

Removing Barriers and Advancing Universal Access
Part 2: Developing an ADA Compliance Plan for Government
Agencies

Washington State DEI Summit 2020

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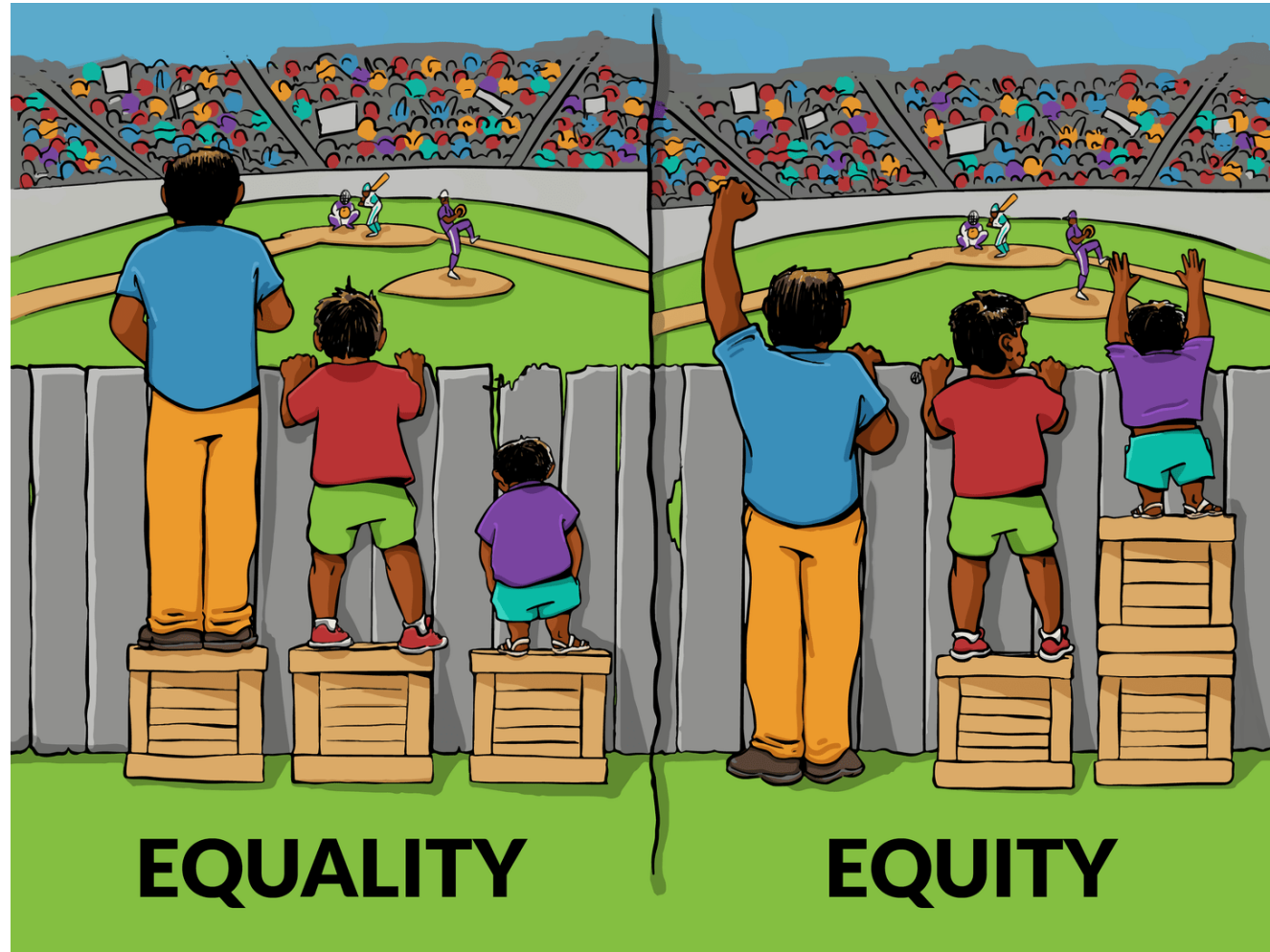
Chief, Access & Inclusion Planning

Office of Diversity & Inclusion

Washington State Department of Social & Health Services (DSHS)



Are access and inclusion demonstrated in these illustrations?



