



ADA Audio Conference Series November 17, 2015

This session is scheduled to begin at
2:00 pm Eastern Time

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Listening to the Webinar, *continued*



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- ▶ You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.
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- ▶ If you are listening by phone you will be instructed by the Operator on how to ask a question.
- ▶ Questions may also be emailed to webinars@ada-audio.org



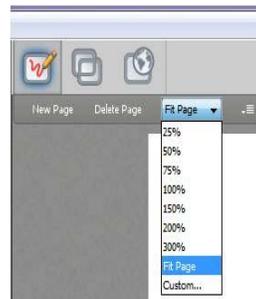
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Customize Your View



- ▶ Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



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Customize Your View *continued*



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 1. **In webinar platform:** Send a private chat message to the host by double clicking "Great Lakes ADA" in the participant list. A tab titled "Great Lakes ADA" will appear in the chat panel. Type your comment in the text box and "enter" (Keyboard - F6, Arrow up or down to locate "Great Lakes ADA" and select to send a message); or
 2. **By Email** webinars@ada-audio.org ; or
 3. **Call** 877-232-1990 (V/TTY)

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New Customer Service and Accessible Meetings Resources

Marian Vessels and Nancy Horton
Mid-Atlantic ADA Center

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Introduction

- The Mid-Atlantic ADA Center and TransCen Inc. sponsored this update and publication in recognition of the 25th anniversary of the transformational Americans with Disabilities Act (ADA) of 1990.
- This is an updated, digital version of **A Guide to Planning Accessible Meetings**, originally published by Independent Living Research Utilization in 1993, written by co-authors June Isaacson Kailes and Darrell Jones.

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Accessible Meeting Guide

- The updated version includes regulatory updates along with practical guidance from a host of meeting planning professionals, subject matter experts, and even June Kailes herself

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Reason For The Guide

- It is our goal that this guide will help make every meeting, event, and conference accessible
- It is with great pleasure that we share this work, which will continue to be updated over time to best serve the needs of planners, and help ensure that all meeting participants are fully engaged and have equal opportunities to contribute to public discourse, learning, and advancement

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Benefits Of This Guide

- Modified and updated over time
 - Emerging practices become best practices,
 - As technologies evolve to better foster inclusive practices in all meetings, events, and conferences
 - As these practices fold into an ever-widening circle of gatherings, like weddings, family reunions, and more.

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How To Use This Guide

- Information may be repeated in various sections where the inclusion of the information would yield greater clarification for the reader who links directly to a topic of their interest
- The navigation options on the left of the screen are "chapter" titles, and clicking the link will open both introductory text and additional subchapters that further explain or provide resources that may be needed

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Navigation on Initial Page

Helping you navigate, plan and create accessible meetings, events, and conferences that serve all your guests' needs.

- 
- > View full guide
 - > Plan a meeting
 - > Attend a meeting
 - > Speakers/presenters

[Training Materials](#) | [Employers Guide](#) | [Operations](#) | [Publications](#) | [Resources](#)

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Navigation Options – Chapter Titles

ADA HOSPITALITY | MID-ATLANTIC ADA CENTER | ADA NATIONAL NETWORK

Introduction

The Market Case for Accessible Events, Meetings and Conferences

Site Selection

Pre-Event Attendee Registration and Communications

Meeting Room Layouts and Considerations

Audio Visual Components

Food and Beverage Service

Food Allergies and Sensitivities

Accommodations for Deaf Individuals or Those Experiencing Hearing Loss

Access to Printed or Visual

Welcome to the updated, digital version of **A Guide to Planning Accessible Meetings**, originally published by Independent Living Research Utilization in 1993, written by co-authors June Isaacson Kalles and Darrell Jones. The Mid-Atlantic ADA Center and TransCen Inc. sponsored this update and publication in recognition of the 25th anniversary of the transformational Americans with Disabilities Act (ADA) of 1990. The updated version includes regulatory updates along with practical guidance from a host of meeting planning professionals, subject matter experts, and even June Kalles herself.

