

ADA Overview

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New England  Center

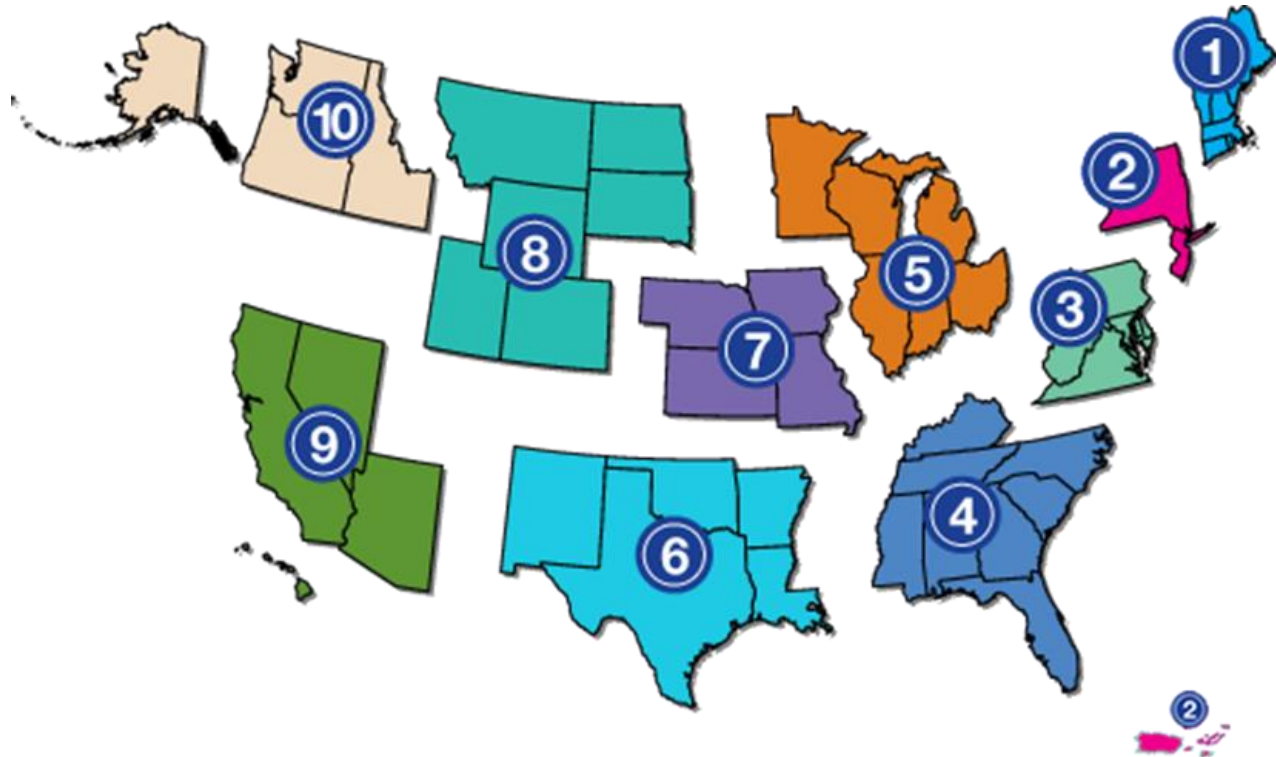


A project of the
Institute for Human Centered Design



National Network

Information, Guidance, and Training on the
Americans with Disabilities Act



1-800-949-4232

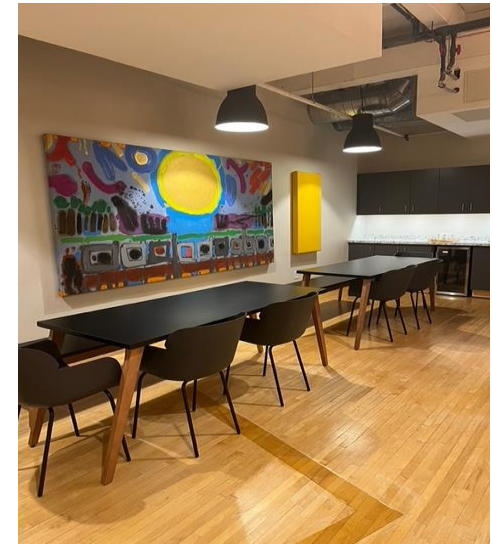
ADAta.org

Funded by the National Institute on
Disability, Independent Living and
Rehabilitation Research through the
Administration for Community Living
and .US Health and Human Services.





A 44 year old international education and design non-profit dedicated to the role of design in social equity across the spectrum of ability, age, culture, gender and economic status.