Session Overview

Legal Authority

Business Case

5 ADA Compliance
Plan Best Practices

Barriers

Access & Inclusion
Culture, Stakeholder
Ownership, and
Accountability

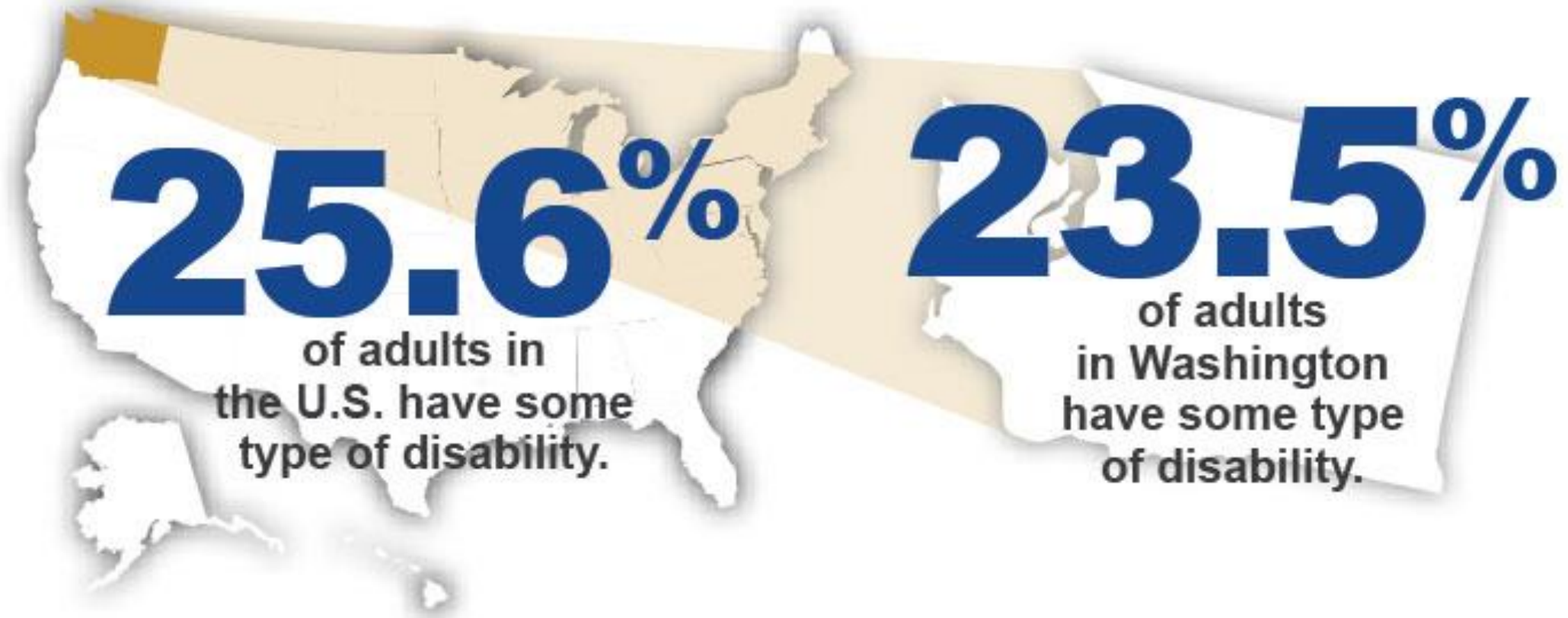
Key Terms

- Americans with Disabilities Act of 1990 (ADA)
- ADA Title I
- ADA Title II
- Auxiliary aids and services
- Program Accessibility (ADA Title II)
- 2010 ADA Standards for Accessible Design
- Title II ADA Coordinator(s)

Major Legal Authorities to Know

- ADA Title I and Title II
- 2010 ADA Standards for Accessible Design
- Equal Employment Opportunity Commission (EEOC) ADA Title I Regulations
- U.S. Department of Justice ADA Title II Regulations
- Section 504 of the Rehabilitation Act of 1973 (“Section 504”)
- Sections of the Patient Protection and Affordable Care Act (“ACA”) if applicable, particularly Section 1557.
- Chapter 49.60 RCW (“Washington State Law Against Discrimination”)
- Washington State Office of the Chief Information Officer (OCIO) Policy #188
- *Olmstead v. L.C.*, 527 U.S. 581 (1999).

