Disability Inclusion

Simple steps you can take to make your workspaces more inclusive and equitable

Your Presenters

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- Deaf

And Lyra the Hearing Dog!

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- Past Chair – Disability Inclusion Network
- Diversity, Equity, and Inclusion Specialist, Department of Licensing
- Neurodivergent, Autoimmune arthritis

Goals and Objectives

- Goal:
  - To leave here with the knowledge and confidence to identify and remove barriers for people with disabilities in your workspace

- Objectives:
  - Understand how people with disabilities interact with their workspaces and environment
  - Identify barriers to inclusion for people with disabilities
  - Find solutions to barriers and know how to take action to remove them

When you leave here, you can say:

"I can identify barriers and take action to remove them"

What you will learn

➢ Definitions of terms, phrases, and concepts

➢ Common disabilities and limitations from them

➢ Identifying barriers

➢ Finding solutions and taking action

DISABILITY IS NOT A BAD WORD!

Definitions

Definition of Disability

A. A physical or mental impairment, a history of such impairment, or perceived by others as have such impairment WHICH

B. Substantially limits one or more major life activity

Major Life Activities ex:

Breathing, walking, talking, hearing, seeing, sleeping, caring for oneself, performing manual tasks, performing cognitive tasks, paying attention etc.

ADA FAQ Webpage

Access, Accessibility, Usability

- Access – Can be used
  - Ex: I can get to the building, I can find the website, and I can locate the email

- Accessibility – Can be independently used
  - I can enter the building, I can navigate the website, and I can know what the email says <u>on my own</u>

- Usability – Easy and efficient to use
  - I can enter the building, I can find the information on the website, and I can understand the email <u>easily and efficiently</u>

Access, Accessibility, Usability Check

Access ✅

Accessibility

Usability

Access, Accessibility, Usability Check

Access ✅

Accessibility ✅

Usability

Access, Accessibility, Usability Check
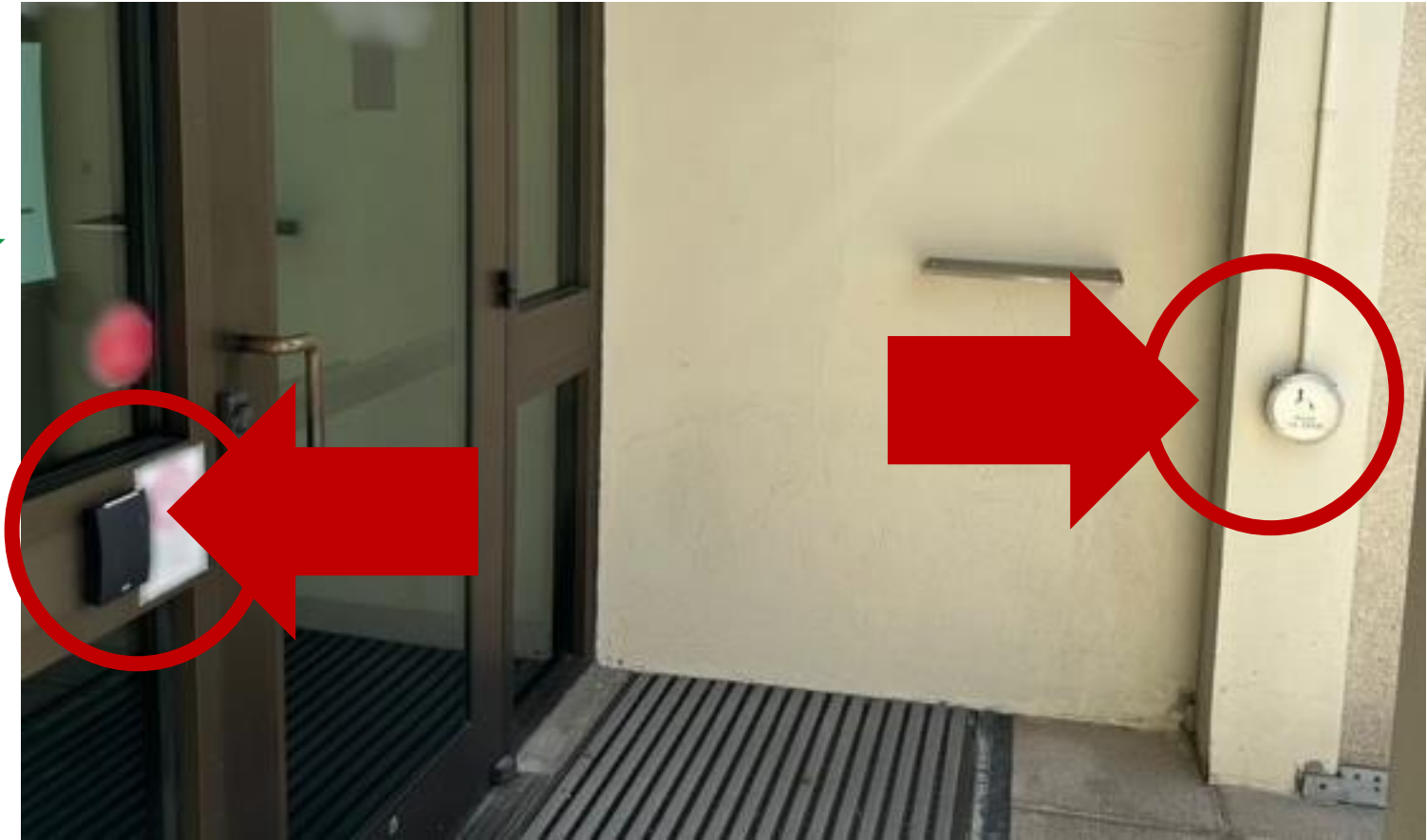
Access ✓

