



Creating Welcoming Chronic Disease Self-Management Programs for Everyone

February 28, 2018

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Funding and Special Thanks

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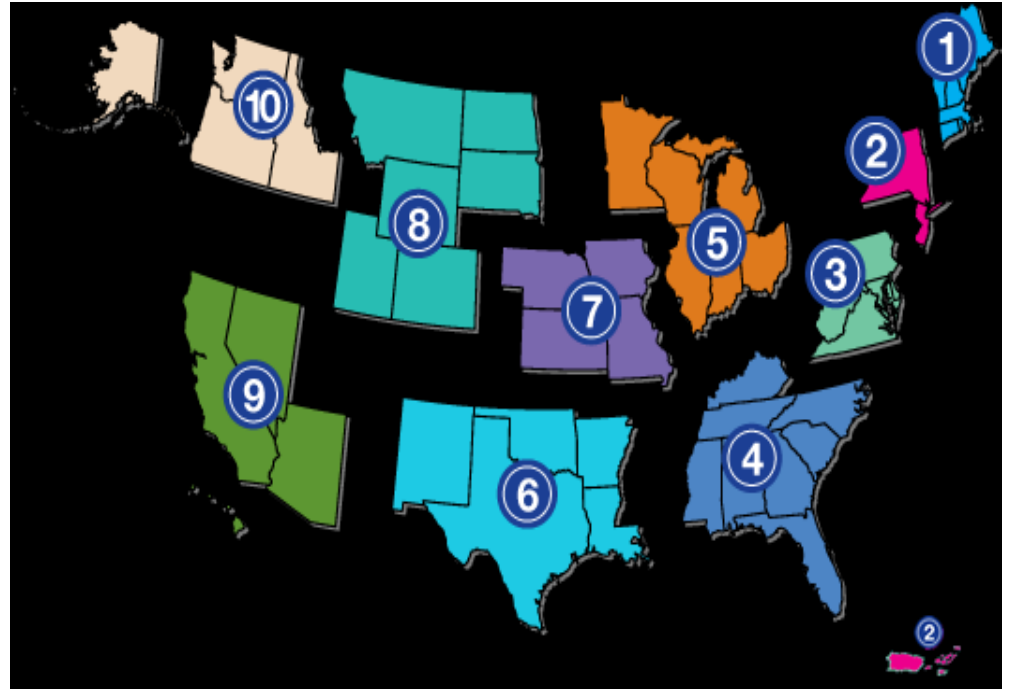
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Thank you: Oregon Health Authority,
Public Health Division,
Office of Health Promotion & Chronic Disease
Prevention
&
NW ADA Center, Region 10
Center for Continuing Education in
Rehabilitation
University of Washington



ADA National Network Role and Structure

- 10 regional ADA Centers
- Funded by the National Institute on Disability, Independent Living, & Rehabilitation within the Department of Health and Human Services



National ADA Hotline: 1-800-949-4232

Agenda

- Disability and Health Data
- Why is this information important?
- Introduction to the ADA
- Highlights of ADA Title II
- Recruitment
- Facilities and Physical Access
- Logistics, Communication, and Environment
- Service Animals
- Disability Etiquette
- Handouts and Resources

Disabilities & Health Disparities

People with disabilities are more likely to experience:

- Poor health
- Secondary conditions
- Early death

But this doesn't mean that PWD:

- Are sick or ill
- Cannot be healthy

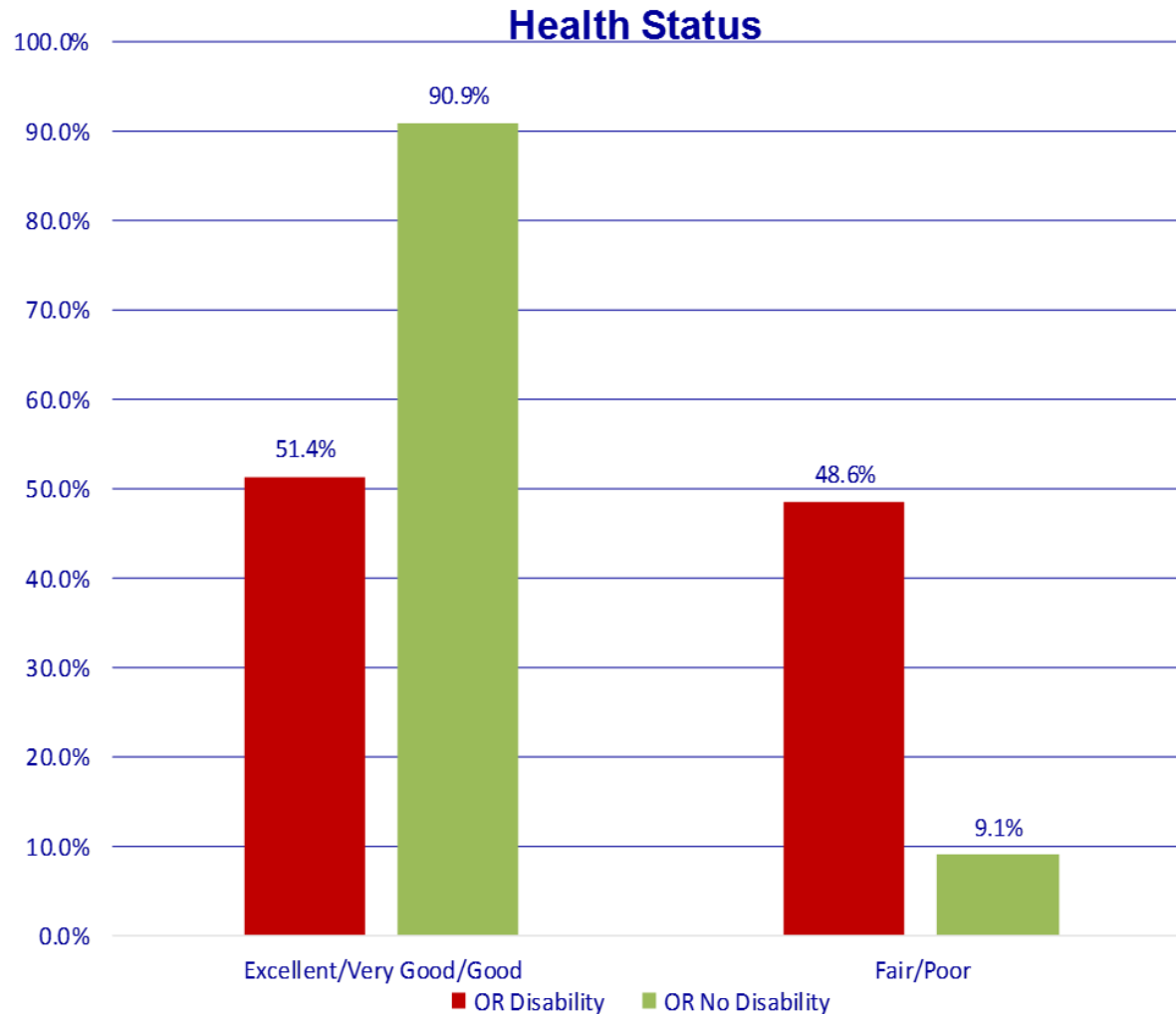
It is not necessarily the disability itself that causes the health disparities but environmental and social factors.