Topics of the Day

- Brief Overview
- General Nondiscrimination
- Reasonable Modifications
- Effective Communication
- Administrative Requirements

Civil Rights Laws



Section 504 of the
Rehabilitation Act, 1973



Americans with
Disabilities Act, 1990



Don Galloway and Ed Roberts

Applies to all State & Local Government Activities

- Employment
- Public housing
- Homeless shelters
- Public transportation
- Recreation programs
- Senior center
- Town meeting
- Voting
- Permits
- Camps
- Taxes
- Police
- Fire
- Emergency Management
- Veterans
- Judicial
- Corrections
- Youth programs

Americans with Disabilities Act

Title I Employment

Title II State and Local Governments

Title III Public Accommodations and Commercial Facilities

Title IV Telecommunications

Title V Miscellaneous

ADA Definition of Disability

1. A physical or mental impairment that substantially limits one or more major life activities
 - This includes disabilities that are episodic in nature (depression, autoimmune)
2. A record of such an impairment
3. Being regarded as having such an impairment



ADA and Major Bodily Functions

- Immune system: HIV/AIDS, auto-immune disorders, lupus
- Normal cell growth: cancer
- Digestive: Crohn's disease, celiac disease
- Bowel: ulcerative colitis
- Bladder: kidney disease
- Reproductive functions: infertility
- Neurological: multiple sclerosis, epilepsy
- Brain: schizophrenia, intellectual disabilities, mental illness
- Respiratory: asthma
- Circulatory: heart disease, high blood pressure
- Endocrine: diabetes



General Nondiscrimination

- Ensure an equal opportunity to participate and benefit.
- Prohibit exclusion, segregation, and unequal treatment.
- Prohibit eligibility criteria that screen out persons with disability unless criteria are necessary.

General Nondiscrimination

- Administer services, programs, and activities in the most integrated setting appropriate.
- May not place a surcharge to cover the costs of measures, such as auxiliary aids, that are required to provide nondiscriminatory treatment.

General Nondiscrimination

A public entity is obligated to ensure compliance with its title II obligations, even if a private entity provides services on its behalf.

- Grantees
- Contractors
- Public/private partnerships

Effective Communication

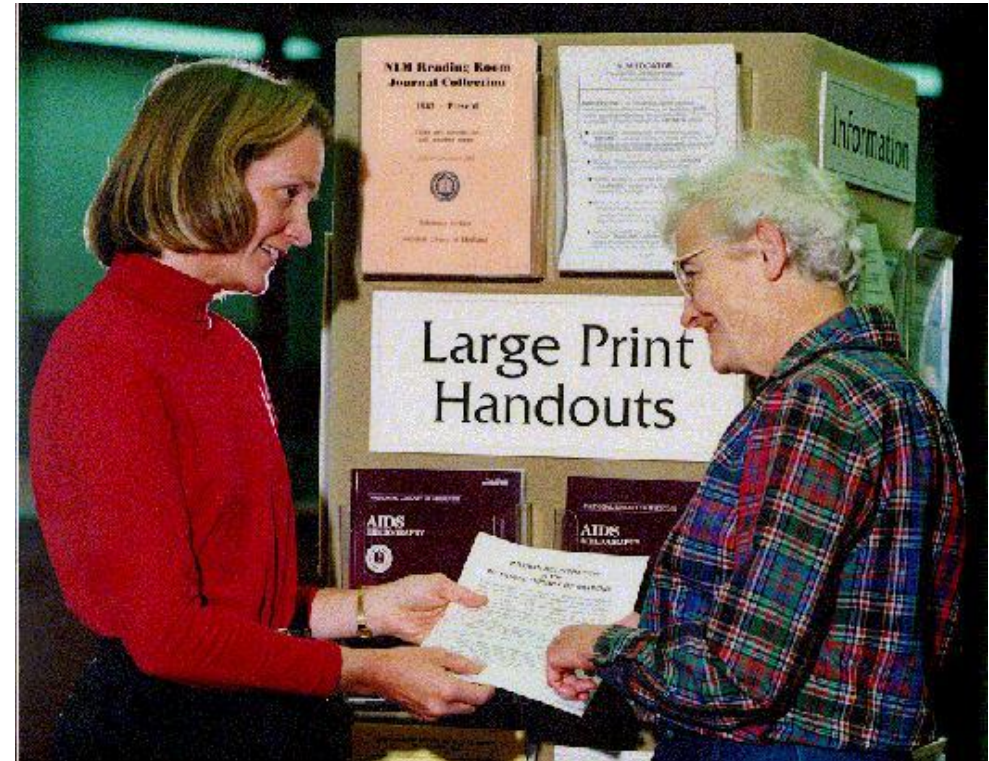
Auxiliary Aids and Services

Must provide “**auxiliary aids and services**” if necessary to ensure effective communication.

Provide Material in Large Print

**Large
Print**

If individual makes request, provide in whatever size the person needs



For general use provide in 18 point font

The Interpreter Needs to be Qualified

“Able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.”



