

Access for All

Day 1: Disability, Accessibility, and the
Workforce System



Topics for Today

- Introductions
- Disabilities and Interactions
- Accessibility
- Good and Bad: Accessible and Inaccessible Environments
- Panel discussion
- Assistive Technology, Accommodations, and Etiquette
- Statute and Policy
 - The ADA, the Federal Rehabilitation Act, and the Workforce System

INTRODUCTIONS

Oklahoma ABLE Tech and DRS
Partnership: Access in the Workforce



Workforce OK Employment and Training Association



Oklahoma ABLE Tech

- Oklahoma's Assistive Technology Act Program
- Governor appointed Agency: Oklahoma State University
- Mission is to enhance the provision of, access to, and funding for assistive technology (AT)
- Education, Employment, Community Living
- Partner with Oklahoma Department of Rehabilitation Services (DRS)
- Training and technical assistance
- ABLE Tech "Workforce for All" site: <http://weba.im/76p>



State Activities

- **All Ages...All Disabilities...Statewide**
- Device Demonstration
- Device Short Term Loan
- Device Exchange and Reuse
- Low Interest Bank Loans





AT Device Loan Program

Year One

- Help you to take steps to make Workforce System more accessible
 - Increase household wealth for all
 - Close employment gaps
 - Help put qualified people into the workforce

Activities

- Past
 - Workforce Conference
- Currently under way
 - Academies!
 - Central software accessibility assessment
- Coming up
 - Technology Accessibility Program Review
 - Common built environment, technology barriers
 - Webinars
 - Surveys, technical assistance

DISABILITY AND INTERACTIONS

Building a Foundation



Workforce Utilization

- Age 18-64
 - 34.4% of people with disabilities are employed.
 - 75.1% of people without disabilities are employed.
 - <http://weba.im/6tq>

Median Income

- Median earnings, age 16 and up
 - People with disabilities: \$20,341
 - People without disabilities: \$27,590
 - \$7,249 disparity
 - <http://weba.im/6tr>

Poverty in Oklahoma

- Age 18-64
 - People with disabilities, 89,715 or 28.8 %
 - <http://weba.im/6ts>
 - People without disabilities, 274,868 or 14.2%
 - <http://weba.im/6tt>

- October is National Disability Employment Awareness Month!



Expect. Employ. Empower.

Disabilities

- Disability doesn't mean someone cannot learn, work
- Wide range of disabilities with wide range of impact(s)
- Change interactions, not limit interactions
 - Lack of accessibility limits interactions

General Categories

- Vision
- Hearing
- Mobility
- Cognitive

Vision

- Possibly permanent
 - Color blindness
 - Low vision
 - Total blindness
- Situational or temporary
 - Using smartphone or tablet outside. In July. At noon.
 - Stuck with black and white due to no color ink in the printer

Glasses, Anyone?



[Lake View](#), Chad Cooper, [Creative Commons](#)

Quick Discussion

- Do you notice people with glasses?
- Do you think about people with glasses differently than people without?
- Why or why not?

Glasses on Google

Google

[Web](#) [Shopping](#) [Images](#) [News](#) [Videos](#) [More](#) [Search tools](#)

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Fashion Eyegla

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French designers
Eyeglasses and

Vision Disabilities and Different Interactions

- “How Blind People Use A White Cane”, by Tommy Edison, a.k.a the Blind Film Critic
 - <http://blindfilmcritic.com/archives/3448>
- “How A Blind Person Uses A Computer”, by Tommy Edison
 - <http://www.youtube.com/watch?v=UzffnbBex6c>

Quick Discussion

- How would you give map-based directions to someone who is blind?

Hearing

- Possibly permanent
 - Partial hearing loss
 - Total hearing loss
- Situational or temporary
 - Loud room
 - Bad acoustics
 - Forgot earbuds

Hearing Disabilities and Different Interactions

- “#captionTHIS”
 - <http://www.youtube.com/watch?v=EgSrZ-s3MTY>

Quick Discussion

- How might you communicate with someone who is deaf, if you don't know American Sign Language?