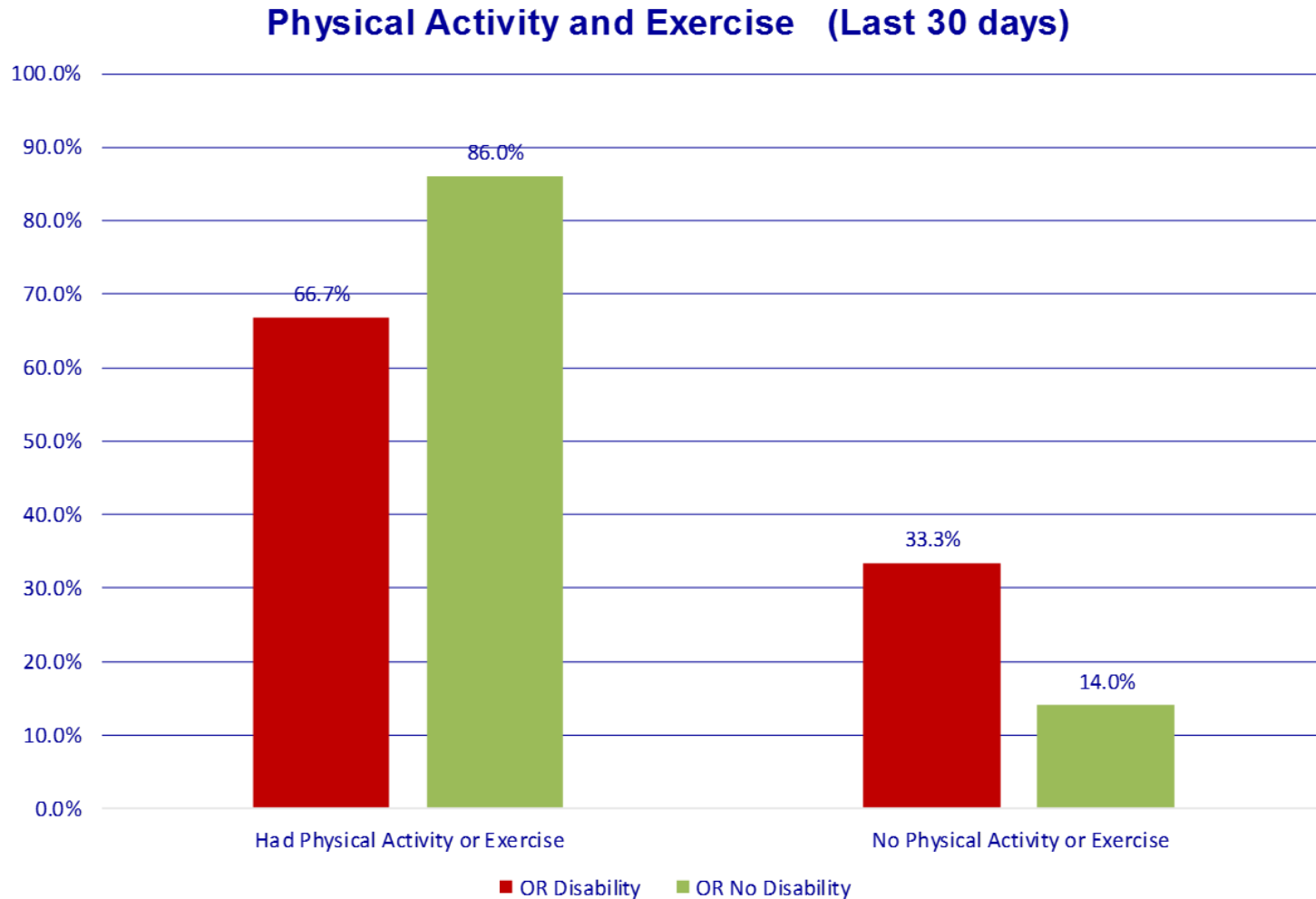
Behavioral Risk Factor Surveillance System

- Population-based telephone survey of adults (18 & up) conducted at state level (Self-reported data)
- Limitations: people living in congregated environments are not included (prisons, assistive living programs, nursing homes, etc.), people without a telephone, or those who don't speak English or Spanish
- Demographics, health status, chronic conditions, health behaviors, and health risks