Interpreters may be beneficial in several settings.

Video Remote Interpreting One on One

Interpreter is anywhere, signing to deaf woman, listening and speaking to hearing/speaking man



Man hears
doesn't
sign



Woman is deaf
and signs

Need:
Computer and video cam
Microphone/speakers or telephone
Good internet connection

Assistive Listening Devices

Devices amplify sound for an individual



Assistive Listening Devices Signage

Note the Sign



People need to know devices are available.

Closed or Open Captions on Video



Videos need captions for effective communication.

Human Guide



Three ways to assist:

- Service animal follows
- Hand on shoulder
- Hand on back of elbow

ASK the person how they would prefer assistance.

Auxiliary Aids and Services

- Sign Language Interpreters
- Note takers/exchange of written notes
- Written Materials/Large Print
- Closed Captioning
- Audio Recording
- Screen Reader
- Optical Reader
- Secondary Auditory Programs (SAP)
- Large Screen
- CCTV
- Video Remote Interpreting
- Computer-aided Transcription Services (CART)
- Assistive Listening Devices (ALD)
- Qualified Readers
- Braille Materials
- Magnifier Software
- Software - Zoom, Dragon, Jaws
- Staff Assistance
- Telephone Headset

Choosing an Auxiliary Aid or Service



Factors that help in determining the appropriate auxiliary aid or service:

- **Give primary consideration Individual's preferred communication method.**
- Nature, length and complexity of communication.
- Context and location where the communication is taking place.



Choosing an Auxiliary Aid or Service



To be effective, auxiliary aids and services must be provided:

- In accessible formats.
- In a timely manner.
- Protect the privacy and independence of the individual.

General Nondiscrimination Reasonable Modifications

When necessary to ensure equal opportunity to participate, “reasonable modifications” must be made to policies, practices, procedures.

ADA Service Animal Definition

Any **dog** individually trained to do work or provide tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability



Not considered work or tasks

The crime deterrent effects of animal's presence

The provision of

- emotional support
- well-being
- comfort
- companionship



Questions That May Be Asked

1. Is the dog a service animal required because of a disability?
2. What work or task has the animal been trained to provide?



Service Animals

Must be under control of handler at all times (on leash except in narrow circumstances)



Reasonable Modification of Policies, Practices and Procedures: Miniature Horses

- Have longer life spans
- More accepted in some cultures



Miniature horse can have a life span of 27 years

Reasonable Modifications Cont.



- Allow someone to participate virtually.
- Use unscented cleaning products.
- Hold scent free or nut free events.
- Allow someone to bring an assistant (Can't require).
- Change the way you present information.
- Allow more time/longer appointment.
- Provide assistance completing forms.
- Ask staff to mask.

Web Accessibility

Example of accessible website

World-Wide Web's Web Content Accessibility Guidelines (WCAG)?

www.w3.org/WAI

The screenshot displays the New England ADA Center website. At the top, there is a navigation bar with links for Home, About the Center, Blog, Calendar, and Contact Us. Below this is the main header featuring the New England ADA Center logo and the text "A project of the Institute for Human Centered Design". A secondary navigation bar includes links for Learn About the ADA, Training, Publications, Resources, and ADA 28, along with a search box. The main content area features a large "Q&A BLOG" section with a featured article titled "Question from property management company about pedestrian access routes and their surface materials". Below this are three columns: "Submit an ADA Question" with contact information, "Architecture & Design" with a link to a post about toilet room accessibility, and "Businesses & Non-Profits" with a link to a post about service animals. On the right side, there is a "Tweets" section showing two tweets from @NewEnglandADA, one about emergency rooms and another about a community meeting.

Web Accessibility

What does access mean:

- Be able to use website without a mouse (use the site with tabbing and keyboard controls).
- Be able to submit a form with the Enter key, not just a mouse click.
- Describe what hitting 'Enter' means beyond click here.
- Provide a text description for images.
- Provide captioning on videos.

End of Ensuring Effective Communication and Reasonable Modifications

Next: 5 Administrative Requirements

Administrative Requirements

States and Local Governments Obligations

1. Designate a **responsible employee**
2. **Notify** the public about the ADA
3. Adopt a **grievance procedure**
4. **Conduct a Self-Evaluation** (basis of Transition Plan)
5. Develop a **Transition Plan**

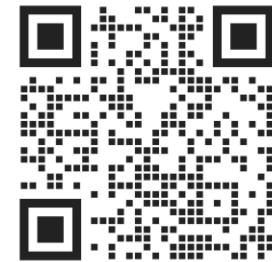
Contact Us With Any Questions Thank You!!

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Feedback Survey



<https://www.surveymonkey.com/r/G2DCNPH>