

Universal Design &

Accessibility

Presenters:

Ash Brittenham & Kim Brittenham



- **The Law Requires**
ADA & Section 504
- **A Welcoming Environment**
Universal Design & Physical Access
- **Reasonable Accommodations**
How to Grant Them
- **Resources**
Compete for Prizes in Phone Slam

Today We Will Cover



- Ask the **BIG** questions that keep you from moving forward
- Write **SPECIFIC** questions on *blue index cards*
- Use your own devices to look up stuff as we go!

questions



LAW

hard-won & long fought for, now our
responsibility to implement

ADA

- Americans with Disabilities Act 1990
Titles II & III

504

- Rehabilitation Act 1973, Section 504

Title I employees

These laws require medical providers to provide individuals with disabilities:

full and equal access to their health care services and facilities & reasonable modifications to policies, practices and procedures when necessary to make health care services fully accessible to individuals with disabilities unless the modifications would fundamentally alter the nature of the program or service

**Accommodation process for employees is
different than for people you serve (public)**

ADA Title I employees



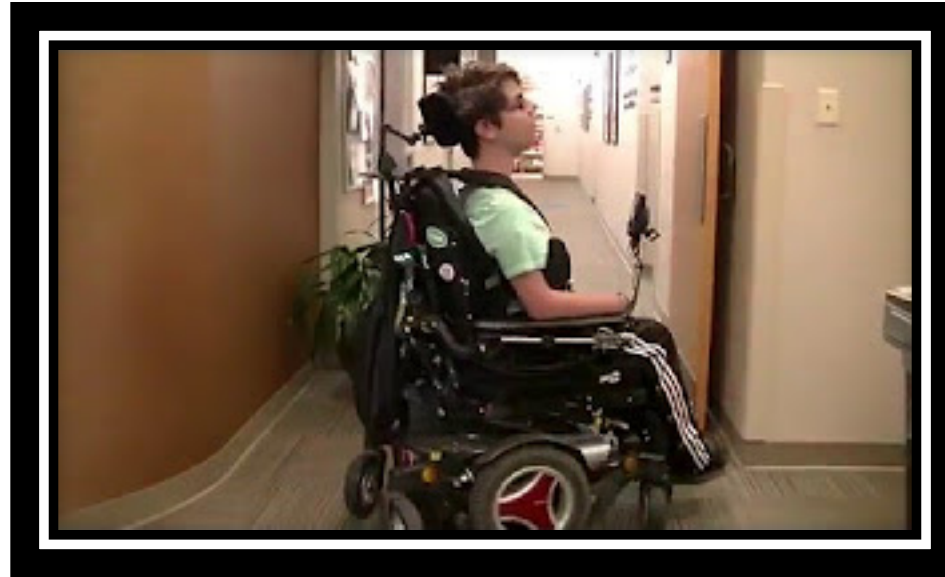
WELCOMING SPACES

elements & short film discussion

1
2
3
4
5
6
7

- equitable use
- flexibility in use
- simple & intuitive
- perceptible information
- tolerance for error
- low physical effort
- size & space for approach and use

universal design



YouTube Link:

<http://www.youtube.com/watch?v=M948oEJ9RcU&sns=em>

Ash's video



What worked well?

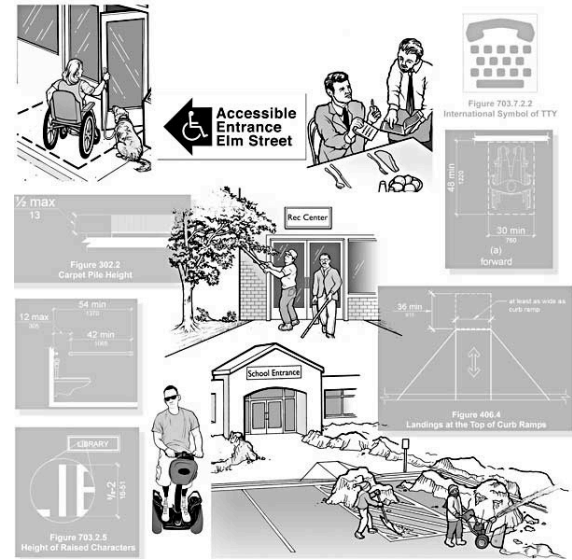
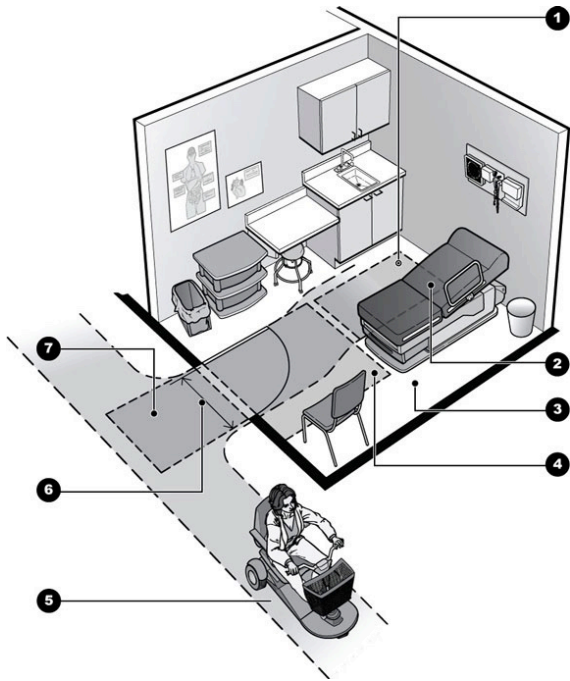


