Putting it all together

Access is work in progress

Section 504

- Cultural organizations that receive federal funds art to conduct a self evaluation to identify barriers to accessibility.

- Self evaluation includes a review of all policies, practices and programs to determine if they are equally available to people with and without disabilities.

- Includes physical/architecture of owned or leased facilities

Access Checklists

- Design for Accessibility: A cultural Administrators Handbook- NEA
- VSA Florida Access Checklist

    www.vsafl.org

http://vsafl.org/archives/cultural-organizations

- Survey's -whatever you use- are guideposts to see where you have- where you need to go – and to prioritize.
- Reviewed and re-evaluate regularly

After the checklist

- Codify in policies and procedures
- Ensure that all staff are trained – all departments- including maintenance
- New staff
- ADA coordinator
- ADA committee – community members

Key to Quality
Guest Service Interactions

- Welcome

- Be helpful

- Be accessible

- Provide quality services

Quality Guest Service

- See the person who has a disability as a person- not as a disability

- Relax – you are there to assist all guests- with dignity, respect and courtesy

- Listen to the guests

- Maintain eye contact

- You do not have to yell – for any disability

Guest Services cont.

- Do not talk down- avoid responding to people with disabilities with the "isn't it wonderful you are out and about" syndrome

- Do not touch or otherwise distract a service animal

- Speak directly to the individuals – not to companion or interpreter

- Extend the usual social courtesies. Offer handshake to all

Guest Services cont.

- Ask the guest to tell you the best way to help and listen to their response

- Offer assistance but do not insist on providing it

- Be considerate. Let the guest set the pace walking and talking

- Deal with unfamiliar situation in a calm professional manner – get help if needed

Disability Review

- Previous webinars have covered best practices for specific disabilities. Archived on DCA and VSA Florida websites

- Autism Spectrum Disorder

- Hearing Loss

- Vision Loss

- Mobility

- Other disabilities – Guest Services Manual on VSA website:

People First Language

- Putting person first: Person with a disability Not the disabled

- Do not focus on disability unless crucial to story. Avoid tear-jerking human interest stories

- Do not portray successful people with disabilities as superhuman

- Do not sensationalize

People First cont.

- Emphasize abilities- not limitations
- Do not use emotional descriptors such as unfortunate, pitiful
- Do not use condescending euphemisms
- Show people with disabilities as active members of society
- Remember – Inclusion means all- to sit at the same table just like anyone else.

Accessible Art Exhibitions

- Hanging art work
- Labels
- Lighting and contrast
- Circulation route
- Exhibition content
- Display cases
- Equipment controls and interactive exhibits
- Exhibition materials
- Disability symbols

Performing Art Centers

- Ticketing, Reservations, and the ADA
- March 15, 2011 effective date
- No extra charge for accessible seating
- ADA requirements
- Definition of accessible seating
- Information available regarding accessible seating

Performing Art Centers

- Eligibility for accessible seats
- Purchase for family/friends
- Release of accessible seats to general public
- Transfer of seats
- Secondary ticket market
- Online or phone ticket sales
- Information from ADA National Network Disability Law Handbook.

Florida Division of Cultural Affairs

Successful Accessibility

Policies

- Organizational
- Building
- Employment
- Communication

Organization Policies

- Policies
  - Clearly visible
  - 504 Plan Availability
  - Every job description
  - Ticketing
- Subcontracts
- Complaint Procedures
- Accessibility Coordinator
- Accessible information
  - Alternative formats

Subcontracting Policy

- When you procure goods, services and facilities, you consider criteria to make your decision, such as quality, cost and timing. Now you need to make accessibility design and features part of your criteria, where possible.

- Here are some examples:
  1. **Accessibility criteria** — You need a food service provider for an event. Does the company you are considering train their staff on providing accessible service?
  2. **Technical features** — You are planning to buy new software. Does it have accessibility features so that people with disabilities can use it?
  3. **Structural features** — You are looking for a location to host your annual meeting. Can the facility you are considering accommodate people with disabilities?

