

Vermont Health Care Innovation Project Core Competency Training Series

**“Facilitating Trainings and Meetings
That Are Inclusive for People with
Disabilities”**

11/10/2016

Vermont Health Care Innovation Project Core
Competency Training Series

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October 5,
2016



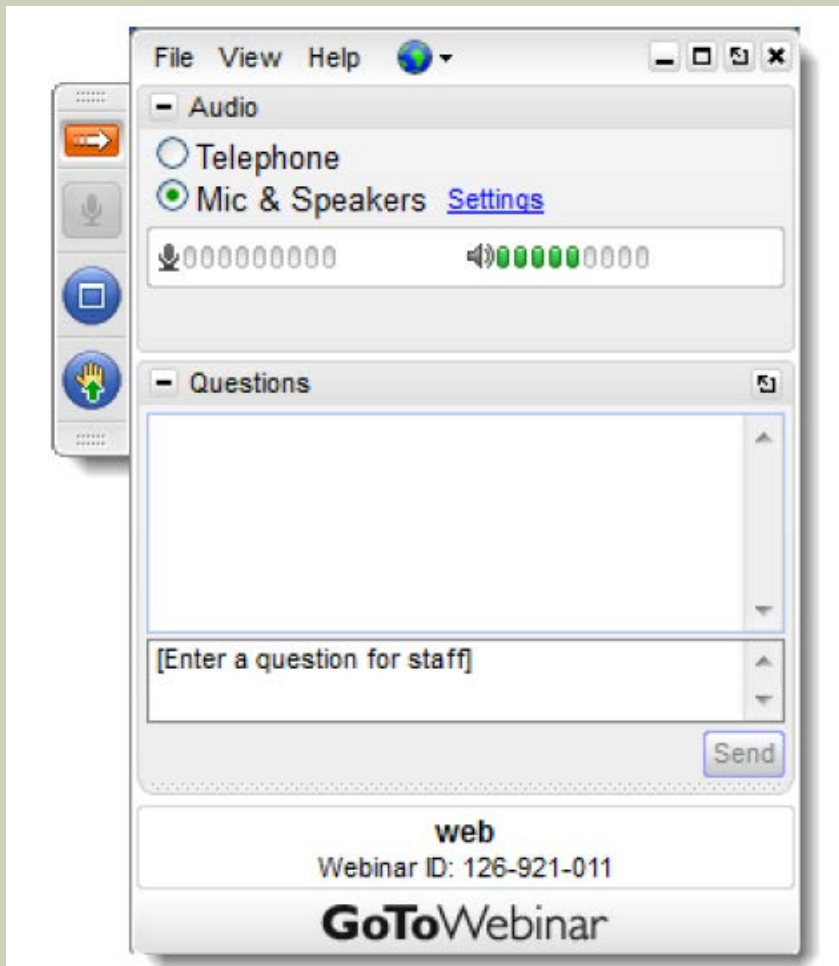
SPEAKERS



- **Host:** Erin Flynn, ACO and Practice Transformation Director, Department of Vermont Health Access
- **Presenters:** Green Mountain Self-Advocates (www.gmsavt.org)
 - Stirling Peebles, Advocacy Educator sat GMSA, VT Governor's Committee on the Employment of People with Disabilities
 - Skye Peebles, GMSA Program Director



BEFORE WE GET STARTED...

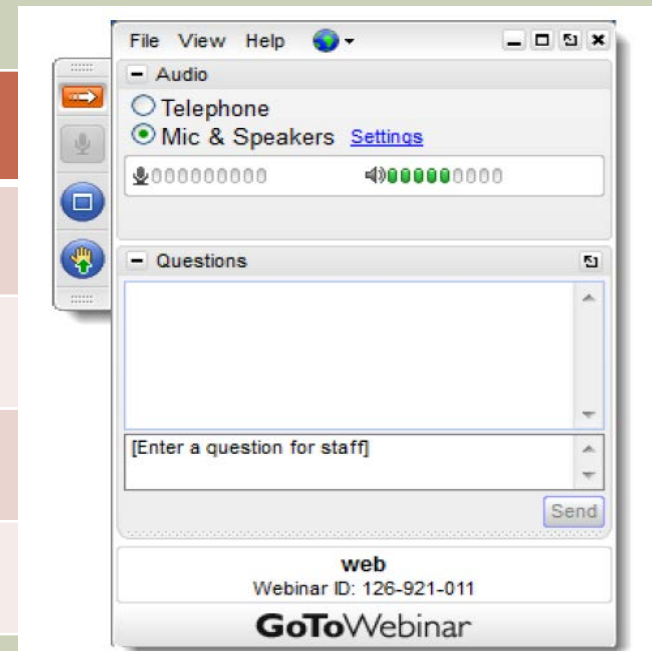


- By default, webinar audio is through your computer speakers.
- If you prefer to call-in via telephone, click “Telephone” in the Audio pane of your control panel for dial-in information.