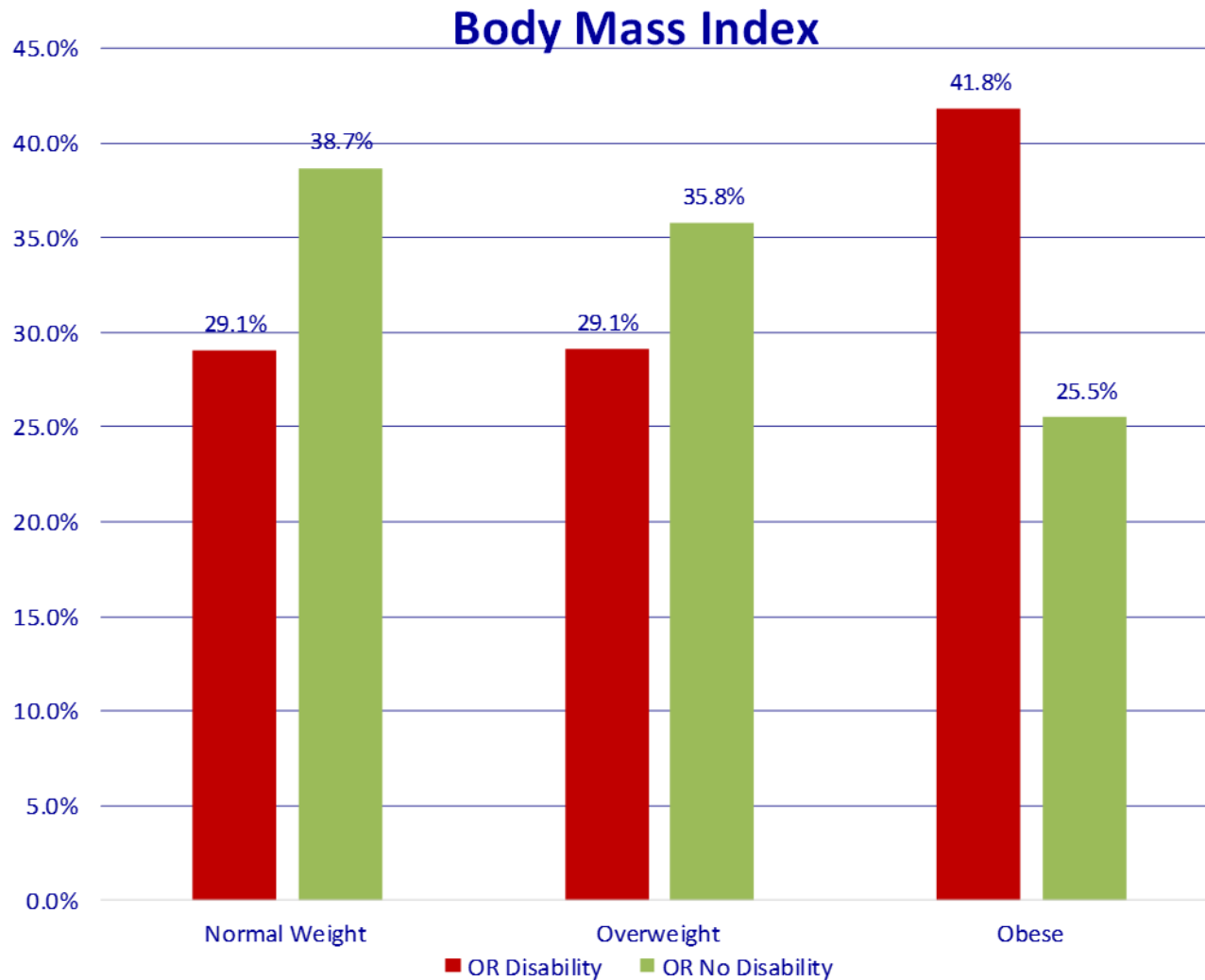
Current Health Status - 2015 BRFSS



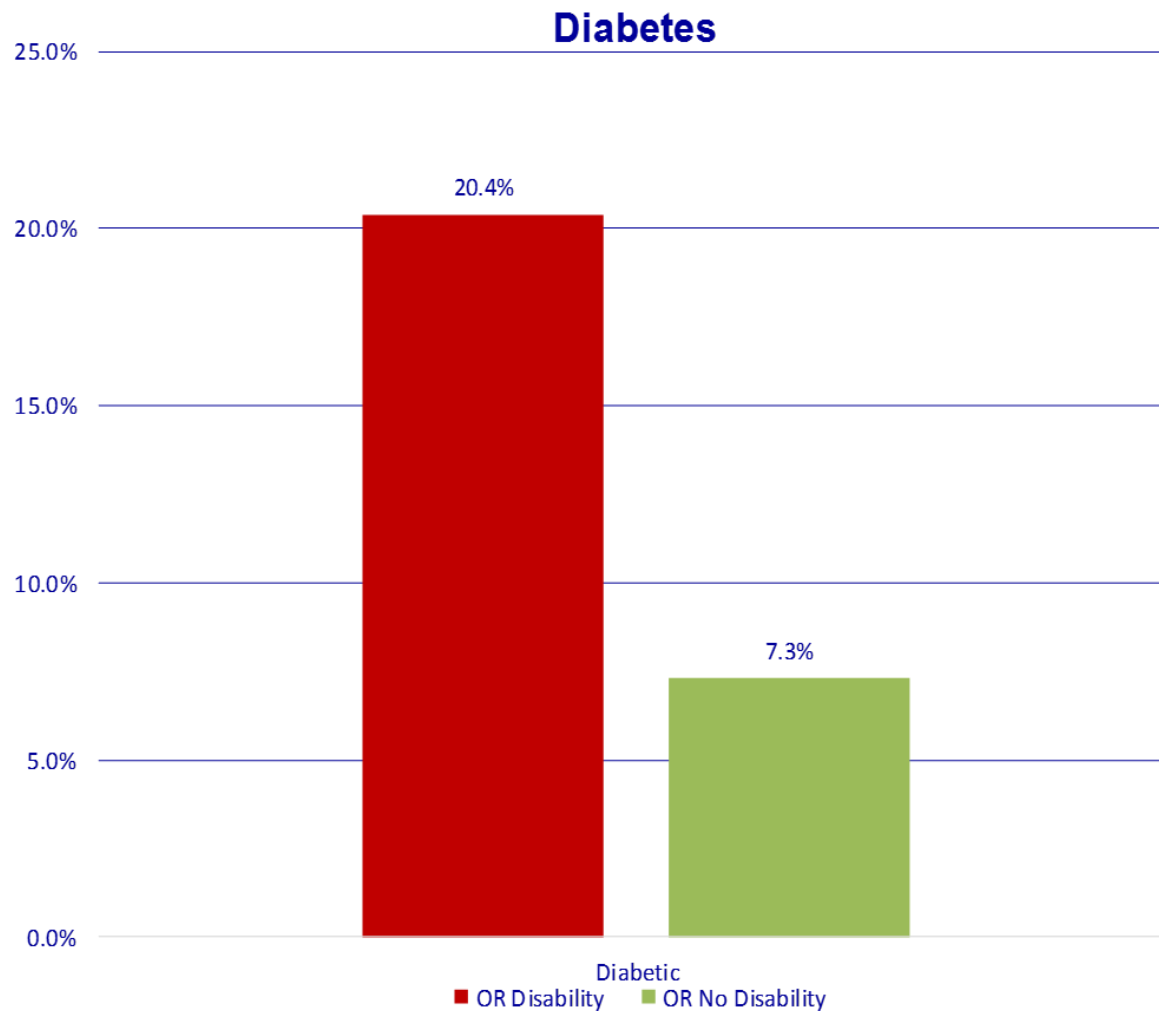
Exercise in the last 30 days - 2015 BRFSS



