

What services are provided by the Mid-Atlantic ADA Center

- We provide information on the Americans with Disabilities Act and related disability rights laws in various ways:
 - Individualized assistance to answer specific ADA questions
 - Toll-free number: 1-800-949-4232 (V/TTY)
 - Email: <http://adata.org/content/email-us>
 - High-quality information materials on the ADA and related laws (web-based and print formats)
 - Customized regional and national trainings on the ADA through real-time webcasts, online courses and in-person

Our Mission

- Increase **understanding and awareness** of the Americans with Disabilities Act of 1990 (ADA) and the ADA Amendments Act of 2008 (ADAAA)
- Promote **effective implementation** of the ADA and ADAAA
- **Encourage partnerships** among government, business, and disability communities to facilitate effective implementation of the ADA and ADAAA
- Conduct **research** to reduce and eliminate barriers to employment and economic self-sufficiency and to increase the civic and social participation of Americans with disabilities

Lots of Programs!

- **ADA Symposium and ADA Update** – Yearly conferences that draw over 600 people from across the country interested in learning the latest developments under the ADA
 - www.adasymposium.org
 - www.adaupdate.org
- **Arts & Recreation Webinar Series** – Collaborative with the LEAD Program and the National Center on Accessibility to provide training on topics related to accessibility and inclusion
 - www.adaconferences.org/ArtsnRec
- **Hospitality Initiative** – Resources related to serving people with disabilities in the hospitality industry including fact sheets, training materials and consultative services.
 - www.adahospitality.org
- **ADA Basics Course** – Self-paced on-line course covering the titles of the ADA. An excellent resource for new staff.
 - www.adabasics.org

More Programs!

- **ADA Audio Conference Series** – Monthly series of 90 minute sessions covering a variety of issues related to the ADA and compliance.
 - www.ada-audio.org
- **Accessible Technology Webinar Series** – Sessions addressing various aspects of accessible technology including web accessibility and emerging technologies.
 - www.ada-audio.org/Webinar/AccessibleTechnology/
- **ADA Fact Sheets** – A series of fact sheets addressing common issues under the ADA (i.e. Service Animals, Effective Communication, Accessible Parking, etc.). Basic information written in language that can be easily understood by a variety of audiences.
 - www.adata.org

Whom do we serve?

- The ADA National Network provides information, assistance and training that is tailored to meet the needs of the following audiences:
 - Persons with disabilities
 - Business owners
 - Employers
 - **Arts and Culture Entities**
 - Governments (local, state and national)
 - Educational institutions
 - Architects and contractors
 - Disability organizations and advocates

Accessibility Switchboard

www.accessibilityswitchboard.org

- Project of the [National Federation of the Blind Jernigan Institute](#) with support from the [Maryland Department of Disabilities](#).
- Generate new, freely available resources—guides, and other articles.
- Designed to include actionable intelligence that is based on proven success stories (case studies) provided by the community of practice members and related initiatives.
- Build on past work in the field of access to technology by including pointers to existing books, websites, webinars, online training courses, and other resources.

Access Board Resource

<https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/guide-to-the-ada-standards/animations>

- Sales and Service Counters
- Signs
- Wheelchair Maneuvering
- Maneuvering at Doors
- Accessible Toilet Rooms
- Accessible Bathing Facilities
- Protruding Objects
- Parking and Passenger Loading Zones

Customer Services Resources

- Click through introduction to disability etiquette for customer service professionals that can be done as a group or independently
- At Your Service: a twenty-minute video on customer service for people with disabilities <http://www.adahospitality.org/content/Training-Materials>
- Disability Sensitivity Training Video: amusing video to help people feel comfortable interacting with people with disabilities
<https://www.youtube.com/watch?v=Gv1aDEFIXq8>
- Fifteen-minute question and answer session on the service animals and the ADA <http://www.adainfo.org/training/ada-overview-service-animals>