The contents of this guide were developed under a grant from the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR award number 90DP0017-01-00). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). The contents of this guide do not necessarily represent the policy of NIDILRR, ACL, HHS, and you should not assume endorsement by the Federal Government.

TransCen's work represents the intersection of grassroots implementation with national policy and legislative initiatives. Since 1996, it has supported the Mid-Atlantic ADA Center, one of ten regional ADA Centers of the ADA National Network funded by the National Institute of Disability, Independent Living and Rehabilitation Research.

It is our goal that this guide will help make every meeting, event, and conference accessible. It is with great pleasure that we share this work, which will continue to be updated over time to best serve the needs of planners, and help ensure that all meeting participants are fully engaged and have equal opportunities to contribute to public discourse, learning, and advancement.

How To Use This Guide

This online guide is an update from a print publication issued in 1993. As a web resource, however, it becomes a living document that can be modified and updated over time as emerging practices become best practices, as technologies evolve to better foster inclusive practices in all meetings, events, and conferences, and as these practices fold into an ever-widening circle of gatherings, like weddings, family reunions, and more.

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Search Engine

ACCESSIBLE MEETINGS
GUIDE
EVENTS & CONFERENCES

Helping you navigate, plan and create accessible meetings, events, and conferences that serve all your guests' needs.

Search the Accessible Meetings Events & Conferences Guide...

SEARCH

A A A Print

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Interaction with People with Disabilities

- [Tips for Interacting With People With Disabilities](#), by June Kailes
- [Choosing Words With Dignity](#), by the Vermont Developmental Disabilities Council
- [Disability Etiquette: Tips on Interacting With People With Disabilities](#), by the United Spinal Association

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Market Case for Accessible Events



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Site Selection

- Always ask about the accessibility of facilities when considering event venues
- [ADA Checklist for Existing Facilities](#)
- Include an affirmative statement of compliance, or allocation of responsibilities between landlord and tenant

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Site Selection Assistance

- Local resources to assist your planning efforts
- What does your event need? Creating a needs assessment
- Request for a bid
- Site inspection
- Recommendations for contracts

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Local Resources

- Convention and Visitors Bureau and a Chamber of Commerce
- [Centers for Independent Living](#) (CIL)
- Seek a meeting planner with the Certified Meeting Professional (CMP) or Certified Meeting Manager (CMM) designation

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Site Inspection

- Once you have scored the top two to three venues, you should visit each to continue the evaluation process
- When possible, plan two visits at a minimum; the first visit should be unannounced to the facility's sales team
- Emergency planning
- Inspection team

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Recommendations for Contracts

- ADA compliance clause for the venue.
- ADA compliance clause for the group.
- Mutual cooperation's in identifying accommodations needed.
- Additional clauses for specific disabilities.
- Disability awareness training for staff.

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Pre-Event Attendee Registration and Communications

- Knowing your audience is critical to ensuring that meeting room layouts, menus, and other elements of the event will be optimized so that every participant engages fully
- Registration materials and forms should ask specifically about your audience's needs and accommodations

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Sample Questions for Accommodations

- Materials Provided In:
 - Standard Print
 - Large Print
 - Braille
 - Audio on CD
 - Text-Only
 - Electronic Files on Flash Drive (formats may include PDF, Word, Text, and Excel)
- Communication Formats / Aids:
 - American Sign Language
 - Transcripts
 - Contact/Tactile Sign
 - CART
 - Assistive Listening Device

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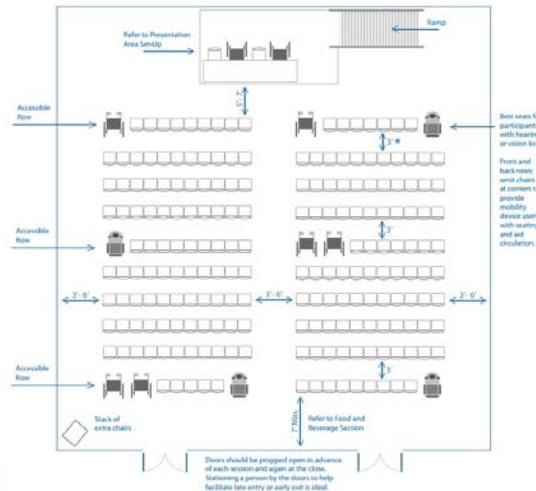
Meeting Room Layouts and Considerations

- Creating the most accessible event possible allows *all* participants to *fully* participate.
 - Best practices for recommendations for layout planning.
 - Printable room layouts.
 - The presentation area/speakers platform design and considerations.