Mobility

- Possibly permanent
 - Limited dexterity
 - Hemiplegia
 - Quadriplegia
- Situational or temporary
 - Broken dominant hand

Mobility Disabilities and Different Interactions

- “Deep Sea Diving...in a Wheelchair”
 - http://www.ted.com/talks/sue_austin_deep_sea_diving_in_a_wheelchair#t-238980

Quick Discussion

- Can someone using a mobility device park their vehicle, approach your building, and navigate inside?
 - Parking?
 - Sidewalks?
 - Counter?
 - Restrooms?
 - Other public areas?

Cognitive

- Possibly permanent
 - Attention Deficit Hyperactivity Disorder
 - Traumatic Brain Injury
 - Dyslexia
- Situational or temporary
 - Booking a flight at 9:00 PM on Friday night after a long week

Cognitive Disabilities and Different Interactions

- “Careers for People with Intellectual Disabilities”
 - <http://www.youtube.com/watch?v=PhPli9KF4Cw>

Quick Discussion

- How might someone with dyslexia handle the reading workload in school?

ACCESSIBILITY

Being Ready for Different Interactions

Perspective



Road closed due to flood water at Coppins Crossing, Gavin Tapp, [Creative Commons](#)

Inaccessible Environments

- More planning
- More time
- More frustration
- May be impossible to overcome



OXO

From the Founder of OXO

- “Why shouldn’t everyone who cooks have comfortable tools?...Universal design stresses the need to make the design of any product or service fit the needs of the broadest spectrum of the populace as possible. Why not a product that makes life more comfortable for everyone.”
-OXO founder Sam Farber

Accessible Environments

- Make the world more convenient for some, possible to navigate for others.
- Keep people with disabilities from having to work several times as hard to achieve the same result.

Attitudes

- Perception vs. reality
- Glass ceilings
- Disability cannot be the reason that someone gets left behind
- Inspiration?
 - http://www.youtube.com/watch?v=SxrS7-I_sMQ
 - (Language at 7:44 mark)

GOOD AND BAD

Accessible and Inaccessible
Environments

Tough Spot



Blocking the Sidewalk, Paul Swansen, Creative Commons

Signs and Counter Height



[Long's Drugs](#), [Liz Henry](#), [Creative Commons](#)

What if I Need to Sit?



[Bank Interior 3D Design](#), [I-5 Design & Manufacture](#), [Creative Commons](#)