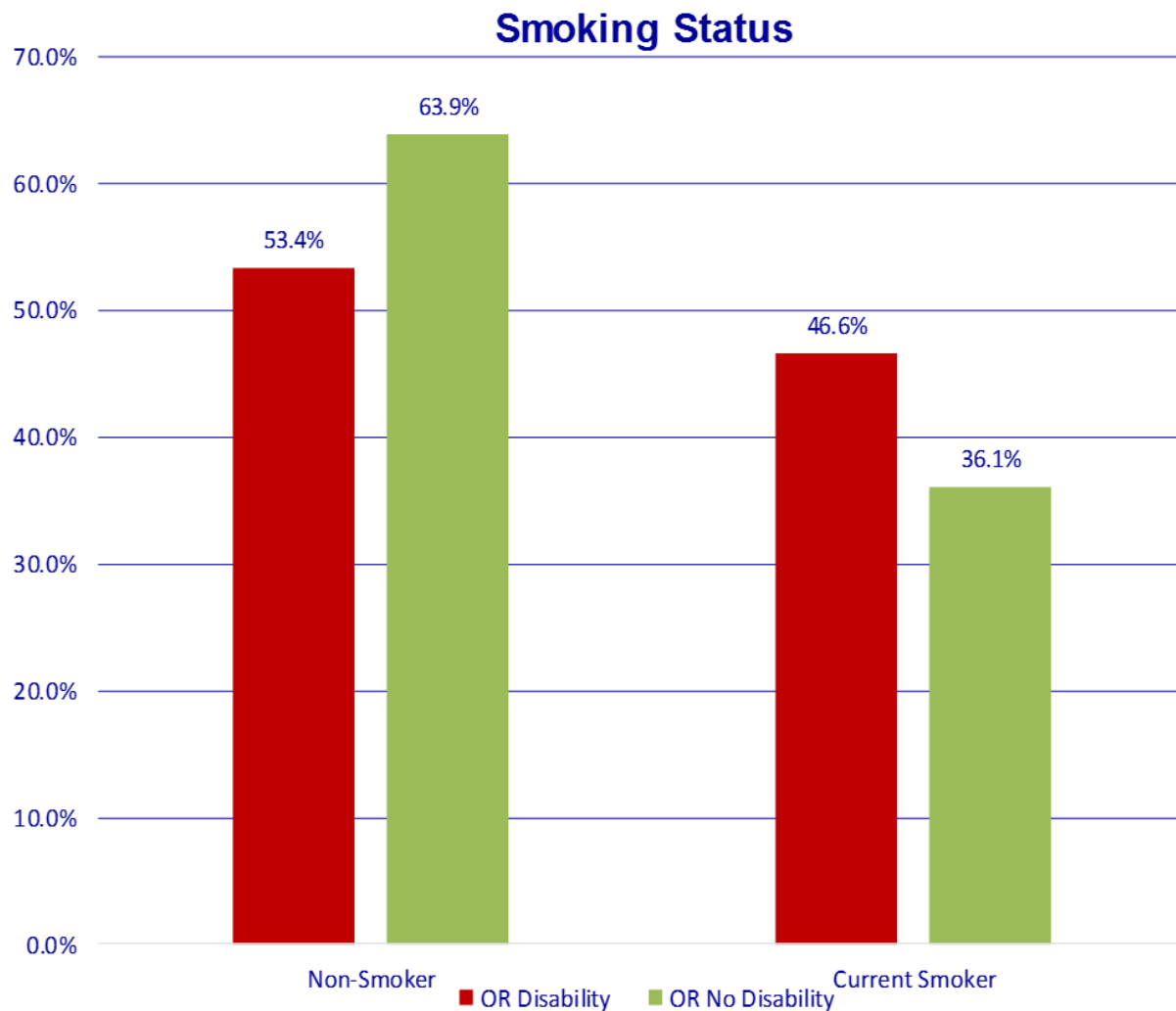
Current Body Mass Index - 2015 BRFSS



Living with Diabetes - 2015 BRFSS



Current Smoking Status - 2015 BRFSS



Who is included?

- People with and without disabilities
- People with functional impairments, particularly seniors do not always identify as “having a disability”
- A person’s chronic condition may or may not be related to their disability



Why is this important?

- People with disabilities are disproportionately affected by chronic conditions
- People with disabilities are living longer, and everyone who lives long enough will acquire a disability
- Make sure that everyone who needs these programs can access them. This ultimately helps expand your reach AND it's the right thing to do!
- Equal access is the law under the ADA

Americans with Disabilities Act



Definition of Disability under the ADA


- A physical or mental impairment that substantially limits one or more major life activities; or
- has a record of such an impairment; or
- is regarded as having such an impairment.