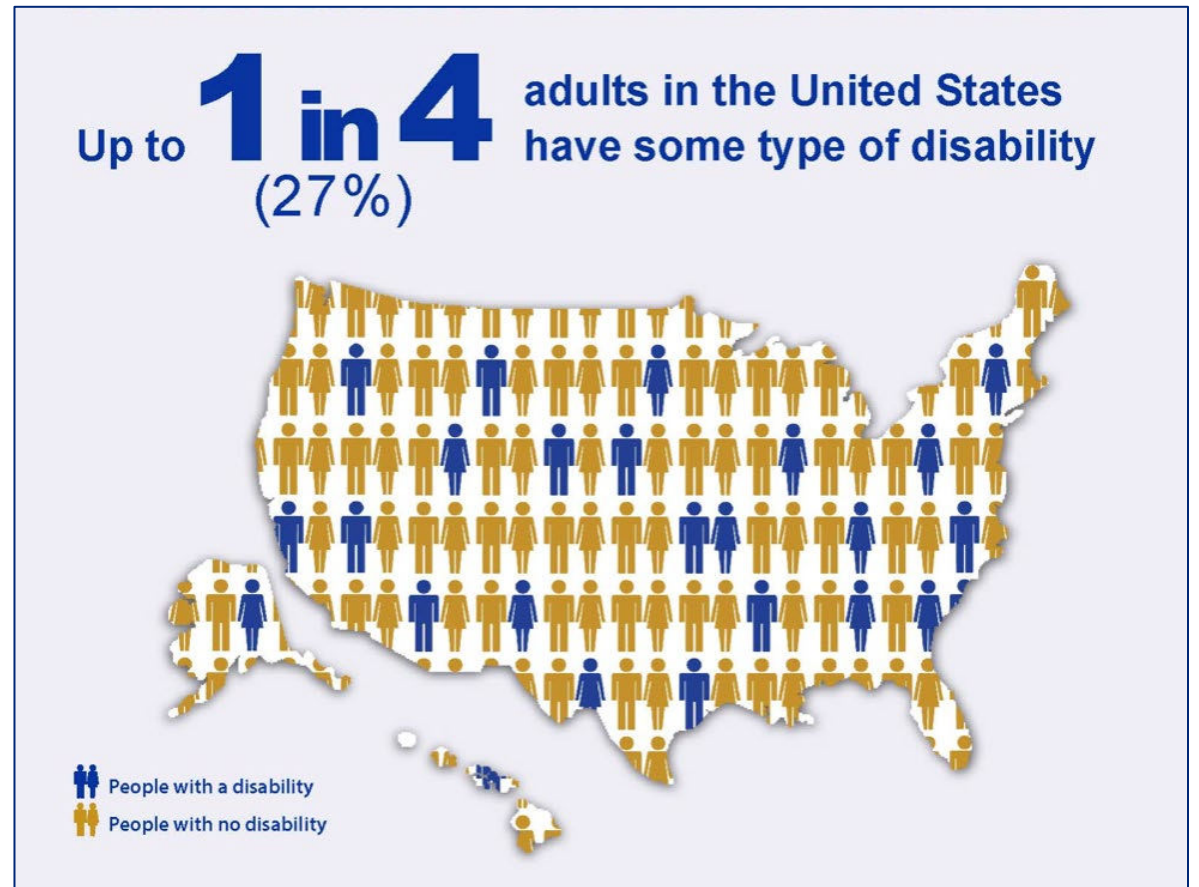
Today's Agenda

- The Americans with Disabilities Act (ADA)
- Equity in health care for patients with disabilities
 - Facility access
 - Equipment and assistance
 - Effective communication
 - Reasonable modifications of policies, practices, and procedures

ADA

- Americans with Disabilities Act (ADA); civil rights law enacted in 1990
 - **Title II: state and local governments**
 - *All* programs, services, and activities
 - EXAMPLES: public hospitals, health departments and clinics, health screening programs, vaccination sites
 - **Title III: public accommodations**
 - Many types of private businesses that offer services to the general public
 - EXAMPLES: private hospitals, out-patient surgical centers, urgent care clinics, medical and dental practices, diagnostic facilities

Disability Impacts All of Us



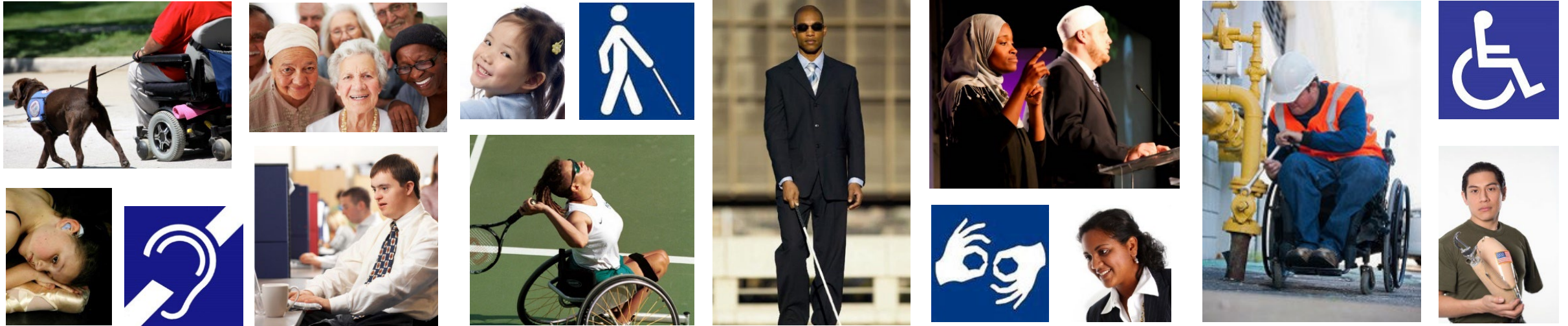
Source: Centers for Disease Control and Prevention (CDC)