TODAY'S AGENDA

- **We've reserved time for Q&A at designated times during this event.** Please submit questions via the Questions pane in webinar control panel.
- **This webinar is being recorded.** Slides and recording will be used for training purposes

Time Frame	Agenda Item
12:00 – 12:05	Welcome and Introductions
12:05 – 12:45	Presentation
12:45 – 12:55	Q&A
12:55 – 1:00	Wrap-Up and Next Steps



TODAY'S LEARNING OBJECTIVES



1. Describe why it is important for trainings and meetings in healthcare to be inclusive and accessible and why “Nothing About Us Without Us” and “Presuming Competence” are the key building blocks to successful events!
2. Identify physical, logistical, and communication aspects of how to make trainings inclusive of and accessible for people with disabilities.
3. Identify 10+ resources (such as tip sheets, checklists) that promote and provide instructions for creating inclusive training and meeting environments.

IDENTIFYING THE ISSUE



WHY DOES THIS MATTER?

Increases the value of the experience for ALL participants



When you go to meetings, what is it like? Is it difficult to understand what was happening?

Sometimes people running meetings will say, “If you don’t understand something, just raise your hand and let me know.” Does that work?



WHY DOES THIS MATTER?

Legal mandates

- Title III of the Americans with Disabilities Act (Vera Institute, 2016)
- Section 504 & 508 of the Rehabilitation Act (Vera Institute, 2016)
- The 21st Century Communications and Video Accessibility Act (Vera Institute, 2014)



ALWAYS REMEMBER...

NOTHING ABOUT US WITHOUT US



- People with disabilities are the experts in our own lives
- People with disabilities will be more committed to health and wellness decisions if they are in the driver's seat

Are you in the driver's seat of your own life?



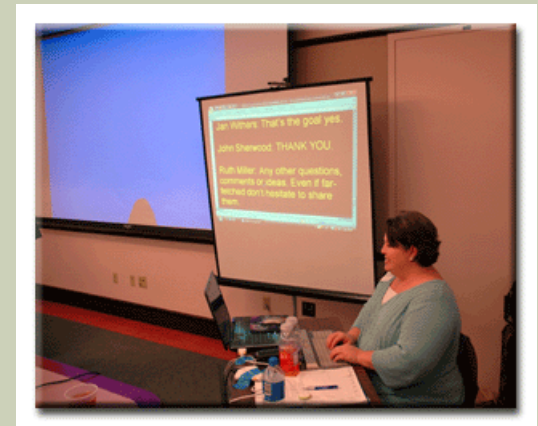
ALWAYS REMEMBER... PRESUME COMPETENCE

**WHEN YOU SEE,
MEET, OR THINK
ABOUT A PERSON
WITH A DISABILITY
PRESUME
COMPETENCE**

- “To presume competence means to believe that all people with disabilities have abilities. It means not looking at someone and pre-judging what they can and can’t do. It is about having high expectations and dreams for us. Most people with disabilities perform better than expected when others expect them to do well.” - Nicole LeBlanc

AT THE BEGINNING – BUDGETING FOR YOUR MEETING OR TRAINING

- Many accommodations do not cost money but some do. It is good to budget for these ahead of time!
 - Adequate meeting room size
 - A/V needs
 - Microphones
 - Screens



*Budgeting For Access Tip Sheet <http://bit.ly/2cV1YgG>

AT THE BEGINNING – BUDGETING FOR YOUR MEETING OR TRAINING

- Services
 - Interpreter Services
 - CART Transcription
- Materials
 - Large print, USB drives, Plain Language



*Budgeting For Access Tip Sheet <http://bit.ly/2cV1YgG>

IT ALL STARTS AT REGISTRATION OR WITH AN RSVP!

- Early notice! People need to arrange for transportation, child care, support staff, and prep themselves.
- People with disabilities have said, “Give us some idea what we are talking about and why we are there.”



11/10/2016

*Registration Tip Sheet <http://bit.ly/2cDzvys>



IT ALL STARTS AT REGISTRATION OR WITH AN RSVP!