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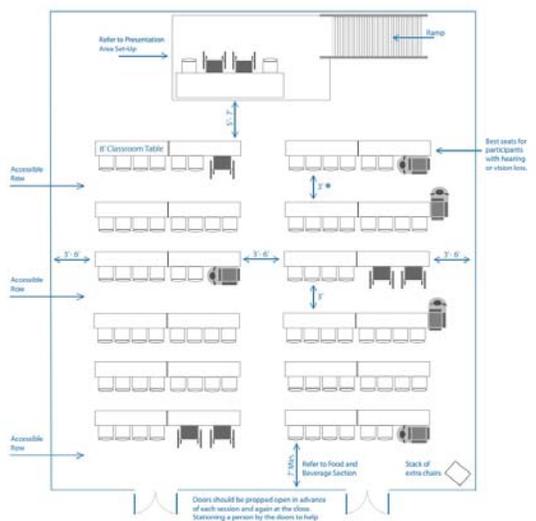
Accessible Theater Set-Up



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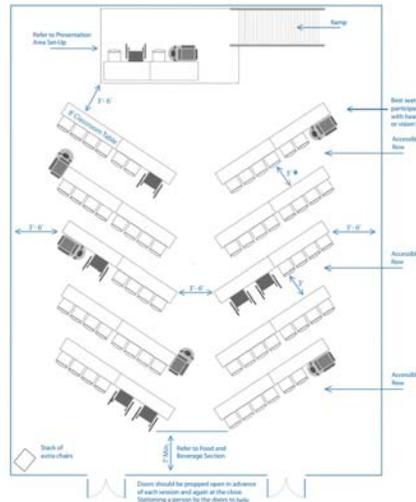
Accessible Classroom Style



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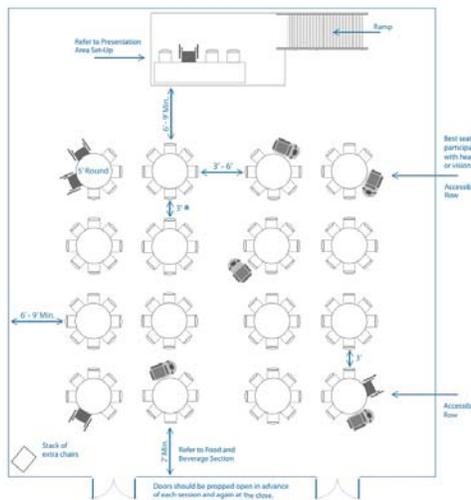


Accessible Classroom – Chevron Style



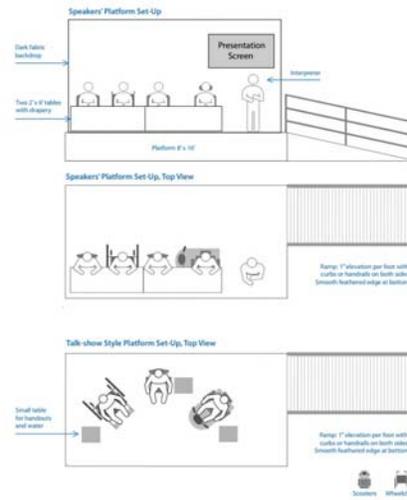
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Accessible Round Table Style



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Presentation Area



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Audio Visual Components

- This section of the guide includes a full discussion of communications access accommodations for those with hearing loss or who are Deaf, and for those with visual impairments.
 - Managing questions and answer/audience participation.
 - Presentation materials/slides and video

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Food and Beverage Service

- When planning for a full meal or a coffee break, access consideration is required in the physical layout and presentation of items.
- The [Food Service: Accommodating Diners with Disabilities](#) factsheet provides both legal standards and promising practices for paths of travel / approach to dining spaces, seating, dining table and service counter heights, and other tips for making meal and break areas as accessible as possible.