Types of Disabilities

- Mobility
 - People who use wheelchairs
 - Ambulatory mobility issues
- Visual
- Hearing
- Cognitive and other hidden disability

Americans with Disabilities Act (ADA)

- Title I: Employment
- Title II: State & Local Government
- Title III: Places of Public Accommodation
- Title IV: Telecommunications
- Title V: Legal & Procedural



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the **[name of public entity]** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: **[name of public entity]** does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: **[Name of public entity]** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in **[name of public entity's]** programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: **[Name of public entity]** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in **[name of public entity]** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **[name of public entity]**, should contact the office of **[name and contact information for ADA Coordinator]** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the **[name of public entity]** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of **[name of public entity]** is not accessible to persons with disabilities should be directed to **[name and contact information for ADA Coordinator]**.

[Name of public entity] will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Highlights of Title II

- Reasonable modifications in policies, practices, and procedures.
- Furnish auxiliary aids and services - effective communication.
- Ensure that individuals with disabilities are not excluded because buildings are inaccessible (program access).



Auxiliary Aids and Services

ADA uses the term auxiliary aids and services to refer to ways to communicate with people who have hearing, visual and speech disabilities.

Goal is to ensure communication is equally effective as people without disabilities.

Consider the nature, length and complexity.

What is the person's method of communication that is most effective for them?

Auxiliary Aids and Services

- **Visual**

- Audio Recordings
- Brailled materials or Large Print
- Screen reader software
- Qualified Reader

- **Hearing**

- Qualified Sign Language Interpreter (ASL)
- Computer Assisted Real-time Captioning (CART)
- Printed material

Auxiliary Aids and Services

- **Speech and Hearing**
 - TTY
 - Internet based Relay Service- Sprint IP Relay
 - Video Relay Service (VRS)
 - Speech To Speech Operator (STS)

Oregon Relay Service

711 or 800-735-1232

<http://www.oregonrelay.com/voice>

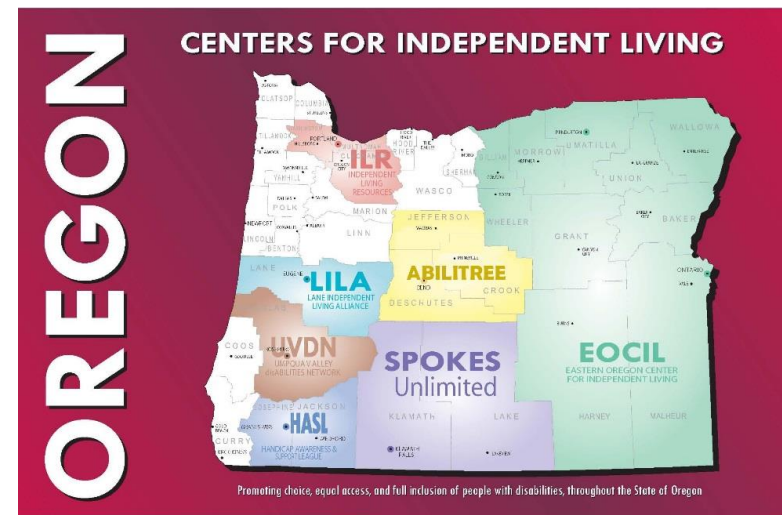
Recruitment

- Make sure information is accessible and potential participants have multiple ways to get information
 - Phone
 - Oregon Relay Service
 - Video Relay Service
 - E-mail
 - Website
 - Radio
 - Newsletters

Recruitment - Referrals

Referrals from:

- Centers for Independent Living
- Disability advocacy or support groups
- Disability services agencies (have their own consumer base for recruiting)
- Local mental health network
- Medical providers



Recruitment - Sites

Post flyers

- disability service agencies
- medical clinics
- pharmacies
- durable medical equipment stores
- churches
- food banks
- grocery stores
- community bulletin boards

Advertise on

- CraigsList
- in local disability community newsletter
- on local university websites
- local newspaper
- FaceBook



Recruitment Flyer

I was tired. I hurt all the time. It felt like my health problems were telling me what I could and couldn't do.

Living Well workshops put me back in charge."



Put Life Back Into Your Life!

Living Well with Chronic Conditions

A free 6 week workshop (1 x/week for 2 ½ hrs each class)

Wednesdays, Oct. 4th to Nov. 8th at 1:00pm to 3:30pm



Register today for this FREE workshop: (503) 288-8303.

Developed by Stanford University



Brought to you by the Urban League of Portland, Hollywood Senior Center, and Multnomah County Aging and Disability



I was tired. I hurt all the time. It felt like my health problems were telling me what I could and could not do. The Living Well workshop put me back in charge!



Put Life Back Into Your Life!

Living Well with Chronic Conditions

A free 6 week workshop (1 x/week for 2 ½ hrs each class)

- Snacks provided at each class
- \$25 gift card for attending at least 5 of the 6 classes

Wednesdays, 1pm - 3:30pm

October 4 - November 8

Developed by Stanford University

Register today for this FREE workshop held at the Hollywood Senior Center: 1820 NE 40th Avenue Portland
Call 503-288-8303 or visit us at the Center



Sponsored by: Hollywood Senior Center, and Multnomah County Aging, Disability & Veterans Services