- Sometimes it may not be possible to procure accessible goods, services or facilities. For example, an accessible computer program is not available.

- If you can't incorporate accessibility into a purchase you must, when asked:

- explain why you did not obtain accessible goods, services or facilities, and

- provide the explanation in an accessible format.

Feedback process for providers of goods or services

- Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

- The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

- The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.

- Organization shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.

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Notice of temporary disruptions

– If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 429/07, s. 5 (1).

– Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available .

– Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

Examples:**Use of service animals and support persons**

- If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

- If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

- If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

- The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

- If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

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Examples

Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- 1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- 2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

- Policy will include provider Assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so. When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

- Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.

Building Policies

- Building
  - New Construction
  - Renovation

- 504 Plan
  - Parking lot
  - Egresses
  - Restrooms

- Integrated into and dispersed seating throughout regular seating areas;

- Wheelchair accessible stage, back stage and orchestra pit;

- Audio description and captioned film;

- Signage at inaccessible entrances directing people to accessible entrances, which must be unlocked and open the same hours as other entrances; and

- The proper height for box office, registration tables, food service counters, as well as display cases and pedestals for art.

- Maintenance Training

- Common Errors http://www.ada.gov/errors.pdf

ADA policies: Buildings

Revised Final ADA Regulation for Title III, is effective on March 15, 2011 and prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). The regulation includes Appendix A to Part 36 - Standards for Accessible Design establishing minimum standards for ensuring accessibility when designing and constructing a new facility or altering an existing facility. http://www.ada.gov/regs2010/ADAregs2010.htm#titleIII_final_2010

Title III Technical Assistance Manual (1993) and **Supplement** An 83-page manual that explains in lay terms what businesses and non-profit agencies must do to ensure access to their goods, services, and facilities. Many examples are provided for practical guidance. http://www.ada.gov/taman3.html & http://www.ada.gov/taman3up.html

Title III Highlights | **Title III Highlights (En Español)** A 12-page outline of the key requirements of the ADA for businesses and non-profit agencies. This publication provides detailed information in bullet format for quick reference. http://www.ada.gov/t3hilght.htm

(Spanish editions available from the ADA Information Line.)

ADA Information:

http://www.nea.gov/resources/accessibility/

- **2010 ADA Standards for Accessible Design**
On March 15, 2012, compliance with the 2010 Standards will be required for new construction and alterations. The Department has assembled this official online version of the **2010 ADA Standards for Accessible Design** (2010 Standards) to bring together the information in one easy-to-access location. It provides the scoping and technical requirements for new construction and alterations resulting from the adoption of revised 2010 Standards in the final rules for Title II (28 CFR part 35) and Title III (28 CFR part 36).
- **2010 ADA Standards for Accessible Design (HTML)**

  2010 ADA Standards for Accessible Design (PDF -- screen) (3.8mb)

  2010 ADA Standards for Accessible Design (PDF -- print version) (4.7mb)
-
  The Department has also compiled guidance on the 2010 Standards from the revised regulations for Titles II and III. This explanatory information from the regulations addresses the scoping and technical provisions of the 2010 Standards.
- **Guidance on the 2010 ADA Standards for Accessible Design (HTML)**

  Guidance on the 2010 ADA Standards for Accessible Design (PDF - screen) (2.3mb)

  Guidance on the 2010 ADA Standards for Accessible Design (PDF - print version)(4mb)
- **ADA Guide for Small Businesses**. This 15-page illustrated guide presents an overview of some basic ADA requirements for small businesses that provide goods and services to the public. It provides guidance on how to make their services accessible and how tax credits and deductions may be used to offset specific costs. (Spanish, Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog and Vietnamese editions available from the ADA Information Line.)
- ADA Guide for Small Businesses (HTML)
  ADA Guide for Small Businesses (PDF)
- **ADA-TA: A Technical Assistance Update from the Department of Justice**. A serial publication that addresses two topics in each issue: "Common Questions" answers questions about ADA requirements; "Design / Details" provides information and illustrations of particular design requirements.
- *Volume 1:* **Readily Achievable Barrier Removal and Van-Accessible Parking Spaces**

  Barrier Removal and Van-Accessible Parking (HTML)
  Barrier Removal and Van-Accessible Parking (PDF)
-
  Common ADA Errors and Omissions in New Construction and Alterations. This 13-page document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The sig... the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.
- Common Errors (HTML) | Common Errors (PDF)

Policy

- The Accessibility Standards for the Built Environment focus on removing barriers in two areas:

1. public spaces, and

2. buildings.