Accessibility ✓

Usability ✗

Apparent and Non-Apparent Disabilities

- Apparent – Easily identifiable as being limited
  - Uses a mobility device
  - Speech impairment that can be heard
  - Has medical devices
  - Missing limbs without prosthetics

- Non-Apparent – Cannot be easily identified
  - Mental/behavior health/Cognitive
  - Neurodivergence
  - Autoimmune, fatigue, chronic pain
  - Migraines, seizures, diabetes
  - Hearing
  - Vision

Types of Disabilities
And
Common Limitations

Types of Disabilities

- **Mobility** – Limiting physical activities such as walking, climbing stairs, reaching, carrying, lifting
  - Spinal cord injuries, joint damage, Cerebral Palsy, Multiple Sclerosis, arthritis, TBI, Stroke

- **Sensory** – Affecting the ability to hear, see, or speak
  - Blind, Deaf, DeafBlind, Hard of Hearing, Low Vision

- **Mental/Behavioral/(Neuro)Cognitive** – Affecting brain functions such as memory, concentration, perception, thought, emotional regulation, intellectual ability
  - Depression, anxiety, PTSD, Autism, ADHD, Bipolar, personality disorder, Schizophrenia, TBI, Stroke, Intellectual disability and/or delays

Types of Disabilities

- **Speech** – Affecting ability to produce sustained, understandable speech
  - Stuttering, apraxia, dysphasia

- **Respiratory, Cardiac, Long Covid** – Affecting the ability to breathe, mobility, and ability to sustain activities
  - COPD, Asthma, Heart Failure, Pulmonary Hypertension

- **Environmental/ Chemical Sensitivities** – Affecting the respiratory, neurological, and other body functions

Identifying Barriers:
In Person Locations

The easiest way to identify barriers…

- Ask people!
  - Communication and learning preferences for employees
  - Safety plans in case of in office emergencies
- Create a method for anonymous reporting of barriers
  - Surveys and online 'help desks'
- Share barriers identified and what is being done
  - Webpage with barriers identified and progress reports
- Encourage solutions for identified barriers
  - Recognize and reward people who identify and help remove barriers
- When people feel listened to and heard, and see action being taken they are more likely to speak up again and have a sense of belonging

In-person Location Considerations

- Obstacles to navigating spaces
- Lighting
- Only visual or auditory instructions
- Colors to denote priority/emergency
- Doors without paddle buttons to open
- Location of door handle

- Perfumes, food odors, cleaning agents
- Flashing lights, spinning objects, loud music/noises
- Need for accurate captioning in meetings and/or interpreters
- No or poor signage
- Accessible bathrooms

Scenario! – Meeting Room

What are the Barriers?

What are the Barriers?

Scenario! - Communication

What are the Barriers?

What are the barriers?

Questions to ask to identify barriers...

- Can two people walk side by side in the aisles/hallways?
- Can the chairs be pulled out two feet from the tables?
- Is there enough room between chairs for a Service Animal?
- Is it bright enough to clearly see cords, trashcans, debris on the ground?
- If someone cannot see and/or hear would they know an alarm is going off?
- Could someone scan their badge and press the paddle for entry into a building without needing to move locations?

More questions to ask...

- Do all meeting rooms, bathrooms, and hall doors have paddles for entry?
- If someone is in a meeting in-person are all videos shown captioned?
- Can everyone safely navigate to the emergency exits, bathroom, meeting rooms?
- Are all rooms clearly labeled? In braille?
- Are countertop heights accessible for people who use wheelchairs or of a shorter stature?

DON'T BE AFRAID TO MAKE MISTAKES!

BE YOURSELF!

IF YOU MAKE A MISTAKE APOLOGIZE AND ASK IF THERE IS A BETTER WAY!