What worked poorly?

- **Accessible Routes**
doorways - around obstacles
- **Directional Signage**
entrances – bathrooms – offices
- **Open Spaces**
lobby chairs – desk & table clearances
- **Maintain those Accessible Elements**
clear snow – stalls aren't storage areas
- **Respectful Attitude & Common Sense**



Main elements



Standards
 Checklists
 Technical Assistance

ADA for facilities



BREAK
mind your chairs

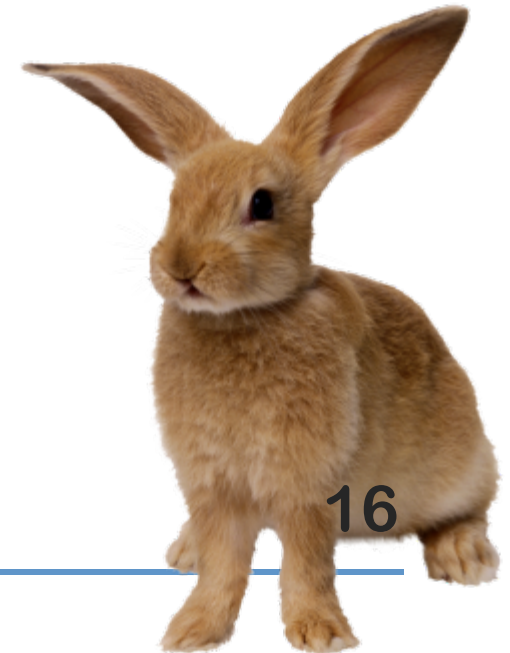




ACCOMMODATIONS

- An adjustment made in a system **to make fair the same system** based on an individual proven need