Ah, Here I Can Sit Down



End Result, Andrew Whitis, Creative Commons

Inaccessible Fountain



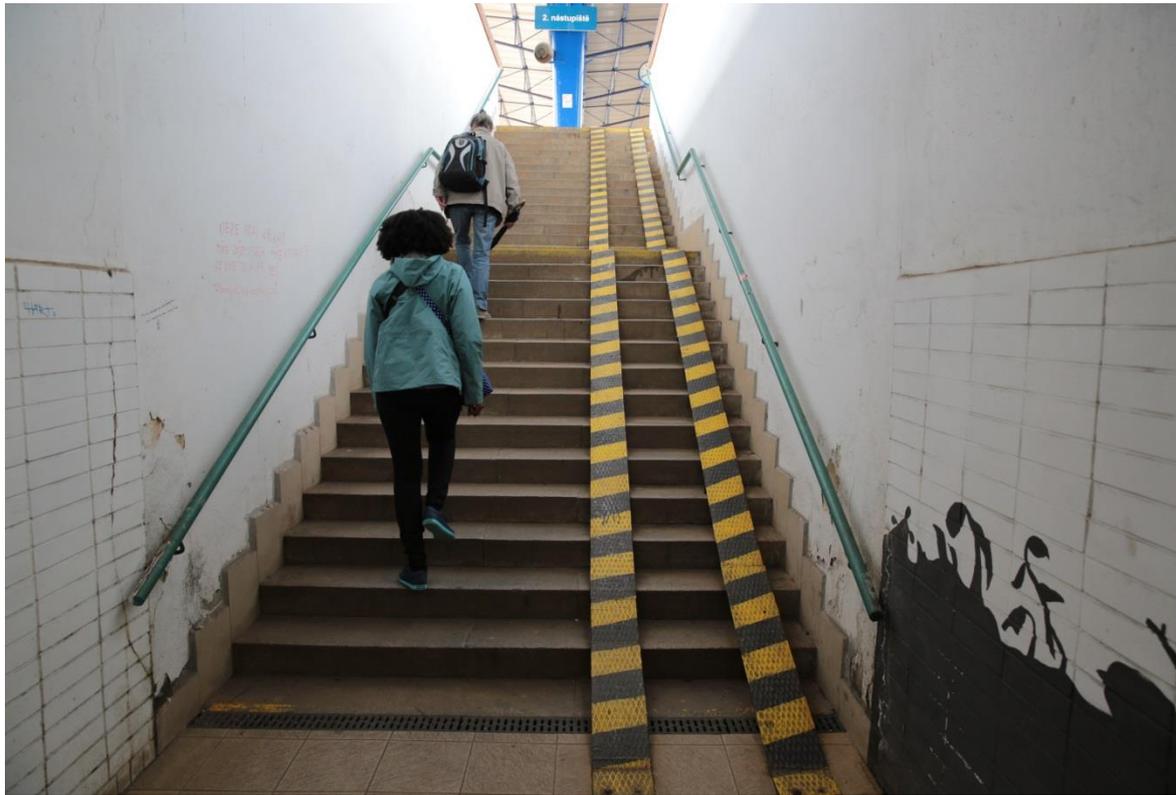
[Drinking Fountain](#), [thestrengthsofcow](#), [Creative Commons](#)

Accessible Fountains



[Drinking Fountains](#), [russellstreet](#), [Creative Commons](#)

Good Luck Using This Ramp



[Wheelchair ramp](#), Chris Waits, [Creative Commons](#)

Safer Ramp



[New Orleans](#), Pam Broviak, [Creative Commons](#)

Curb Cut, But No Sidewalk



5829 Broken Wheelchair Ramp, Kevin Baird, [Creative Commons](#)

Getting Around This is Tough



[Tree with large crown...](#), Horia Varlan, [Creative Commons](#)

I'm Sorry, but...



[But How Do You Get to the Counter?](#), Jesse Scott, [Creative Commons](#)

Self-Assessment

- Parking
 - Accessible spots? On a route to the building?
- Routes to building
 - From drop-off/parking into building? Steps? Slope? Obstruction?
- Doors
 - Wide enough? Usable hardware?
- Bathrooms
 - Accessible fixtures? Accessible stalls?
- Service counter
 - Accessible to someone in wheelchair/sitting?

ASSISTIVE TECHNOLOGY AND ACCOMMODATIONS

Accessible vs. Accommodation

- Accessible: Usable by the most people, with or without accommodations.
 - General, in advance
- Accommodation: Modification of or adjustment of the environment to let qualified person with a disability participate.
 - Individualized, after the fact
 - When accessible is not enough
 - When environment is not accessible enough

Department of Ramps

- Employ people to provide assistance in built environment
- Doesn't exist. Why?
 - Inefficient
 - Ineffective
 - Substantially equivalent access?
 - Same time? Same experience?
 - Not an individual accommodation, but an accessible environment
- We take this approach with technology all the time

Accessible from the Start

- Proactive approach, not reactive
- Factor accessibility in early
 - Building construction planning
 - Building renovation planning
 - Software or web design procurement planning
- Plan for accommodations
 - ABLE Tech AT Device Demo and Loan
 - <http://oec.okstate.edu/loan/>