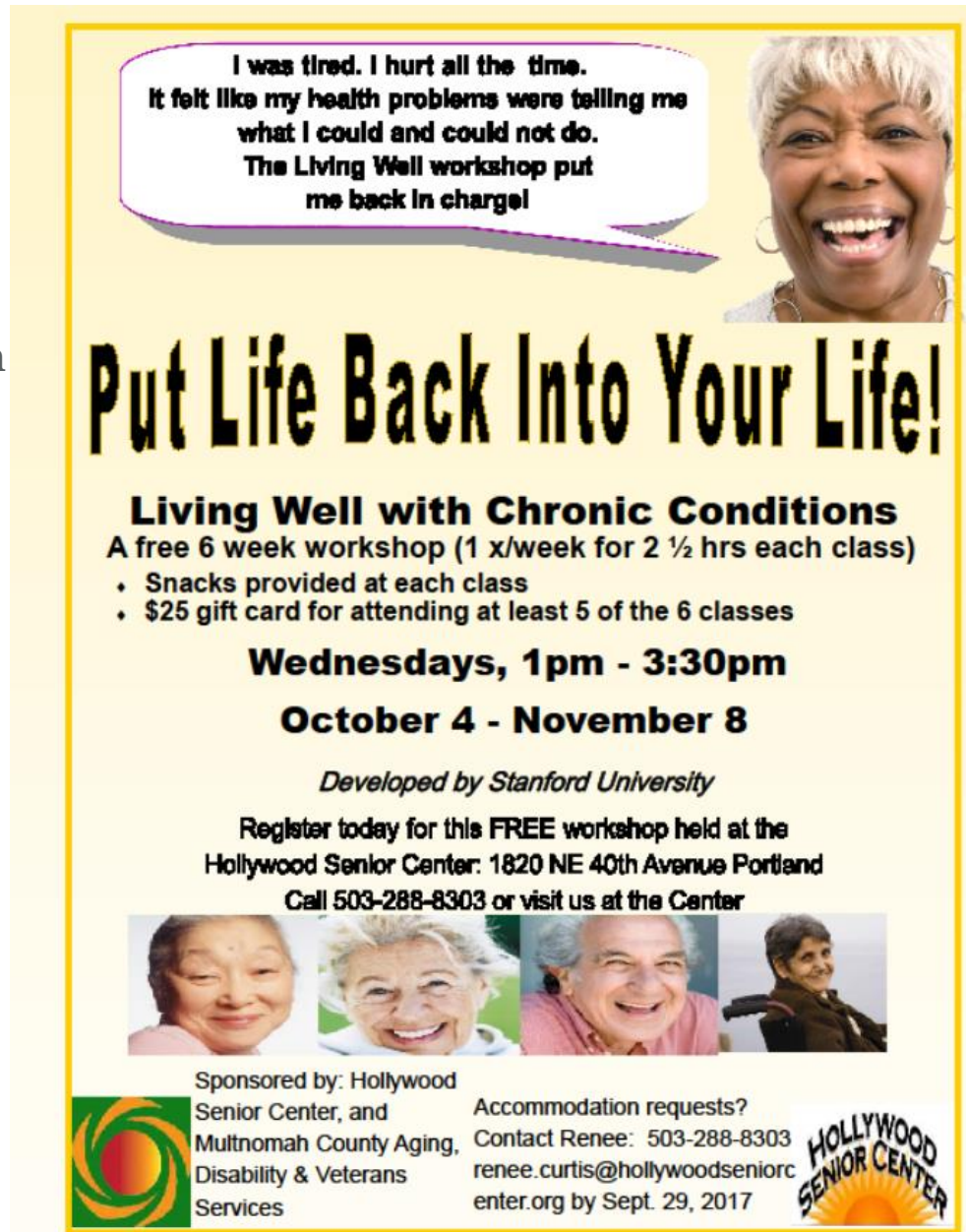


Accommodation requests?
Contact Renee: 503-288-8303
renee.curtis@hollywoodseniorcenter.org by Sept. 29, 2017



Recruitment Flyer

- Font type is consistent
- No hard to read fonts
- Font size no less than 14
- No or minimal underlining & italics
- Clear information (no guess work)
- Accommodation requests provided with deadline date
- Visuals include person(s) with a disability
- Appropriate color scheme with no blue and green combinations
- High contrast i.e., no dark background with dark fonts
- Use of plain language (short sentences)
- Active voice = speaking directly to the viewer
- Information accessible on website in mult formats: Word, pdf and use of “Alt text box”



The flyer is for a workshop titled "Living Well with Chronic Conditions". It features a testimonial from a woman in a speech bubble, a large headline "Put Life Back Into Your Life!", and details about a 6-week free workshop. The flyer includes contact information for the Hollywood Senior Center and a list of sponsors. At the bottom, there are four small photos of smiling seniors and a logo for the Hollywood Senior Center.

**I was tired. I hurt all the time.
It felt like my health problems were telling me
what I could and could not do.
The Living Well workshop put
me back in charge!**

Put Life Back Into Your Life!

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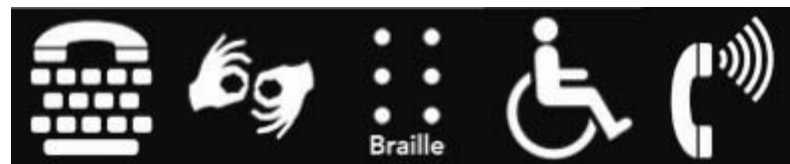
Sponsored by: Hollywood
Senior Center, and
Multnomah County Aging,
Disability & Veterans
Services

Accommodation requests?
Contact Renee: 503-288-8303
renee.curtis@hollywoodseniorc
enter.org by Sept. 29, 2017

**HOLLYWOOD
SENIOR CENTER**

Recruitment

"If you are deaf or hard of hearing, or are a person with a disability who requires accommodation, please contact **[Name of organization or individual responsible for making arrangements]** at **[Telephone Number]**, **[Fax Number]**, **[Email Address]** or **[TTY Number]** by **[Date]**."



Registration - Accommodations

Accommodation checklist

Scheduling:

☐ Location: _____

☐ Size of room: _____

☐ Preferred days:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

☐ Days not available:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

☐ Preferred times:

☐ Times not available:

☐ Inclement weather plan:

☐ Are any customers arriving/departing via paratransit or ride-share?

- ☐ Yes
- ☐ No

(Note that customers arriving/departing via paratransit may arrive quite early/stay quite late in relation to your event.)