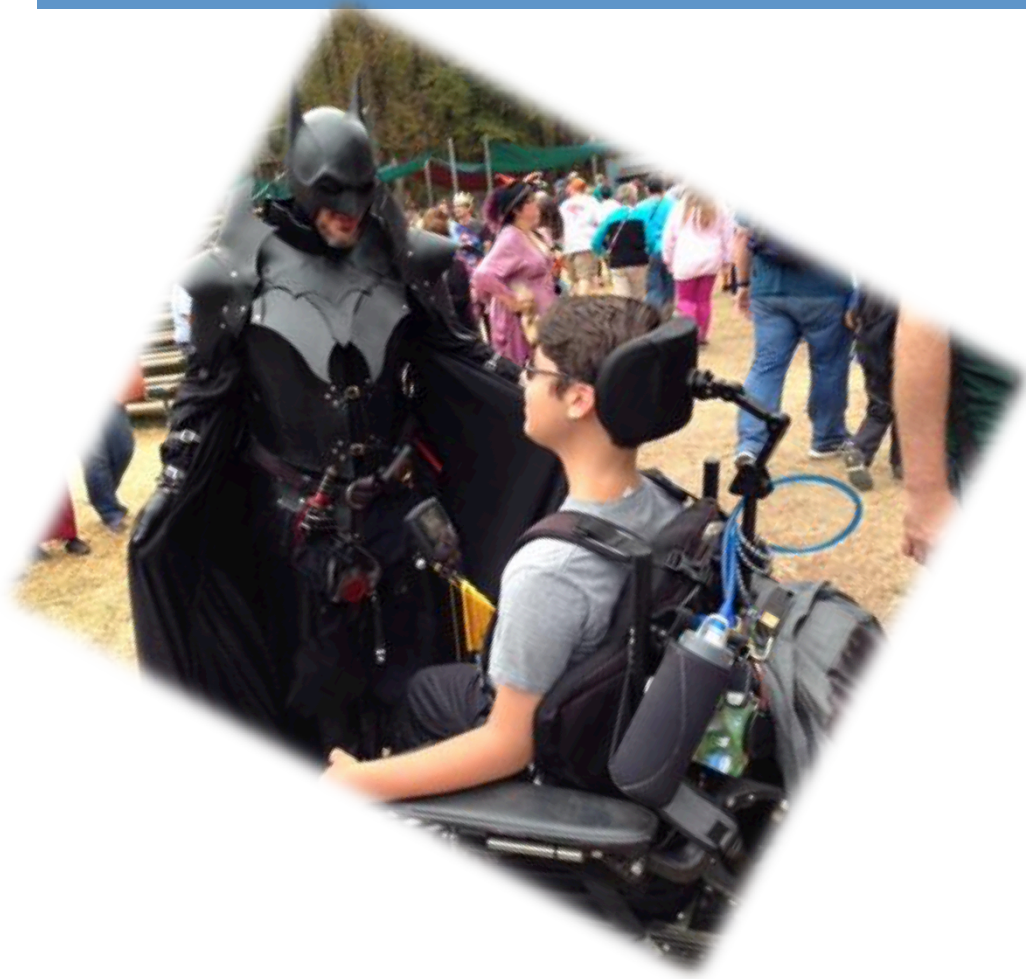
accommodation



- **Necessary and appropriate** modification or adjustment not imposing a disproportionate or undue burden

reasonable





common requests



simple process



RESOURCES



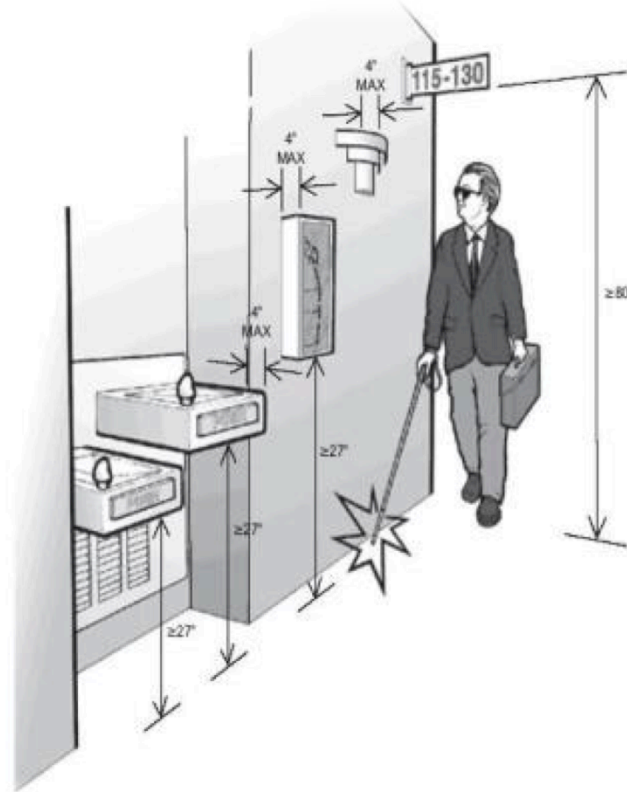
- Using your personal resources, be the first person to find each resource
- All research methods respected

phone slam



FIND:

**DOJ medical care for people
who use mobility devices**



FIND:

**protruding objects animated
guide**

FIND:



**Where should I mount
way-finding signs**

FIND:



accommodation support

- **Access to Medical Care for People with Mobility Disabilities**
- **Hospital Access for People who are Deaf**
- **ADA Checklist Assessment Tool**
- **Effective Communication Guide Sheet**
- **Service Animal FAQ from DOJ**
- **Service Animal Matrix**

handouts

- **ADA.gov** (800) 514-0301
department of justice
- **Access-Board.gov** (800) 872-2253
wrote the standards
- **ADAChecklist.org** (800) 949-4232
tool to assess spaces
- **AskJAN.org** (800) 526-7234
granting accommodations
- **BarrierFreeHealthcareInitiative** (800) 348-4232
national collaboration
- **FairHousingFirst.org** (888) 341-7781
FHA technical support

technical assistance

- Deaf Vermonters Advocacy Services www.dvas.org
- Disability Rights Vermont – judicial systems www.disabilityrightsvt.org
- Green Mountain Self Advocates – www.gmsavt.org
- NAMI VT - mental health advocates - namivt.org
- VABVI - blindness, limited sight – www.vabvi.org
- Vermont Psychiatric Survivors www.vermontpsychiatricsurvivors.org
- VCIL - cross-disability rights– www.vcil.org
- VCOA- elders & aging – www.cvcoa.org

peer-to-peer resources 28

"At Your Service: Welcoming Customers with Disabilities"

a self-paced webcourse for people interested in best practices for working with customers who have disabilities.