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Food and Beverage Resources

- Recommendations for buffet meals
- Recommendations for planners
- Additional tips and recommendations for meals

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Food Allergies and Sensitivities

- According to FARE (Food Allergy and Research Education) "Fifteen million Americans have food allergies – and they are eager to find restaurants [and other venues] that can accommodate their needs."
- Share information with the catering staff for your function and develop a plan to provide attendees with food items that meet their needs.

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Dietary Restrictions: Registration

- Here is a sample of what this section might look like on your registration materials. Including a "none" option can help to ensure all attendees complete the section.
- I have the following dietary restrictions:
 - None
 - Vegetarian
 - Vegan
 - Organic
 - Kosher
 - Gluten-free
 - Dairy/Casein-free
 - Sugar-Free
 - Other: _____
 - Food Allergies/Intolerances (please list):

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Accommodations for Deaf and those with Hearing Loss.

- Under the ADA, auditory and spoken information shared at meetings must be made accessible to those whose disabilities impact communication, including people who are Deaf or hard of hearing and those with speech disabilities.
- Accommodations for people who are deaf-blind may include tactile sign language interpreters, Braille, and tactile signage.

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Deaf and Hearing Loss Resources

- Communicating with individuals who are Deaf or hard of hearing.
- Using qualified interpreters.
- Telephones.
- Television and videos.
- Assistive Listening Systems (ALS).
- Speech to text translation services.
- Captioning audio/visual materials.
- Access stations for conferences.

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Communicating With Individuals Who Are Deaf or Hard of Hearing

- Speak directly to the individual.
- Maintain eye contact with the individual.
- Interpreters are bound by confidentiality and neutrality.
- Understand how meaning is conveyed.
- Ask for clarification.
- Use writing only for brief encounters.
- Staff training.

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Using Qualified Interpreters

- Qualified interpreter is one who is “able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.”
- Using family or friends to interpret.
- Types of Interpreting.
- Finding Sign Language Interpreters.

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Telephones

- Video Phones and Relay Services.
- Teletypewriters (TTYs) and Telecommunication Relay Service.
- Captioned Telephones.
- Internet Protocol Relay Services.

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Assistive Listening Systems

- FM Systems.
- Induction-loop systems.
- Infrared systems.
- Assistive listening systems can be purchased from many home health and assistive technology companies. For information about lending libraries, rental options, and help determining which equipment to use, contact your state's [Assistive Technology Project](#), [Vocational Rehabilitation Agency](#), or a local [Center for Independent Living](#).

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CART Providers

- Information about CART, including general information and information about equipment for consumers and providers, as well as a provider directory:
 - [NCRA – National Court Reporters Association](#)
 - [Captioning Matters \(created and maintained by NCRA\)](#)
 - [National Association of the Deaf](#)
 - [Stenosearch](#)
- The [Office for Deaf and Hard of Hearing in each state](#) government generally make available lists of ASL and other interpreters as well as CART providers.

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Access to Printed or Visual Materials

- It is important to have alternative format options available, typically in the form of large print, hardcopy Braille, audio recording and electronic file(s).
- If there were no requests for alternative formatted material, then materials should at least be available in large print and electronic file(s)

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Printed and Visual Materials Resources

- Formatting printed materials.
- Producing printed materials in large print.
- Braille printed materials.
- Electronic file(s) as an alternate format.
- Ensuring online files and documents are accessible
- On-Site readers
- Formats for announcements and messages.
- Orienting attendees to the meeting space.