Business Case





Accenture's internal disability champions network of more than 16,000 employees worldwide helps colleagues feel included at work.

A Market Worth Targeting

The U.S. Office of Disability Employment Policy categorizes persons with disabilities as the third-largest market segment in the U.S., after Hispanics and African-Americans. The discretionary income for working-age persons with disabilities is \$21 billion—greater than that of the African-American and Hispanic segments combined.²

Getting to Equal: The Disability Inclusion Advantage

A Research Report
produced jointly by
Accenture, Disability:IN,
and American
Association of People
with Disabilities

Best Practice 1: Dedicated ADA Coordinator(s)



Best Practice 2: Conduct a Self-Evaluation of Services, Policies, Practices, and Effects

2019 DSHS Americans with Disabilities Act (ADA) Self-Evaluation Checklist

Updated 1/22/2019


Administration/Subdivision Name: [Click or tap here to enter text.](#)

| Questions | Responses |
|---|--|
| | |
| <p>3. Is primary consideration given to the requests of the individual with disabilities when determining what type of auxiliary aid and service is necessary?</p> | <p>Choose an item.</p> |
| | <p>Notes and/or recommended solutions:</p> |
| <p>4. Is information about how to make a request for auxiliary aids and services provided in multiple formats (e.g. Braille, large print, audio, email, HTML website)?</p> <p>If "Yes," please indicate which formats in the notes section.</p> | <p>Choose an item.</p> |
| | <p>Notes and/or recommended solutions:</p> |
| <p>5. Is closed captioning available for videos shown and produced by DSHS?</p> | <p>Choose an item.</p> |
| | <p>Notes and/or recommended solutions:</p> |

Best Practice 3: Conduct a Self-Evaluation of Facilities

ADA Checklist for Existing Facilities

Priority 1 – Approach & Entrance

| Entrance | | | | |
|---|---|--|--------------------------------------|--|
| <p>1.37 Is the main entrance accessible?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | | <p>Photo #: <input type="text"/></p> | <ul style="list-style-type: none"> • Redesign to make it accessible • <input type="text"/> • <input type="text"/> |
| <p>1.38 If the main entrance is not accessible, is there an alternative accessible entrance?</p> <p>Can the alternative accessible entrance be used independently and during the same hours as the main entrance?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |  | <p>Photo #: <input type="text"/></p> | <ul style="list-style-type: none"> • Designate an entrance and make it accessible • Ensure that accessible entrance can be used independently and during the same hours as the main entrance • <input type="text"/> |