- Ask for accommodations – this will help you enormously so you're not scrambling at the end.
 - Meal requests
 - Will you be bringing a support staff or PCA?
 - Accommodation requests
 - Material requests – large print, Braille
- Send materials out as soon as possible (**at least 1 week ahead!!**)
 - Agenda, any prep materials
- Be multi-modal: embrace the snail mail!



*Registration Tip Sheet <http://bit.ly/2cDzvys>



LOGISTICS – WHERE TO MEET OR TRAIN?

- Public Space
 - Building entrance
 - Elevators or ramps
 - Accessible restrooms
- Considerations for overnight stays
 - Accessible guest rooms
 - Lobby arrangement



- *Selecting An Accessible Venue Tip Sheet <http://bit.ly/2d4yTjA>
- *Pre-visit Questionnaire <http://bit.ly/2cx98ZV>
- *Key Questions and Measurements to Take <http://bit.ly/2cfw8yR>
- *Working With The Event Property <http://bit.ly/2cMmSkX>

WHAT MAKES A GOOD MEETING OR TRAINING SPACE?



- Seating Locations: Set up the meeting room to provide access to all participant seating location, the speakers' area and refreshments.
- Registration Table : Make sure that people with mobility disabilities can approach it and turn around easily to move away again.
- Refreshment Table: Arrange items for people who have limited hand mobility



***Creating An Accessible Meeting Environment Tip Sheet**

<http://bit.ly/2cfzjpS>

***Meeting on a Level Playing Field** <http://bit.ly/2cFZdyX>

WHAT MAKES A GOOD MEETING OR TRAINING SPACE?



- One element of a barrier-free meeting space is to make sure protruding objects can be detected by a cane.
- Arrange seating to optimize communication and so people can see each other.
- Make sure people understand the role of service animals



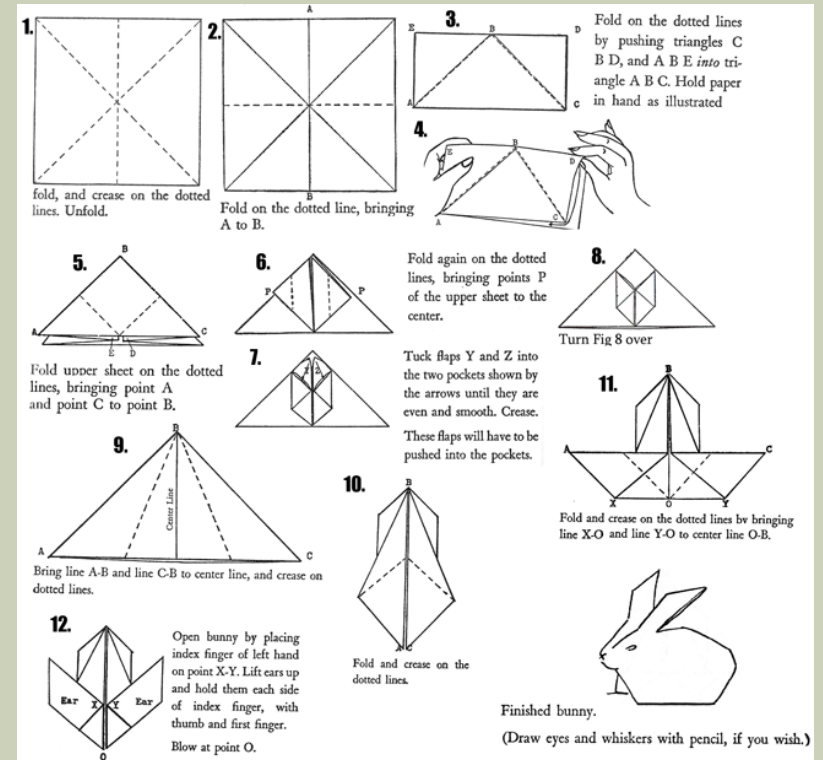
***Creating An Accessible Meeting Environment Tip Sheet**

<http://bit.ly/2cfzjpS>

***Meeting on a Level Playing Field** <http://bit.ly/2cFZdyX>

TIPS FOR PRESENTERS AT YOUR MEETING OR TRAINING

1. Share the most important information first
2. Say why it is important
3. Stick to one subject at a time.
4. Use step-by-step directions with visual aids.