Employment

- Staff Hiring
  - Written into every job description
  - **A Guide for People with Disabilities Seeking Employment.** A http://www.ada.gov/workta.pdf
- Staff Training
- Service Animals "Commonly Asked Questions About Service Animals." http://www.ada.gov/qasrvc.htm

Staff Hiring

- Accessibility policies should exist in every job description
- Notice of Availability of Accommodations
- Do not ask about Disabilities
- Do ask about:
  - What/if any accommodations are needed

Hiring Policy

Organization is compliant with the Revised Final ADA Regulation for Title II, is effective on March 15, 2011 and prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.
http://www.ada.gov/regs2010/ADAregs2010.htm#titleII_final_2010

Hiring Policy

The policy applies to paid employees. This includes, but is not limited to, full-time, part-time, paid apprenticeships and seasonal employment. As good business practice, employers may apply the Standard to unpaid staff, volunteers and other forms of unpaid work. Employers are required to notify their employees and the public about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes.

By notifying potential internal or external applicants about the availability of accommodations, employers invite individuals with disabilities to participate in recruitment processes.

Employers, have the flexibility to consider their existing recruitment processes in determining how they provide notification. (employers could use their websites or their job postings to notify potential applicants about the availability of recruitment-related accommodations for disabilities.)

Employers will inform all employees of their policies for supporting employees with disabilities. This includes their policies on providing employment-related accommodations that take into account the accessibility needs of employees with disabilities.

Employers have the flexibility to inform employees about their policies in a way that best fits their existing organizational culture and business practices. Many employers may already have processes in place to provide information to their employees including the following: Newsletters, emails, staff memos, websites and staff meetings.

Employers are required to inform their employees of their policies for supporting employees with disabilities as soon as is practicable after they begin their employment, or as this requirement comes into effect.

In addition, employers will inform their employees whenever there is a change to their policies for supporting employees with disabilities.

It is important for employees to be kept up-to-date and aware of their employer's policies because individuals can acquire disabilities at any point in their lives, which may require employment-related accommodations.

Employee Emergency Policy

(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

(2) The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

- (3) Individual accommodation plans shall,
   a. if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;
   b. if required, include individualized workplace emergency response information, as described in section 27; and
   c. identify any other accommodation that is to be provided.

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Staff Training

Maintain Staff Training and keep record of it.

Keep Accessible pathways and egresses

Maintenance

Curators and Art Display

Ushers, Ticket sales

Training Policies

- Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
  - 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
  - 2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- The training must include a review of the purposes of the Act and instruction about the following matters:
  - 1. How to interact and communicate with persons with various types of disability.
  - 2. How to interact with persons with disabilities who use an Assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  - 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Organization will prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.
  - And/or The organization will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals it is provided.

Communications

- Website
  - People First Language
  - Access Coordinator
  - Symbols
  - Policies
  - Accessible Communications
- Market Accessibility
- Marketing Materials
  - Symbols
  - Advertise Programming
  - Provide Alternative formats
    - You Tube videos in ASL

Notice and Format of Documents

- **Notice of availability of documents**
  - Provider of goods or services shall notify persons to whom it provides goods or services that the documents required by ADA Regulation are available upon request.
  - The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.
- **Format of documents**
  - If a provider of goods or services is required by ADA Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.
  - The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.

People First Language

Please consider the following when writing or speaking about people with disabilities:

- Do not focus on the disability unless it is crucial to a story. Avoid tear-jerking human interest stories.

- Do not portray successful people with disabilities as superhuman or heroes.