Transportation

- ☐ Accessible parking
 - ☐ Van-accessible
 - ☐ Standard-size accessible
- ☐ Bus access at location?
- ☐ Paratransit / Ride-share
 - ☐ Type of vehicle: _____
 - ☐ Mobility device: _____

Childcare

- ☐ Is Resource List available?
- ☐ Is financial assistance available?
- ☐ Breastfeeding: private room available?
- ☐ Restroom with child changing table available?

Interpreter:

- ☐ Sign language interpreter
- ☐ Other language (specify): _____

Registration - Accommodations

Alternative Formats

- ☐ Large Print
 - ☐ How large does the customer need? _____ OR
 - ☐ What is the font size of your preprinted document? _____
- ☐ Braille
- ☐ Electronic format (specify file type): _____
- ☐ Assistance with reading
- ☐ Assistance with writing
- ☐ Other (specify): _____

Alternative Seating

- ☐ Specialized chair (to reduce pain)
- ☐ Table lifters (height of table needed: _____)
- ☐ Close to presenter
- ☐ Close to door
- ☐ Space to move around during meeting
- ☐ Has mobility needs (see next section)

Mobility needs / uses:

- ☐ Uses (mobility) cane
- ☐ Uses (white) cane
- ☐ Uses crutches
- ☐ Uses walker
- ☐ Uses manual wheelchair
- ☐ Uses power wheelchair
- ☐ Uses bariatric wheelchair
- ☐ Uses service animal
- ☐ Other (specify): _____

Dietary Needs

- ☐ Medications
- ☐ Food Restrictions (specify): _____
- ☐ Diabetic
- ☐ Vegetarian
- ☐ Other (specify): _____

Environmental allergies

- ☐ Need fragrance-free room/participants
- ☐ Need smoke-free room/participants
- ☐ Allergy to dogs
- ☐ Other (specify): _____

Preferred Method of Contact

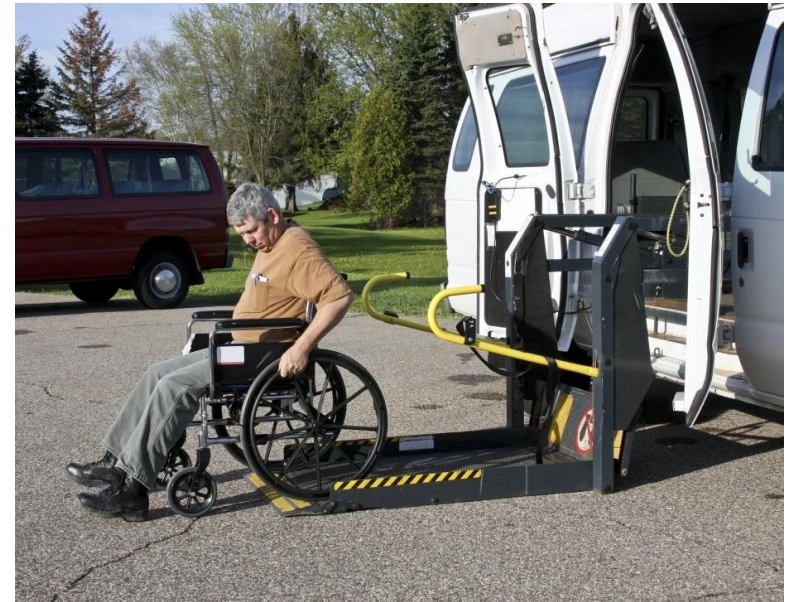
- ☐ Phone
- ☐ Email
- ☐ Text

- ☐ Facebook
- ☐ Other (specify): _____

Other comments:

Planning Ahead - Facilities & Physical Access

- Hold the event where the people are located
- Conduct a site visit ahead of time
- Use an accessibility checklist
- Can non-drivers, including people with mobility aides, get to the site?
- Make sure the curbside drop off site has an accessible route to the workshop site
- Assess: parking, approach and entry



Checklist for Accessibility

Brief Checklist for Accessible CDSM Workshops

Facilities and physical access - conduct visit ahead of time!

Priorities for facility access:

- ☐ Parking, approach, entry: can non drivers get to the site? (including people with mobility aides?)
- ☐ Is the workshop space accessible, with good lighting? Is the room well ventilated? Is there ample space for a person using a mobility aide to navigate? Are there a few empty spaces at tables to make room for people using wheelchairs or scooters
- ☐ Are restrooms accessible?
- ☐ Are the water fountains, pay phones, and other features easy to access?
- ☐ Do emergency evacuation plans take everyone into account?
- ☐ Have you posted logical directional signage in useful locations and at regular intervals?
- ☐ If you are providing transportation, are accessible options available?

Logistics and Recruitment

- ☐ Plan for a Session 0, during which you can meet with your participants as a group sometime before the workshop begins. Make sure this session is accessible and potential participants have multiple ways to get more information (phone, TTY, e-mail, web, etc.)
- ☐ Be aware of constraints around paratransit (Trimet LIFT) – participants with disabilities may not have a say in when they arrive or leave
- ☐ Offer assistance with filling out forms, but do not start the workshop late as a result
- ☐ Avoid early morning events
- ☐ Take scheduled breaks
- ☐ Give clear directions to restrooms and water fountains, avoiding pointing or saying “over there”
- ☐ Promote workshops to disability-related organizations
- ☐ Make flyers and promotional materials available in accessible formats, and include an accessibility statement

Sample accessibility statement:

"If you are deaf or hard of hearing, or are a person with a disability who requires accommodation, please contact [Name of organization or individual responsible for making arrangements] at [Telephone Number], [Fax Number], [Email Address] or [TTY Number] by [Date]"



Facilities and Physical Access

- Look at signage and ease of navigation
- Water fountains, other features
- Make sure that emergency evacuation plans take everyone into account
- Restrooms (maybe on a different floor?)