[Disability Impacts All of Us](https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html)

[cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html](https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html)

Disability

- Disability includes obvious and less obvious conditions that may affect ...
 - Mobility
 - Hearing, vision, speech
 - Mental health
 - Learning, memory
 - Health (diabetes, heart disease, allergies, etc.)



- Disability crosses *every* demographic border
 - Age, race, religion, gender, gender identity, language, social background, cultural heritage, education level, economic status, etc.
- The disability community is one minority any of us can join, at any time

Sites and Facilities

Accessible Facilities

- New construction
 - Must comply with Standards for Accessible Design, very few exceptions
- Alterations of existing facilities
 - Must comply with Standards to the maximum extent *technically feasible*
- Existing facilities (not being altered)
 - Title II: Access to programs, services, and activities
 - Title III: Readily achievable barrier removal

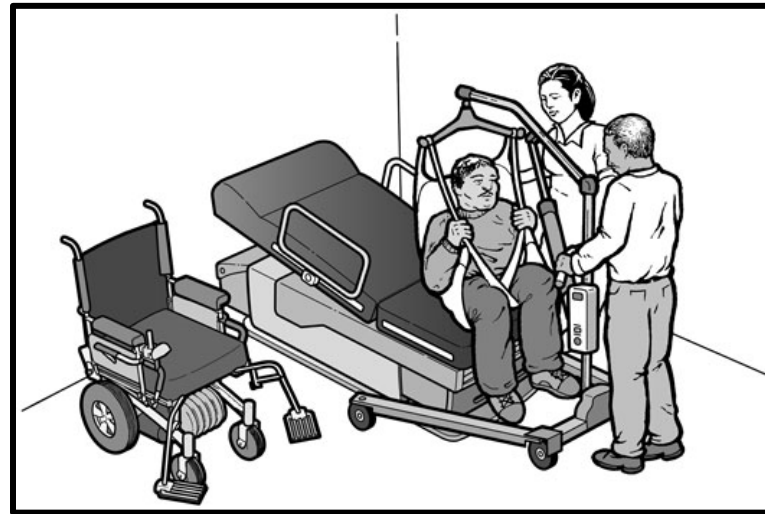
Sites and Facilities: Temporary Facilities



Services provided in **temporary or mobile facilities** are covered

Equipment

Ensuring access to services **may** necessitate the use of **accessible equipment** and/or the **provision of assistance**



Things to Think About: Structural Access



- Do you have accessible parking with access aisles?
- Do you have a no-step entrance to the facility?
- Are doors easy to open?
- Do exterior and interior routes and spaces, including restrooms, have enough clear space for people using mobility devices to maneuver?
- Do restrooms have accessible features, including grab bars properly installed, higher toilets with seats between 17"-19" above the floor, and dispensers within reach?
- Are service counters low enough for people of short stature or those using wheelchairs?
- Are exam rooms large enough to accommodate people using service animals, mobility aids, or other assistive devices?
- Are facilities kept in good repair and accessible features maintained (accessible routes cleared of snow, etc.)?

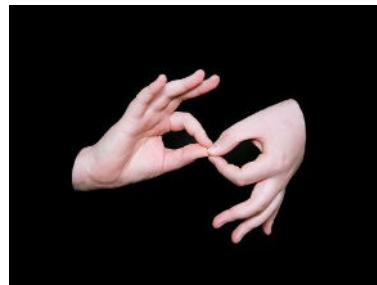
Effective Communication

Communication

- Communicating with people who have disabilities affecting vision, hearing, and/or speech should be *as effective* as communicating with people who don't have these disabilities *in the same situations*
 - May include patients and/or companions with whom providers would typically communicate (parents, spouses, caregivers, etc.)



Large
Print



CC