<http://www.wiawebcourse.org>

additional learning opportunity

Accessible Hospitals & Health Care Facilities
Earleen Sesker & Scott J. Windley
U.S. Access Board webinar (Blackboard)
<http://www.accessibilityonline.org/Archives>

audio only:

[http://128.248.39.58:8080/listen/
AudioConference-En/4_2011-07-07.mp3](http://128.248.39.58:8080/listen/AudioConference-En/4_2011-07-07.mp3)

**additional learning
opportunity**

Accessible Hospitals and Medical Care Facilities -
"Advanced Session" RexJ.Pace,

“advanced” level discussion on patient room
scoping for both medical and long term care
facilities, special technical provisions for parking
at specialized facilities, alarm systems and toilet
rooms in intensive care units

[http://www.accessibilityonline.org/archives/
session_detail.aspx?id=73](http://www.accessibilityonline.org/archives/session_detail.aspx?id=73)

**additional learning
opportunity**



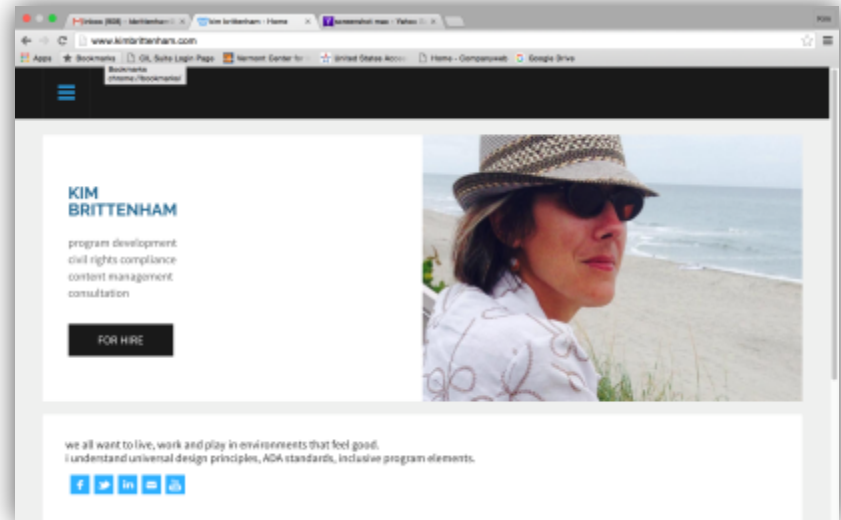
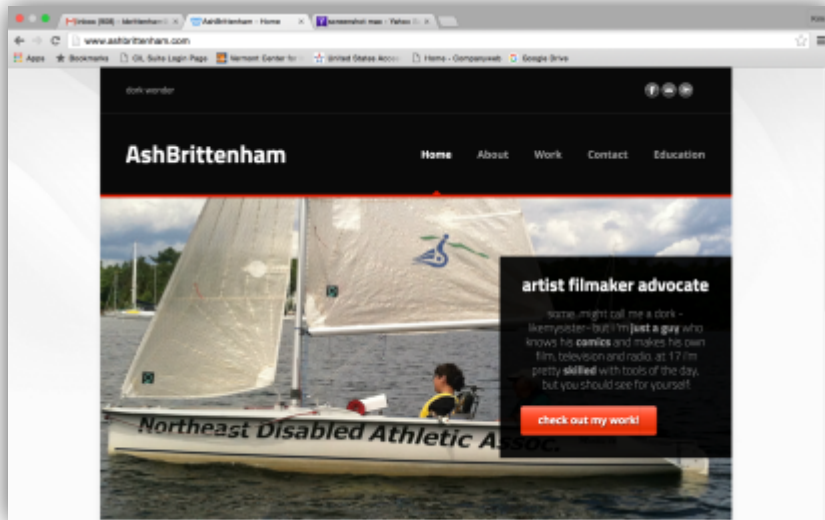
**Thanks for your time
today!**

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trainers