Best Practice 4: Stakeholder Ownership



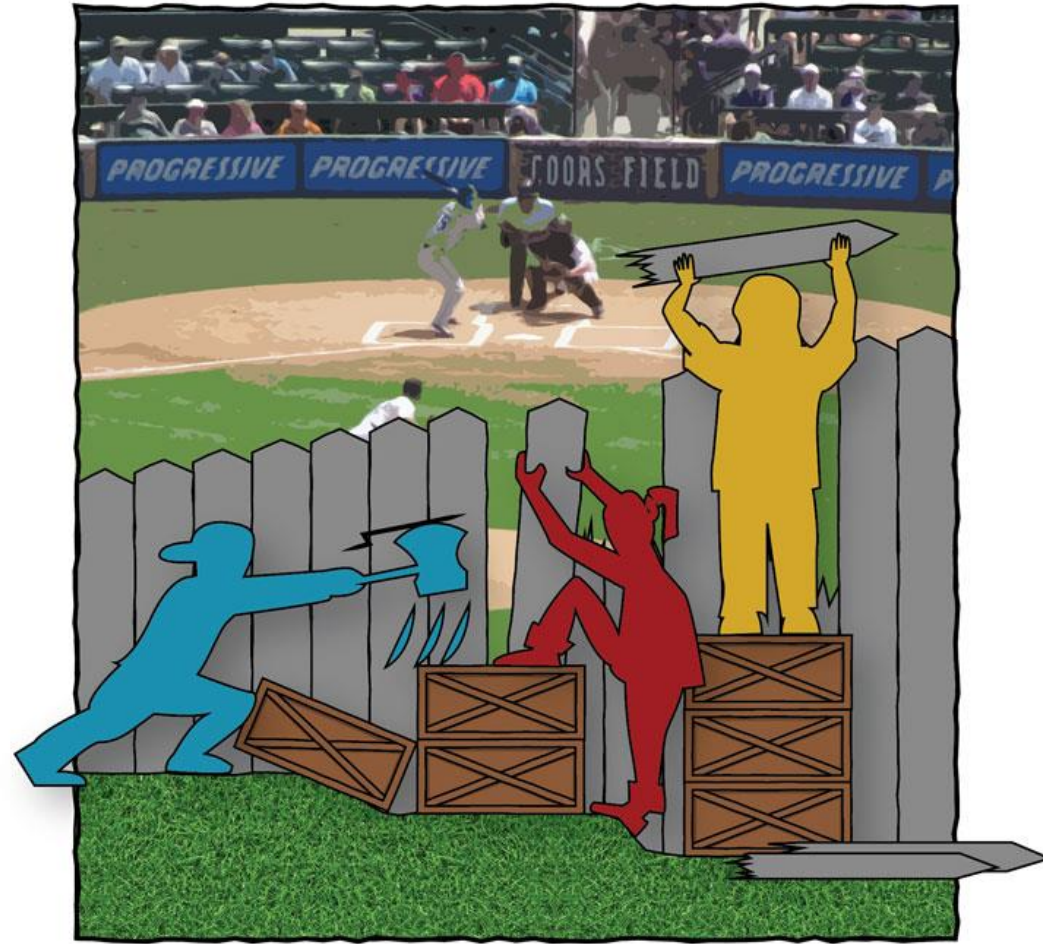
Best Practice 5: Build in Accountability Measures



Discussion

- What are possible barriers to successful development and implementation of an ADA Compliance Plan for your agency?
- What can you do to help remove or overcome these barriers?

Access & Inclusion Culture



JUSTICE

Image Source: www.culturalorganizing.org

Universal Design and Applications for Access & Inclusion Policy Planning

The Principles of Universal Design

The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

- 1 Equitable Use**
The design is useful and marketable to people with diverse abilities.
Planned door with sensors is convenient for all shoppers, especially those with a cart.
- 2 Flexibility in Use**
The design accommodates a wide range of individual preferences and abilities.
Hand opening allows either right or left hand to operate the door.
- 3 Simple and Intuitive Use**
Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or education level.
Public emergency exit doors with emergency egress buttons are an example of simple, intuitive design.
- 4 Perceptible Information**
The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
Large print volume is visible to users with either hand (additional illustration) between fingers in highly repetitive tasks.
- 5 Tolerance for Error**
The design minimizes hazards and the adverse consequences of accidental or unintended actions.
A sequential step trigger on a rail gun requires the user to access the safety before pulling the trigger, minimizing accidents that occur when a user accidentally hits an adjacent gun while pulling the trigger.
- 6 Low Physical Effort**
The design can be used efficiently and comfortably and with a minimum of fatigue.
Small bumps on a cell phone keypad tell the user where important keys are without requiring the user to look at the keys.
- 7 Size and Space for Approach and Use**
Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.
Small bumps on a cell phone keypad tell the user where important keys are without requiring the user to look at the keys.

Center for Universal Design
at NC State
Web: design.ncsu.edu/cud | Email: cud@ncsu.edu

[Image Source](#)
[Center for Universal Design](#)

Resources

- [U.S. Department of Justice Title II Technical Assistance Manual](#)
- [U.S. Department of Justice ADA Best Practices Tool Kit for State and Local Governments](#)
- [American Bar Association Commission on Disability Rights Planning Accessible Meetings and Events Toolkit](#)
- [Ohio Department of Transportation ADA Transition Plan Template](#)
- [Disability Equality Index](#)
- [ADA National Network ADA Checklist for Existing Facilities](#)

Questions? Comments?

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Transforming
Lives

