About Us,  
Without Us.**

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# Reach Out!

## Contact Information

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