- Do not sensationalize a disability by saying afflicted with, crippled with, suffers from, victim of, and so on.

- Emphasize abilities, not limitations. Do not use emotional descriptors such as unfortunate, pitiful and so forth.

- Do not use condescending euphemisms. They reinforce the idea that disabilities cannot be dealt with up front.

- Show people with disabilities as active participants of society. Portraying persons with disabilities interacting with nondisabled people helps break down barriers and open lines of communications.

Affirmative Phrase	Negative Phrase
Person with a disability	The handicapped or disabled
He has a cognitive disability.	He's mentally retarded.
She is on the autism spectrum.	She's autistic.
Person with mental illness	Crazy, Psycho, Lunatic
She has a learning disability.	She's learning disabled, slow
He has a physical disability.	He's a quadriplegic/crippled.
She's short of stature.	She's a dwarf or midget.
He has an emotional disability.	He's emotionally disturbed.
She uses a wheelchair or mobility chair.	She's wheelchair bound. She's confined to a wheelchair.
He receives special ed services.	He's in special ed.
Typical kids Kids without disabilities	Normal or healthy kids
Congenital disability	Birth defect
Brain injury	Brain damaged
Accessible parking	Handicapped parking
She needs or she uses	She has a problem with

Symbols/Policies of Symbols use

Access (Other Than Print or Braille) for Individuals Who Are Blind or Have Low Vision

This symbol indicates access for people who are blind or have low vision, best used in places such as: a guided tour, a path to a nature trail or a scent garden in a park; and a tactile tour or a museum exhibition that may be touched.
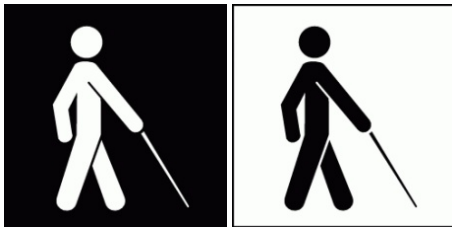

Symbol for Wheelchair Accessibility

The wheelchair symbol indicates access for individuals with limited mobility, including wheelchair users. Remember that a ramped entrance is not completely accessible if there are no curb cuts, and an elevator is not accessible if it can only be reached via steps.

Symbols/Policies of Symbols use

Audio Description

Blind or low vision people may enjoy performing arts, visual arts, television, video, and film that offers live commentary or narration (via headphones and a small transmitter) of visual elements provided by a trained Audio Describer. An adapter for non-stereo TVs is available through the American Foundation for the Blind, (800) 829-0500.
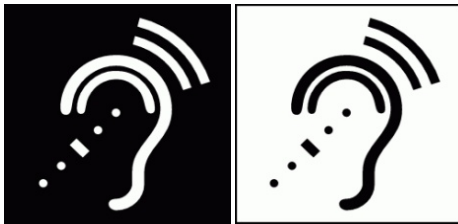
Telephone Typewriter (TTY)

This device is also known as a text telephone (TT), or telecommunications device for the deaf (TDD). TTY indicates the presence of a device used with the telephone for communication with and between deaf, hard of hearing, speech impaired and/or hearing, persons.
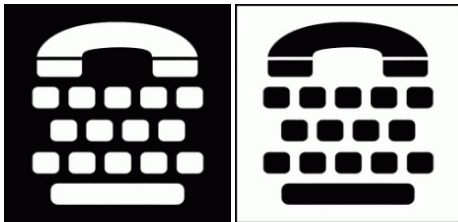
Symbols/Policies of Symbols use

Volume Control Telephone   This symbol indicates the presence of telephones that have handsets with amplified sound and/or adjustable volume controls
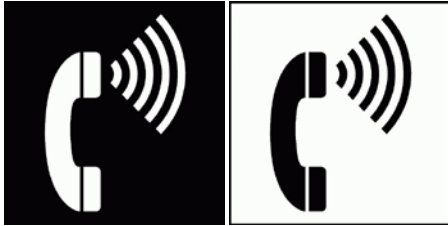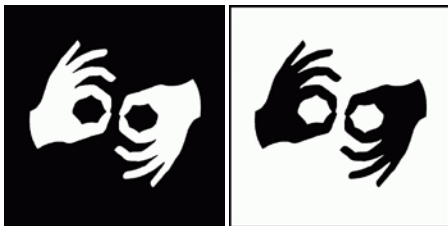
Assistive Listening Systems These systems transmit amplified sound via hearing aids, headsets or other devices.

