



**Welcoming Clients
and Employees with
Disabilities...**

It's the Right Thing to Do!



Salsa!!

Salsa.wmv



The Myths, Misconceptions, and Realities of Persons with Disabilities



The ADA

- Entitled to “the full and equal enjoyment of the services, facilities, privileges, advantages, or accommodations” that a public accommodation provides
- Must take steps that are “**readily achievable**” or are “**reasonable**” or that do not constitute an “**undue burden**” to provide people with disabilities an equal opportunity to be your client or employee.



How We Do What We Do

- Policies, practices, procedures, and routines that help the your organization operate as smoothly as possible
- “Normal” way of doing things may make it difficult or impossible for clients/employees with disabilities
- “Reasonable modifications” in the usual ways of doing things may be necessary



Accessibility – Where do you begin?

- **Person First Attitude**

Thoughts

Words

Words

Actions

- **Ask First – Don't Assume**

Accessibility - Parking

- The condition of the parking surface:

- gravel

- pot holes

- uneven surfaces



- Location of the accessible parking to the accessible entrance



- Accessible parking marked with the International Symbol of Accessibility

Accessibility – The Door

- Minimum 32 inch wide door
- An automatic open door or a clearly marked push button to open the door
- If not automatic, door must require only 8.5 foot pounds of pressure to open
- A minimum of 18 inches open space off to the side of the door handle
- A lever door handle





Accessibility – Inside Your Organization

- Narrow hallways
- Narrow and crowded reception area
- A check in counter that is too high for clients to complete forms
- Fixtures mounted too high or protrude more than 4 inches from the wall
- Storing items in accessible closets
- Handrails and an elevated toilet do not make an accessible stall



- In your organization, what are some of the ways that a client or employee with a disability may need extra assistance?
- Do your employees know they are supposed to provide extra assistance to a client with a disability when needed?
- Have you ever had the experience of having a client with a service animal?

Service Animals



- Must be allowed into all areas where clients are normally allowed to go regardless of a "no pets" policy
- Types: guide, pull w/c, retrieve objects, alert to sounds, alert to impending seizures, stay focused
- No special ID card for the animal
- Do not ask the person about his/her disability
- If a service animal is out of control and presents a direct threat to others, you may ask the client to remove it from the premises



Communication: the Key to Successful Communication

- ADA expects you take the necessary steps to communicate effectively with clients who have vision, hearing, or speech disabilities
- Different clients/employees need different solutions, because the nature of their disabilities are different



What Visual Information Does Your Organization Provide?

- Registration or Intake Forms
- Meeting Announcements
- Website
- Safety Information

Extensive or Complex Communications

- Use a sign language interpreter
- “Real-time captioning,” also called “computer-assisted real-time translation” (CART)
- Video conferencing and other new technologies



Phone Accessibility

- You answer the telephone and the caller says, “This is relay CA #____. Have you received a relay call before?” What do you do?
- **Don’t hang up!**
- The telecommunications relay service (TRS)

Person with a TTY is using the relay service to place an order for pizza delivery.





ADA Has Limits

Organizations are not required to change their policies and procedures in any way that would:

- Cause a “fundamental alteration” in the nature of their goods or services,
- Would undermine safe operation of your organization
- Would cause a “direct threat” to the health or safety of others.



Develop and Implement an Accessibility Plan

Resources:

- American with Disabilities Act
Accessibility Guidelines
- Centers for Independent Living