*Etiquette Checklist “The Key is We” (p.28-9): <http://bit.ly/2ckkh0z>

*Being An Accessible Presenter <http://bit.ly/2d6COLR>

TIPS FOR PRESENTERS AT YOUR MEETING OR TRAINING

Other Tips

- Avoid using sarcasm or figures of speech
- Avoid ABC soup
- Follow the agenda
- Use accessible PowerPoint's and handouts
- Check in during the presentation to see how everyone is doing
- Use a microphone
- Speak slowly and clearly
- Make sure interpreters have a copy of your slides ahead of time



*Etiquette Checklist “The Key is We” (p.28-9): <http://bit.ly/2ckkh0z>

*Being An Accessible Presenter <http://bit.ly/2d6COLR>

ACCESSIBLE MATERIALS: WRITTEN AND VISUAL

- These are hugely important! Take the time to do them well.
- Details count!
 - Use a clear font like Arial or Verdana.
 - Provide a summary.
 - Double space.
 - Use a font size of 14 point or larger.

This is Arial. It is a sans-serif font.



- *GMSA's "Getting Your Message Across" Guide <http://bit.ly/2ckkh0z>
- *AUCD Presentation Accessibility <http://bit.ly/2cPRPDq>

ACCESSIBLE MATERIALS: WRITTEN AND VISUAL

- Details count!
 - Consider health literacy – write at a 5th grade reading level.
 - Keep sentences short. Break long sentences into two.
 - Use bold or highlight important information. Italics or underlining make it harder to read.
 - Use visuals that explain the text.



- *GMSA's "Getting Your Message Across" Guide <http://bit.ly/2ckkh0z>
- *AUCD Presentation Accessibility <http://bit.ly/2cPRPDq>

EXAMPLES OF COMMON AUXILIARY AIDS AND SERVICES



- Qualified sign language interpreters in person or through video remote services;
- Note takers;
- Real-time computer-aided transcription services;
- Written materials;
- Exchange of written notes;

EXAMPLES OF COMMON AUXILIARY AIDS AND SERVICES



- Telephone handset amplifiers;
- Assistive listening devices and systems;
- Telephones compatible with hearing aids;
- Closed caption decoders;
- Videotext displays; qualified readers;
- Taped texts;

EXAMPLES OF COMMON AUXILIARY AIDS AND SERVICES



- Audio recordings;
- Materials and displays in Braille;
- Screen reader software;
- Magnification software;
- Optical readers;
- Secondary auditory programs (SAP);

EXAMPLES OF COMMON AUXILIARY AIDS AND SERVICES



- ❑ Large print materials;
- ❑ Accessible electronic and information technology
- ❑ Open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones or equally effective telecommunications devices

WHAT CAN YOU DO BEFORE A MEETING TO MAKE IT MORE WELCOMING?

- Print names on name tags or tents.
- Support may include help with scheduling transportation.
- Let people know ahead of time if lunch will be provided at a **meeting**.
- Use microphones in large spaces.
- Clear signs with pictures can help a person find their way around a building.



WHAT CAN YOU DO BEFORE A MEETING TO MAKE IT MORE WELCOMING?

- If a barrier cannot be avoided, let the person know ahead of time.
- Check in with the person. Make sure folks have support, if needed, to go over the upcoming agenda and materials. Discuss issues or questions they might want to bring up at the meeting. The person might want to prepare a statement ahead of time (e.g., written, dictated, recorded).

MEETING FACILITATION – TIPS FOR MAKING MEETINGS MORE UNDERSTANDABLE

- Do introductions to remind folks who is there. Introductions make people feel included.
- Let folks know where things are, like the restrooms.
- Speak clearly. Use Plain English (words that everyone understands, no abbreviations or alphabet soup).
- Stop frequently. Clearly outline each issue as it comes up for discussion.



*GMSA's "Getting Your Message Across" Guide <http://bit.ly/2ckkh0z>

MEETING FACILITATION – TIPS FOR MAKING MEETINGS MORE UNDERSTANDABLE

- Summarize what has been said. Make sure everyone understands what is going on.
- Have people raise hands and one person speaks at a time.
- Use People First Language.
- Provide time to ask questions.
- Take short, frequent breaks.



*GMSA's "Getting Your Message Across" Guide <http://bit.ly/2ckkh0z>

MEETING FACILITATION – TIPS FOR MAKING MEETINGS MORE UNDERSTANDABLE



- Let people set their own pace in talking. Be patient for a response.
- Keep confidentiality.
- Help folks understand a complex idea by breaking it down into smaller parts.
- If any written information was not sent out ahead of time, read it aloud at the meeting.
- Encourage people to speak on their own behalf, to make their own decisions, to disagree, to do things on their own, and in their own ways.