Sign Language Interpretation   The symbol indicates that Sign Language Interpretation is provided for a lecture, tour, film, performance, conference or other program.
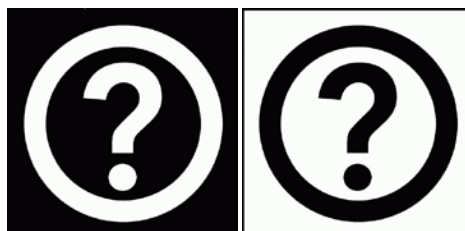
Symbols/Policies of Symbols use

Accessible Print (18 pt. or Larger)

Large print is indicated by the words: "Large Print," printed in 18 pt. or larger text. In addition to identifying large print versions of books, pamphlets, museum guides and theater programs, you may use the symbol on conference or membership forms with large print. Sans serif or modified serif print with high contrast is important, and special attention should be paid to letter and word spacing.


The Information Symbol

Knowing where to find what you need is almost as valuable as finding it. The information symbol indicates the location for specific information or materials concerning access, such as "LARGE PRINT" materials, audio cassette recordings of materials, or sign interpreted tours.
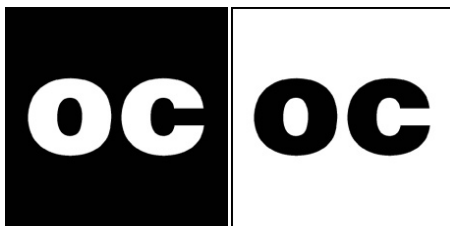
Symbols/Policies of Symbols use

Closed Captioning (CC) Closed Captioning (CC) (commonly known as subtitles) enables people who are deaf or hard of hearing to read a transcript of the audio portion of a video, film, exhibition or other presentation. As the video plays, text captions transcribe (although not always verbatim) speech and other relevant sounds.
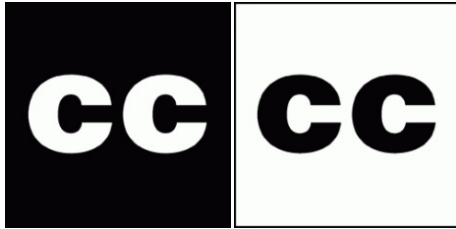

Opened Captioning (OC) This symbol indicates that captions, which translate dialogue and other sounds in print, are displayed on the videotape, movie, television program or exhibit audio. Open Captioning is preferred by many, including deaf and hard-of-hearing individuals, and people whose second language is English. It also helps teach children how to read and keep sound levels to a minimum in museums and restaurants.

Symbols/Policies of Symbols use

Braille Symbol This symbol indicates that printed material is available in Braille, including exhibition labeling, publications and signage.
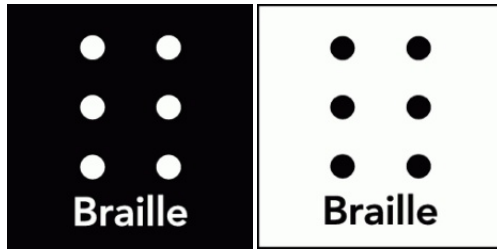
 About the Sensory-Friendly Access Symbol Using the Sensory-Friendly symbol indicates that the advertised cultural event/performance will provide accessible accommodations for individuals with Sensory Processing Disorders and Autism Spectrum Disorders (ASD), such as modifications to sound and lighting, the Going to the Show pre-show guide to preparing new audiences for a live theater experience, an accepting environment, noise cancelling headsets, and a "quiet room" where individuals can take a break. Other accommodations may include Autism specialists on hand to assist patrons and remote closed circuit viewing of the main stage performance.
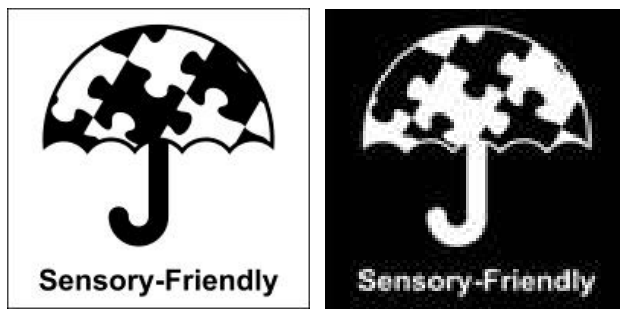
Parking Stickers