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Invisible Wounds

- For those with invisible wounds - especially veterans, survivors of trauma, and those with a wide range of neurologic conditions arising from injury - meetings, events, and conferences can offer unique challenges.
- Big crowds, loud noises, blocked line of sight to exits, and many other typical features of events can be uncomfortable to the point of avoidance.

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Personal Assistants & Service Animals

Both personal assistants and service animals may be used by individuals to assist with mobility, balance, navigation, communication, and other issues that result from an ever-widening list of conditions, such as post-traumatic stress, seizure disorders, low sight or hearing, short-term memory loss, traumatic brain injury, and more.

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Personal Assistants

- Ensure seating plans include room for each assistant, both within meeting rooms and meal service(s)
- In overnight accommodations, room blocks should be adequate to cover the addition of assistants
- While there are no regulatory requirements for accommodating the assistant in the event, typically assistants are not charged any conference or meeting fees.

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Service Animals

- A review of this [ADA Service Animal Factsheet](#) is good to include in your event team orientation and your meeting facility staff
- Prepare your event staff for the possibility of encountering service animals. Canine Companions for Independence offers [etiquette tips](#)
- Point out the closest access for comfort breaks / relief areas for service animals in your attendee materials

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Tips for Presenters

- Tips for Preparing a PowerPoint Presentation:
- Use a sans serif font that is at least 22 point
- A light colored background with dark text is preferred
- Use a plain background without any watermark, photo, or design behind the text

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Tips for Presenters continued

- Use a PowerPoint as an outline for your presentation, with only short sentences and/or bulleted phrases (about 4 lines of text / 40 words per slide)
- Keep it short. As a rule, one slide for every two minutes of speaking time
- Photographs, images, clip art, graphics, maps, and charts cannot be read by screen readers - embed ["Alt Text"](#) descriptions with images
- Include verbal descriptions of all photos / images during your presentation

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Tips for Attendees

- Communicate early and often with the event hosts; complete registration forms with as much detail as possible, and reach out to the hosts a few weeks before the event to ask if they have secured the accommodations requested
- When the event includes an overnight stay, include explicit requests in your reservation, and contact the hotel management a day or so in advance, and the day of your arrival
- Be patient but firm in your request

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at your service

- The Mid-Atlantic ADA Center has partnered with Storyline Motion Pictures to produce this dynamic new **twenty minute** customer service film
- Best practices featuring national disability leaders offering insights, tips and recommendations on how to provide exemplary customer service to individuals with disabilities.
- 20-minute film in its full length or as the 2 minute brief Preview.

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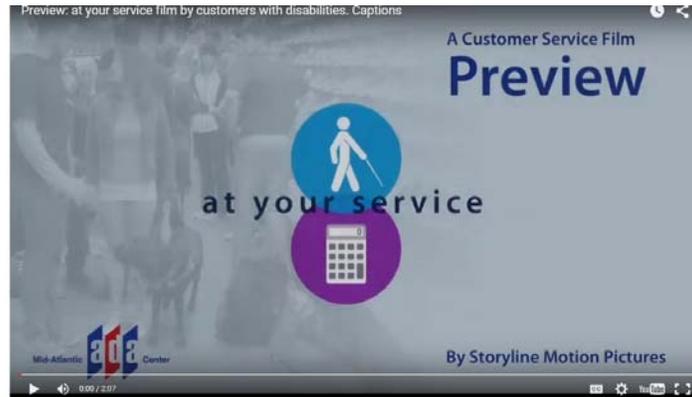
Uses for at your service film

- Disability etiquette training
- Onboarding new staff
- Review for current staff

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ADA National Network

10 Regional Centers Providing:

- Information
- Guidance
- Materials
- Newsletter/E-Bulletin
- Training
- Toll-free phone number:
800-949-4232 V/TTY
- Website: www.ADATA.org



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Questions?



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ADA  AUDIO

Conference

ADA NATIONAL NETWORK

Thank you for participating in today's
ADA-Audio Conference Session

The next scheduled session is:

December 15, 2015

“ASK THE EEOC: QUESTIONS AND ANSWERS”

Register at: www.ada-audio.org or call 877-232-1990 V/TTY

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