MEETING FACILITATION – TIPS FOR MAKING MEETINGS MORE UNDERSTANDABLE



- Be mindful of your body language, tone of voice, and other gestures that may influence a person's decision.
- Ask the person if they have anything to say about a specific issue.
- It is especially important to have a short break just before a final decision is made to allow time for people to review the issue before making a decision.
- Restate clearly each decision that is made.

MEETING FACILITATION – TIPS FOR MAKING MEETINGS MORE UNDERSTANDABLE

- Avoid abstract concepts (references to time, dates, sequences or reasons).
 - Use visual or concrete examples.
 - Try to connect an issue to a personal experience.
 - Avoid the use of numerical or quantitative concepts. *If you absolutely NEED them, learn techniques for communicating about numbers [from CDC Health Literacy training](#).*



WHAT CAN YOU DO AFTER A MEETING TO MAKE IT MORE WELCOMING?



- Write clear and understandable minutes.
 - Highlight key decisions and next steps.
 - Minutes need to include the next meeting date and a tentative agenda.
- Send out the minutes within two weeks after the meeting. This allows the person to meet with others if needed to discuss the last meeting and prepare for the next one in a timely manner.

WHAT CAN YOU DO AFTER A MEETING TO MAKE IT MORE WELCOMING?



- Follow-up with the person after the meeting to go over what took place.
- Work with the person to find out what adaptations will work best for him/her.

MEETING IN CYBERSPACE



What Works

- Polls & Audience Involvement
- Support of one another
- Timing of meetings
- Visuals and PowerPoints
- Having an agenda and timeframes



Resources

*GMSA's "Tips for Online Meetings"

*Enhance the Accessibility of Virtual Events <http://bit.ly/2dmaCrZ>

MEETING IN CYBERSPACE



What Works

- Offer other options for joining
- Allow people to ask questions in between slides
- Make sure people understand the material
- Be interactive
- Introduce yourselves when speaking
- Provide handouts in advanced
- Practice!



Resources

*GMSA's "Tips for Online Meetings"

*Enhance the Accessibility of Virtual Events <http://bit.ly/2dmaCrZ>

MEETING IN CYBERSPACE



What Does Not Work

- Lack of communication
- Not enough time
- Not giving people a chance to speak
- Cramming in a lot of information
- Rushing through
- Being talked at the whole time



***GMSA's "Tips for Online Meetings"**

***Enhance the Accessibility of Virtual Events** <http://bit.ly/2dmaCrZ>

WE BELIEVE THIS IS A VALUES CHOICE ORGANIZATIONS NEED TO MAKE

Make a commitment that your meetings and trainings will be:

- **Inclusive** – value the contributions that everyone brings
- **Accessible** – support full participation for everyone
- **Culturally and Linguistically Competent**
- **Embracing of Nothing About Us Without Us**
- **A place where everyone Presumes Competence**



RECAP OF RESOURCES

- Vera Institute for Justice: <http://bit.ly/2djVHvB>
- Green Mountain Self-Advocates: www.gmsavt.org
- National ADA Center Fact Sheet On Effective Communication: <http://bit.ly/2cUaP3f>
- Selecting An Accessible Venue Tip Sheet: <http://bit.ly/2d4yTjA>
- Pre-visit Questionnaire <http://bit.ly/2cx98ZV>
- Key Questions and Measurements to Take: <http://bit.ly/2cfw8yR>
- Working With The Event Property: <http://bit.ly/2cMmSkX>
- Budgeting For Access Tip Sheet: <http://bit.ly/2cV1YgG>
- Planning Accessible Meetings and Conferences: A Suggested Checklist and Guide: <http://bit.ly/2d5eFaL>