- Standard Parking Signs Covers   http://www.accessibleicon.org/shop.html

The Accessible Icon Project provides supplies and services to transform the old International Symbol of Access into an active, engaged image. We think visual representation matters. People with disabilities have a long history of being spoken for, of being rendered passive in decisions about their lives. The old icon, while a milestone in ADA history, displays that passivity: its arms and legs are drawn like mechanical parts, its posture is unnaturally erect, and its entire look is one that make the chair, not the person, important and visible. As people with disabilities of all kinds—not just chair users—create greater rights and opportunities for social, political, and cultural participation, we think cities should evolve their images of accessibility too. "

Website

– People First Language

– Access Coordinator

– Symbols

– Policies

– Accessible Communications

Website policy

Accessibility Policy for (insert business name here)

- In keeping with our policy of customers first, and our obligations under the DDA (Disability Discrimination Act), we will ensure that our website is accessible to people who have visual, hearing, motor or cognitive impairments.

- Making our website accessible is a core aim of (business name) and we will try and ensure that it is usable with a broad range of operating systems, browsers, and specialist assistive technologies.

- As a standard, we employ all the following methods to ensure our site is accessible to as many people as possible:
  - Browsealoud is available to ensure that all pages can be read out loud to any visitor
  - All pictures have an alternative text description
  - There is an easy to use text-resizer on all pages for those with javascript enabled on their computers. Our stylesheets allow for text resizing using the View – Text Size option in the browser toolbar for those who do not have javascript enabled.
  - The website can be viewed using a variety of colour schemes ensuring it can be used by visitors who find the existing colour scheme hard to read
  - We are committed to Plain English in all our written content
  - Our site has been designed without the use of tables except where we need to represent normally tabulated content i.e timetables
  - The website can be navigated without the use of a mouse
  - A non-serif font is used for easier readability
  - We do not use all-capitals for emphasis
  - We use a hierarchy of heading markups i.e an <h1> tag for main headings, <h2> for secondary headings etc which makes it easier for screen readers to work out the stucture of a page
  - Our site can be viewed in a logical order when all styling is turned off
    Helping you make your computer easier to use
    To find out more about making your computer more accessible and easy to use, have a look at AbilityNet's web   have a range of tips and suggestions relating to accessibility issues.
    If there is an instance when our site does not meet the need of a specific disabled user group we will make cha   currrent content, wherever appropriate, so that we can become more inclusive to a wider audience. Please con   this is the case youremail@yourdomain.com

Website Resources

- Ability Online Support Network - An American electronic mail system that connects young people with disabilities or chronic illness to disabled and non-disabled peers and mentors.
http://www.ablelink.org/.

  ABLEDATA - A federally funded project whose primary mission is to provide information on assistive technology and rehabilitation equipment available from domestic and international sources to consumers, organizations, professionals, and caregivers within the United States.
http://www.abledata.com/.

  ADA Disability Information - One of Americas foremost resource sites for disabled people.
http://www.ada.gov.

  Building Community Collaboration and Consensus - Contains extensive information on Collaboration and Public Participation with an emphasis on Youth Participation.
http://www.communitycollaboration.net.

  Gladnet - Global Applied Disability Research and Information Network for Employment and Training.
http://www.gladnet.org/.