Accommodations for People with Vision Disabilities

- Closed Circuit TV (CCTV)
 - Magnifies text and images beyond what hand-held magnifier can.
- Alternate Format
 - Large print
 - Braille
- Large print/key keyboard
- Software zoom
- Screen reading software
- Time off for training with service animal, assistive technology
 - <http://askjan.org/media/visi.htm>

Braille Display for People with Vision Disabilities

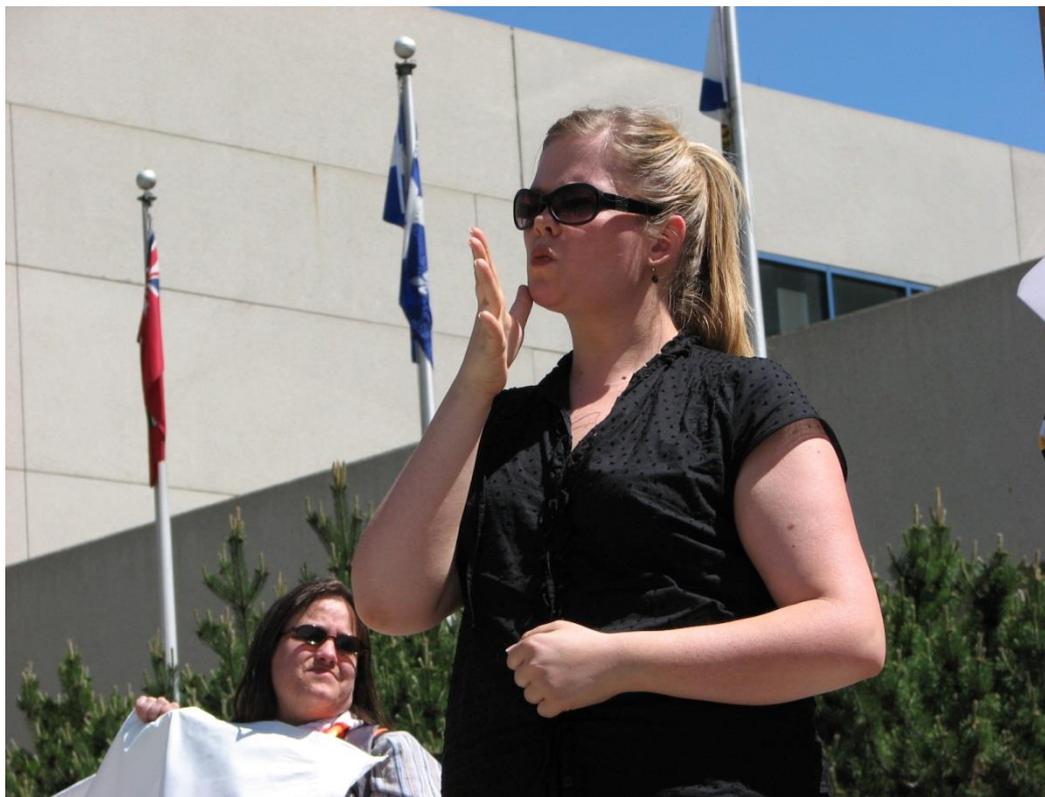


[Braille Terminal/Display](#), Karola Reiger, [Creative Commons](#)

Accommodations for People with Hearing Disabilities

- Sign language interpreter
- Communication Access Real-time Translation (CART) service
- Written/typed communication
 - Text, email, pen and paper
- Speech amplification
- TTY
- Vibrating personal pager
- Face training audience so person who is deaf can read lips
- Provide training material in advance
 - <http://askjan.org/media/deaf.htm>

Sign Interpreter For People with Hearing Disabilities



[Speak Out: Sign language interpretation, Grant Neufeld, Creative Commons](#)

Accommodations for People with Mobility Disabilities

- Allowance for personal attendant
- Service animal
- Allow flex time for transportation
- Telework
- Ergonomics
 - Desk height, keyboard height, integration with wheelchair
 - <http://askjan.org/media/whee.htm>

Threshold Ramp



<http://www.therampepeople.co.uk/wheelchair-ramps/threshold-ramps/aluminium-threshold-ramps>



AT for People with Mobility Disabilities

Accommodations for People with Cognitive Disabilities

- Reduced distractions
- Uninterrupted work time
- Planned breaks
- Provide a mentor
- Allow recording of meetings
 - Provide meeting minutes
- Allow additional time for training
- Alternate format
 - Flow charts, etc.
 - <http://askjan.org/media/eaps/employmentcogEAP.doc>

Hands-on with AT

- Please take a look at some of the equipment that we have today.