Identifying Barriers:
Virtual Locations

Virtual Spaces Considerations

- Ability to have CART captioner
- Spotlight presenters
- Ability to unmute self to talk
- Written instructions on how to use/navigate the features
- Documents shared with interpreters/captioners and attendees prior to event

- Documents to be shared are accessible and/or alternate formats
- Slides and documents shared *before* the meeting
- Hosts and moderators understand how to use accessibility features

Scenario! – Virtual trainings

SCENARIO

- You are giving a 4 hr virtual training in a month
- This will include a PowerPoint presentation, handouts with activities/exercises to do during the training, and 4 break out rooms
- Attendees will be randomly assigned to the breakout rooms
- There are 3 known attendees who will need ASL interpretation

BARRIERS

- Needing to schedule three 10 min breaks
- Need to secure 3 ASL interpreters (for breakout rooms)
- Materials need to be ready at least 2 days ahead of time

Scenario! – Captioning in virtual spaces

SCENARIO

- You have a regular monthly unit meeting scheduled
- An employee has a hearing disability and needs captioning provided
- The meetings cover important information including deadlines, names, complex jargon and abbreviates
- The virtual platform has auto-captioning built in

BARRIERS

- Auto Captioning is not accurate especially for crucial information

Scenario – ASL Interpreters

SCENARIO

- You have a meeting schedule
- You know you need to provide ASL interpreters for the meeting
- The day before the meeting you still do not have ASL interpreters confirmed

BARRIERS

- ASL has not confirmed

Auto-Captioning Fails!

Auto Captioning: "I didn't hear back from M by the deadline"

Actual: "I did hear back from M by the deadline"

Auto Captioning: Our motto is 'Missouri Secure Disco'

Actual: (Motto in Latin)

Auto Captioning: Sarah is alive and has to be followed

Actual: UCERA is a law and has to be followed

Questions to ask to identify barriers...

- Can the platform (Zoom, Teams etc.) support ASL interpreters and CART captioning?

- Can presenters/interpreters be 'spotlighted' or 'pinned' to be visible at all times?

- Is there a clear way to ask for assistance before and during the meetings?

- Is there a clear way to provide feedback about barriers after the meetings?

And some more questions…

- Who will be monitoring and sharing what is in the chat?

- Who will be responsible for take and also sending out meeting transcript and/or meeting notes?

- Who will be the contact person for accommodation needs?

- Who will be scheduling ASL and CART?

- Who will send out materials 2+ days before the meeting or event?

Finding Solutions
and
Taking Action

CAN'T IS A FOUR LETTER WORD!

Solutions! – Meeting Rooms

How can these barriers be removed?

How can these barriers be removed?

Solutions! - Communication

How can these barriers be removed?

How can these barriers be removed?

Solutions – Virtual Trainings

SCENARIO

- You are giving a 4 hr virtual training in a month
- This will include a PowerPoint presentation, handouts with activities/exercises to do during the training, and 4 break out rooms
- Attendees will be randomly assigned to the breakout rooms
- There are 3 known attendees who will need ASL interpretation

BARRIERS

- Needing to schedule three 10 min breaks
- Need to secure 3 ASL interpreters for breakout rooms
- Employees need extra time to review materials

SOLUTIONS

- Extend training to 4.5 hrs for breaks or cut down on some material
- Identify when breakout rooms will happen and ensure a 3rd interpreter is available for that time
- Create a deadline and calendar remind to send out materials 2+ days before training

Scenario – Captioning in Virtual Meetings

SCENARIO

- You have a regular monthly unit meeting scheduled
- An employee has a hearing disability and needs captioning provided
- The meetings cover important information including deadlines, names, complex jargon and abbreviates
- The virtual platform has auto-captioning built in

BARRIERS

- Auto Captioning is not accurate especially for crucial information

SOLUTIONS

- Ensure CART captioning is scheduled for the next 6 mo to a year
- Create calendar remind to extend CART captioning when 6/12 mo are up

Scenario – ASL Interpreters

SCENARIO

- You have a meeting schedule
- You know you need to provide ASL interpreters for the meeting
- The day before the meeting you still do not have ASL interpreters confirmed

BARRIERS

- ASL has not confirmed

SOLUTIONS

- Send an email alerting people if ASL is not confirmed the meeting will be rescheduled
- If morning of ASL is not confirmed – reschedule the meeting

Who would you contact?

- Physical building issues – Facilities/Maintenance

- Meeting rooms (Virtual and In-Person) – Host of event

- Emergency preparedness – Safety Coordinators

- Policies/Procedures – Supervisor, Manager, HR, DEI Coordinator

- Consultation, trainings, general questions – Disability Inclusion Network!

Accessibility = Equity

If it is accessible they will come.

Increasing the accessibility of places increases the benefit for all people.

Accessibility means people are welcome, included, and BELONG!

YOU have the power to make change!!!

Resources

- Documents – Accessible Technology (washington.edu) – help w/ creating accessible word documents

- Accessible Social Media | Brand and Communication Guide | Western Washington University (wwu.edu) – help with creating accessible social media pages and posts

- YouDescribe - Audio Description for YouTube Videos – database to search for videos that already have audio descriptions

- General Guidelines | Governor Jay Inslee (wa.gov) – Guidelines for how to use plain talk in written communications

- HRMR_Strategy_Roll-up_2020.pdf (wa.gov) – 2020 State of WA Statewide HR strategies and requirements for People with Disabilities

- JAN - Job Accommodation Network (askjan.org)– ability to search for accommodations and accessibility information by condition or limitation

THANK YOU!

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