  IBM Special Needs Systems.
http://www.austin.ibm.com/sns.

  International Centre for Disability Resources on the Internet.
http://www.icdri.org.

  LC Technologies - Creators of the Eye-Gaze system.
http://www.lctinc.com/.

  Microsoft Accessibility Page.
http://www.microsoft.com/enable/.

More Website Resources

- Recording for the Blind and Dyslexic. America's education library for people with print disability.
  http://www.rfbd.org/

- R J Cooper - A small development company, designing equipment for disabled people.
  http://www.rjcooper.com.

- The Disability Connection - Apple Macintosh disability information site.
  http://www.apple.com/accessibility/

- Trace Centre - World renowned centre in the area of computing and disability.
  http://trace.wisc.edu.

- Web Site Accessibility Guidelines.
  http://www.w3c.org.

- World Association for Persons with Disabilities (WAPD).
  http://www.wapd.org/.

- Youreable.com - includes articles from Ability Magazine.
  http://www.Youreable.com.

- Yuri Rubinsky Insight Foundation.
  http://www.webable.com.

Marketing within Organization

- Market your Accessibility
  - To your board members and patrons
  - To the media
  - To your community
- How
  - Use Statistics
  - Personal Stories
  - Photographs
  - Meet and Greets

Public Marketing Materials

– Symbols

– Advertise Programming

– Provide Alternative formats

  • You Tube videos in ASL

Accessible Communications

- Jaws Reader
  - Inserting links or images
  - Placement of material on page-
    - tabs labeled
    - Placement Easily available- at top or one side
- Caption All Photos
- Provide Transcripts of any videos
- Color-
  - Blue is visable to over 99% of individuals
  - Contrast
  - Black and white large format options

Steps to consider when making information accessible:

What does it mean to make information accessible?

Think about accessibility from the start
Techniques for accessible documents:http://adod.idrc.ocad.ca/

Assess your information and communications processes

Make it accessible upon request

Provide it as soon as possible
Let the public know include a note on your website or promotional materials, create a sign, send a memo or post a notice on your staff bulletin board
Where to find more information

Brochure Accessible Information and Communication Guide for Small Business http://www.gaates.org/aic/

•Existing format

Ways to make it accessible

- Printed or electronic document
  - Read the document out loud or explain it
- Make a large print version
  - Create a structured electronic file — a file using pre-set headings, styles, and lists – so people can read it with their assistive devices, like screen readers. You can also use it to produce other accessible formats.
- Technical or complicated information
  - Use common words instead of jargon
  - Break text into shorter sentences and paragraphs
  - Use graphics to add meaning
- Graphic
  - Include a written or verbal description
- Sign
  - Use larger text, simple pictograms, strong colour contrast, and/or tactile elements
  - Verbal or audio
  - Make it visual — write it on a piece of paper, put it in an email or on a digital screen
- Video
  - Add subtitles and/or video descriptions
  - Provide a transcript
  - Consider an in-person presentation or conversation
- Telephone Use text-based technology such as email, texting or instant messaging
  - Use technologies designed for the hard of hearing like a teletypewriter (TTY) or a telephone relay service
- Presentation
  - Share a copy of your presentation materials (e.g. PowerPoint slides
  - or transcript)
  - Hire a sign language interpreter
  - Use a microphone

CULTURE BUILDS FLORIDA
FLORIDA DIVISION of CULTURAL AFFAIRS

Resources

- Equal Opportunity Employment www.eeoc.gov

- Job Accomodation Network www.jan.wvu.edu phone 1800-526-7234 voice 18777819403 tty

- ADA American Disabilites Act Department of justice www.ada.gov 1800514-0301 voiice 18005140383 ttty

Maureen Murphy

Grant Administrator

- **Division Accessibility Coordinator**
- **Arts In Education**
- **Underserved Cultural Community Development**

- **Florida Department of State, Division of Cultural Affairs**
500 S. Bronough St. |Tallahassee, FL 32399-0250
Phone: 850.245.6475|Fax:850.245.6454
- **http://www.Florida-arts.org**