STATUTE AND POLICY

The Americans with Disabilities Act and
the Workforce



The Americans with Disabilities Act (ADA)

- Signed into law in 1990
- Revised since
- Protects rights of people with disabilities
 - Employment
 - Public sector
 - Private sector
 - Transportation
- Also protects people associated with people with disabilities

Disability According to the ADA

- “...with respect to an individual, a physical or mental impairment that **substantially limits one or more of the major life activities** of such individual; a **record of such an impairment**; or **being regarded as having such an impairment.**”

Major Life Activities

- “...functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.”

- orthopedic
- visual
- speech and hearing impairments
- cerebral palsy
- epilepsy
- muscular dystrophy
- multiple sclerosis
- cancer
- heart disease
- diabetes
- mental retardation
- emotional illness
- specific learning disabilities
- HIV disease (whether symptomatic or asymptomatic)
- tuberculosis
- drug addiction
- alcoholism

Physical or Mental Disabilities

Regarded as Having an Impairment

- (i) Has a physical or mental impairment that does not substantially limit major life activities but that is treated by a public entity as constituting such a limitation;
- (ii) Has a physical or mental impairment that substantially limits major life activities only as a result of the attitudes of others toward such impairment; or
- (iii) Has none of the impairments defined in paragraph (1) of this definition but is treated by a public entity as having such an impairment.

ADA Revisions

- ADA Amendments Act of 2008
 - Broadened definition of disability
 - Goal is to afford more protection to people with disabilities
- ADA 2010 Guidelines
 - Updated for the built environment

Title I: Employment

- Prevent discrimination against qualified people with disabilities in employment
 - Private employers with 15 or more employees
 - State and local governments
 - Employment agencies
 - Labor unions
- Protects all aspects of employment
 - Recruiting, advertising, application, tenure, leave, benefits, etc.
- With or without an accommodation

Undue Hardship

- Relevant to providing accommodations
- Accommodation that requires “significant difficulty or expense”
- Bar is higher for larger employer, generally

Qualified

- Can the person perform the essential functions of the job?
 - Yes? Qualified
 - No? Not qualified
- But, pay attention to job descriptions
 - Are “essential functions” really essential?
- Title I is not affirmative action
 - Apply tests for essential functions fairly
 - May need to provide accommodations even during hiring

Quick Discussion

- Can someone that cannot use their hands be qualified to work in word processing?

Essential Job Function

- Typing test requirement: 75 words per minute (wpm)
 - Person without disability types 78 wpm
 - Person with disability types 50 wpm with accommodation
- Who do we hire?

Medical Testing

- Can't ask for medical test before making offer
- Can talk about ability to perform job functions
- May not put condition on job offer requiring person with a disability pass a medical test
 - Unless same requirement applies to everyone
- After test, can't pass on person with disability because test reveals a disability.
 - Unless hiring would cause "direct threat" in workplace that cannot be removed with accommodation

Self-identification

- Cannot ask about disability until after offer is made
 - Similar to medical testing
 - Must ask same questions of everyone
 - Do you have a disability which would interfere with your ability to perform the job?
 - What prescription drugs are you currently taking?
- Can ask about disability if another law requires it
 - Federal contractors can invite self-identification if covered by Section 503, which has affirmative action goals

Reasonable Accommodations

- Qualified individual
- Known disability
- Not required for someone to be protected by ADA
- Not in case of undue hardship
 - Significant difficulty or expense
 - Fundamental alteration