Workshop room/space

- Accessible route of travel
 - Doors provide at least 32 inches clear width
 - Clear pathway is 36 inches wide
 - Outside and indoors
- Raised tables for people using wheelchairs
 - 28-34 inches above floor
 - Chairs can be moved and are comfortable



Logistics

- Plan for a Session 0/pre-session,
- Offer assistance before the workshop begins, and
- Be aware of constraints around paratransit

Logistics

- Avoid early morning events
- Take scheduled breaks
- Give clear directions to rest rooms and water fountains, avoiding pointing or saying “over there”



Communication

- Living a Healthy Life with Chronic Conditions is available as MP3 (\$19) and CD (\$26) from Bull Publishing – have several available
- Know where to get interpreters, CART reporters (LNS Captioning)
- Prepare staff for TTY and relay calls 7
- Leader Manuals and Master Trainer Manuals can be obtained from Stanford in accessible electronic formats for producing large print and/or Braille



Communication in the Workshop

- Verbalize all agendas, posters and brainstorming
- Invite individuals who identify as hard of hearing and/or with low vision to sit in the front of the room and ensure other participants speak loudly
- Speak slowly and clearly
- Face the participants
 - as much as possible

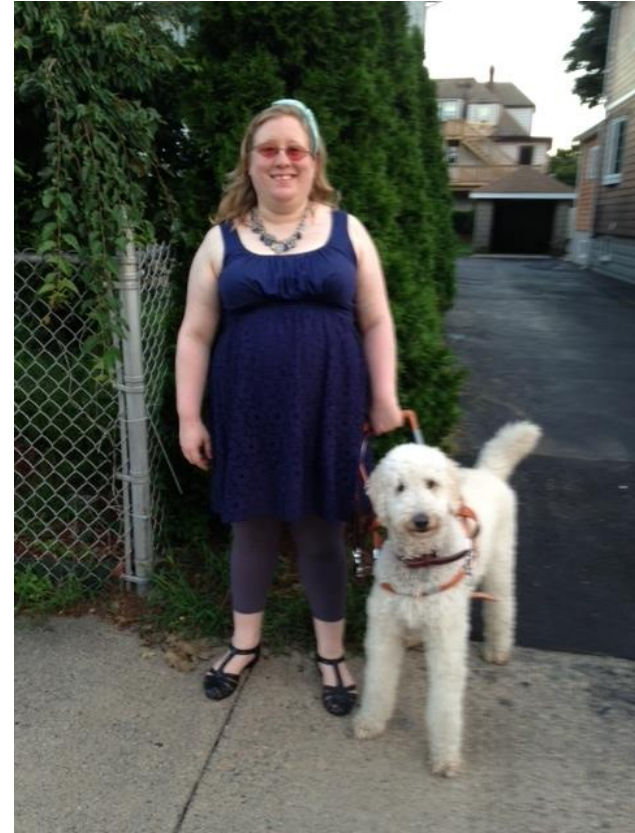


Environment

- Providing refreshments?
- Avoid wearing perfume, cologne or heavily scented products
- Hold workshops in rooms with good ventilation
- Arrange furniture so that there is plenty of room for a person using a mobility aide
- Try to minimize external noises: fans, traffic, simultaneous classes, etc.

Service Animals

- Make sure staff know that service animals are welcome at the workshop.
- Not all service dogs are the same size, breed, or have visible identification.
- Provide trash cans near relief areas.
- Do not distract, pet, feed, or interact with a service animal.



How Can You Be Sure?

1. **OK:** *“Is this a service animal that is required because of a disability?”*
2. **OK:** *“What work or task has the animal been trained to perform for you?”*



FAQ about Service Animals-

https://www.ada.gov/regs2010/service_animal_qa.html

Service Animals and Emotional Support Animals-

<https://adata.org/publication/service-animals-booklet>

Etiquette

- Use appropriate and/or “People First Language”
- Do not make assumptions about preferred format or means of communication – ask them
 - Some older people may not know what to ask for
- Do not ask personal questions without being invited to do so
- Keep an open mind and have fun!

Making inclusivity part of your job

- Inclusivity is not a special way of doing things – incorporate it into your usual processes
- Communication access shouldn't be a surprise cost – make it part of your budget every time
- Look for tax breaks or corporate sponsorships

Resources

- Several tools for planning accessible workshop can be found at: www.ohsu.edu/oodh
- OHSU Public Event Disability Access Accommodation Request Procedure
<http://www.ohsu.edu/xd/about/services/affirmative-action-and-equal-opportunity/policies/upload/PublicEventAccessproc3-06.pdf>
- Accessible Print Materials: Accessible Publication Style Guide <http://www.ohsu.edu/xd/research/centers-institutes/institute-on-development-and-disability/research/upload/Accessible-Publications-Style-Guide.pdf>
- Video by QTAC in NY – How to include participants with disabilities <https://www.youtube.com/watch?v=9VlXapvZq8E>

Resources


- **DOJ Tax Incentives for Businesses**
<http://www.ada.gov/taxincent.htm>
- **National ADA Network - Quick Tips on Tax Incentives**
<https://adata.org/factsheet/quicktips-tax>
- **ADA Accessible Checklists for Site Surveys**
<http://nwadacenter.org/toolkit/accessibility-checklists>
- **A Planning Guide for Making Temporary Events Accessible to People with Disabilities**
<https://adata.org/publication/temporary-events-guide>


Resources - Auxiliary Aids and Services


- **Effective Communication –
Guide to Auxiliary Aids & Services**
<http://adata.org/factsheet/communication>
- **Oregon Relay Program**
<http://www.oregonrelay.com/voice>
711 or 735-1232
- **Accessible Website**
<http://nwadacenter.org/factsheet/accessible-ize-your-website>

NWADA Center Website

nwadacenter.org



Northwest  Center
Providing information, training, and guidance
on the Americans with Disabilities Act to
Alaska, Oregon, and Washington




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Contact Us


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LET'S SEND 2017 OUT WITH A BANG! Join the technical assistance team of the Northeast ADA Center as they review notable events and developments related to the ADA and accessibility from the last year. Register now! goo.gl/1JKkcf #ADA #YearInReview

[Embed](#) [View on Twitter](#)

ADA Technical Assistance - Oregon

**Northwest ADA Center
Oregon Partner**

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www.ohsu.edu/oodhresources



Thank You