RECAP OF RESOURCES

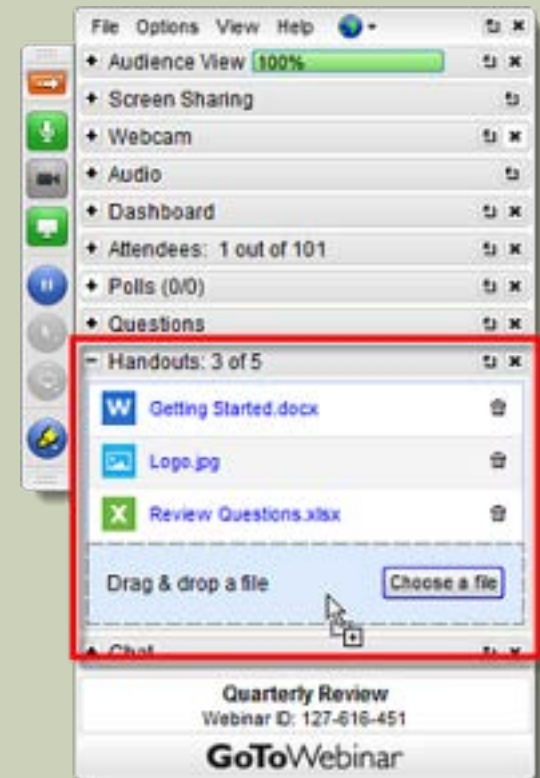
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HOMEWORK!

Handout – “Planning an Accessible Meeting or Training”

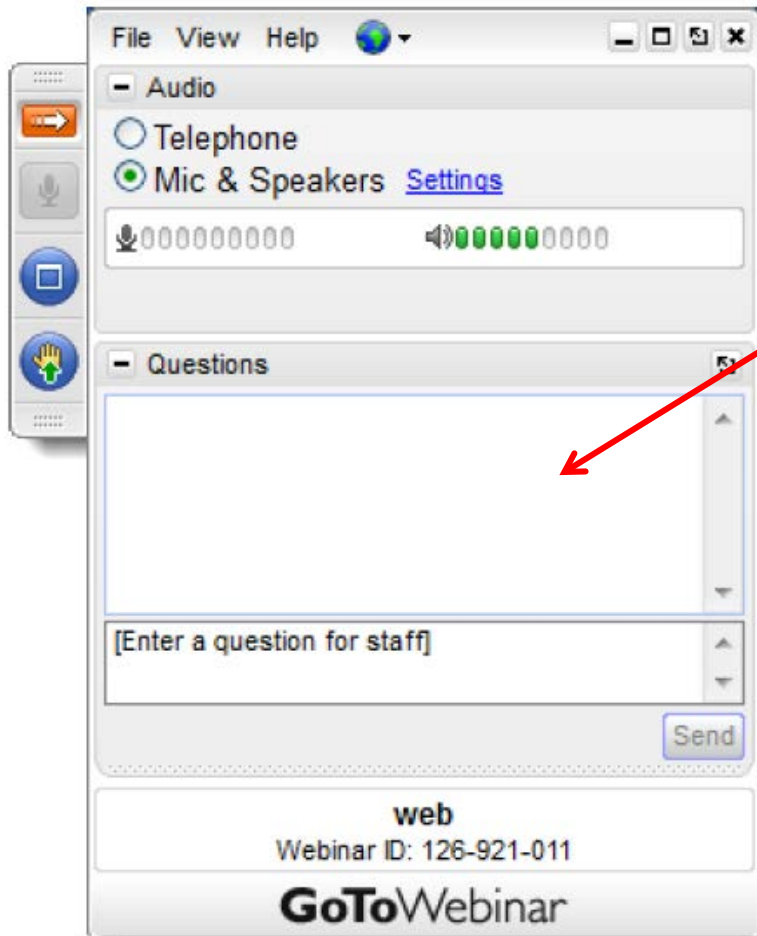
(in Handout part of GotoWebinar screen)

- Think about an upcoming meeting or event where it is important to have the input of people with disabilities
- Begin to plan how to include people with disabilities in that training or meeting
- Note which resources might be helpful to consult
- Consider how you will know if you have been successful



QUESTIONS

- Enter questions in Questions pane of GoToWebinar control panel.



STAY TUNED!

Watch for registration!

- VHCIP Supplemental Training: Managers and Supervisors Training by PCDC in Waterbury, October 18th <https://www.eventbrite.com/e/supplemental-training-managers-and-supervisors-of-care-coordinators-waterbury-training-site-registration-28046596124>
- VHCIP Supplemental 2-Day Training: Core Care Coordination Train- the-Trainer by PCDC in Waterbury, November 16 & 17th (Registration coming soon)
- Webinar #6 , Delivering Culturally Competent Care to LGBTQ Vermonters on November 18th, 2016 12:00 – 1:00 pm by PCDC (Registration coming soon)

For more information please email Erin Flynn, Erin.Flynn@vermont.gov

Thank you!