Title I Frequently Asked Questions

<https://adata.org/publication/americans-disabilities-act-faq#Employment>

Title II: State and Local Governments

- Prevents discrimination against qualified people with disabilities in programs, activities, and services of public entities.
 - State and local government
 - Public transportation
- Sets a high bar, but is flexible

Title II and Undue Burden, Alteration

- Access to program(s) is protected
- Cannot cause undue burden
- Cannot cause fundamental alteration
 - Still must provide as equivalent of an experience as possible

Discussion: Programs, Services, Activities

- What programs, services, or activities do you provide?
- How do you provide these?



[The Olympics have Long Gone](#), Michael Coughlin,
[Creative Commons](#)



[Service desk](#), Paul Stainthorp, [Creative Commons](#)

Provided In Person

Provided Through Technology



[The Cat and My Computer](#), Nick Perla, [Creative Commons](#)

Title II Organizations

- Look at what we do for everyone
 - Don't discriminate against people with disabilities
 - Look at overall access to programs, services, activities
 - How can you still provide access to programs on the second floor of a building without an elevator?

Title III: Places of Public Accommodations

- Private sector organizations
- Open to public
- “Readily Achievable”
- Programs, services, and activities
- Cannot cause undue burden
 - Bar is higher for larger organizations, usually
- Cannot cause fundamental alteration

Effective Communication

- Give “primary consideration” to preference of person with a disability.
- “Effective” is key word
- If undue burden, then still must provide next best effective communication method

Practicing Effective Communication

- Be patient
- Talk to the person you're talking to
- Can be straightforward: use pen and paper, texting
- Weigh complexity
- Provide auxiliary aids

Auxiliary Aids

- Help to communicate with people with communication disabilities
 - Vision
 - Hearing
 - Speech
- More on Effective Communication
 - <http://www.ada.gov/effective-comm.htm>

Auxiliary Aids for Vision

- Qualified reader
- Large print
- Braille
- Accessible electronic format
- Audio recording

Auxiliary Aids for Hearing

- Qualified notetaker
- Sign language interpreter
- Real time captioning
- Written material

Auxiliary Aids for Speech

- Qualified translator
- Time allowance
- Ask for repetition

Technology and the ADA

- Remember, ADA protects access to programs, effective communication
 - Programs often offered through technology
 - Technology as communication medium
- Asked to make technology accessible from the start

Service Animals and the ADA

- Dogs only thing covered specifically under ADA
 - Seeing mini, mini ponies used
- Ask “is it a service animal required to help with a disability?” and “what work or task does it do for you?”
 - Can’t ask more
- Don’t play with or pet service animals when they’re working.

The ADA does...

- Protect all phases of employment
- Protect access to the programs, services, and activities provided by the state and municipal governments
- Protect access to the services and activities provided by “places of public accommodation”
- Include technology as used to provide any of the above
- Create an environment where people with disabilities are guaranteed the same opportunities
- Aim to increase independence

The ADA does not...

- Create an unfair advantage in any phase of employment
- Create unfair access to the services and activities provided by the state and municipal governments
- Create unfair access to the services and activities provided by “places of public accommodation”
- Specify standards to use when evaluating technology accessibility
- Create an environment where people with disabilities are guaranteed positive outcomes

Rehabilitation Act

- Applies to Federal Government, contractors
- Section 503
 - Employment
- Section 504
 - Programmatic access
- Section 508
 - Technology standards

Section 503 Changes

- Effective March, 2014
 - 7% workforce utilization goal, across the enterprise
 - Data collection
 - Self identification

Section 508

- Provides standards for accessible web, software, other technology
- Often adopted, modified by states
 - Oklahoma Electronic and Information Technology Accessibility statute, 2005
- Remember that the ADA applies to technology we use

Thank You!

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<http://weba.im/76p>

Oklahoma ABLE Tech

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@OKABLEtech on Twitter

