Meeting Accessibility and the ADA

Stacy Hart, ADA Training and Information Specialist

New England ADA Center
Institute for Human Centered Design
560 Harrison Ave. Boston, MA

800-949-4232 (New England only)
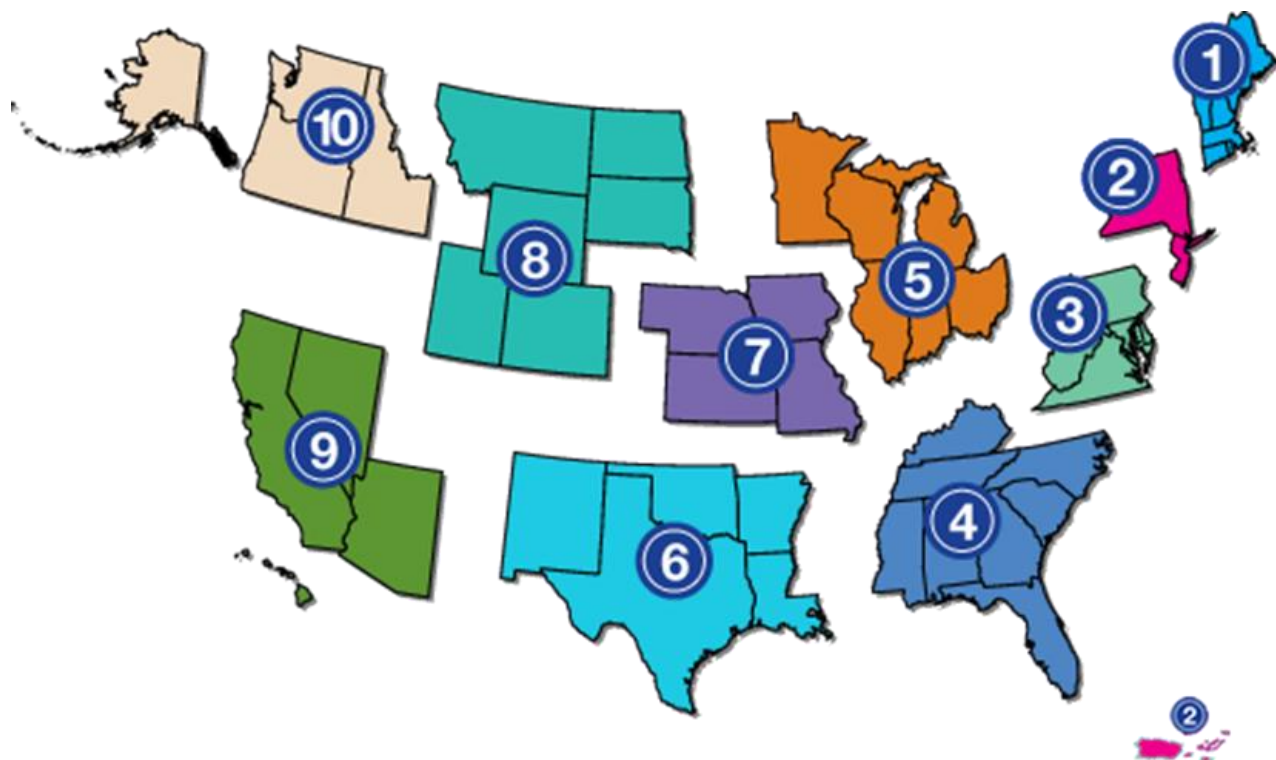617-695-0085
ADAinfo@ihcdesign.org

Feedback Survey
https://www.surveymonkey.com/r/G2DCNPH

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NESCAUM

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.

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Institute for Human Centered Design

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.
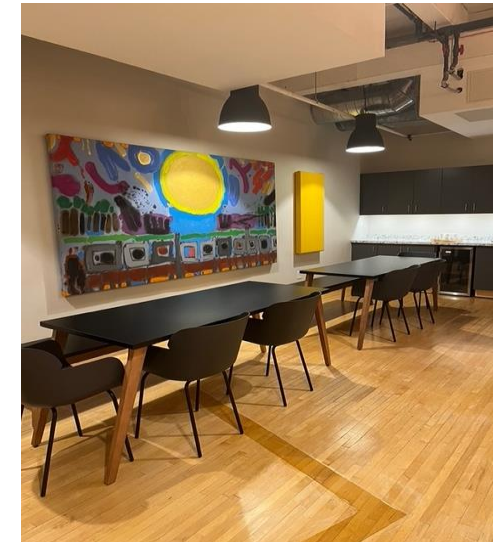
Agenda

ADA Considerations for All meetings
- Promotion and registration
- Requesting an accommodation
- Considerations during the event

ADA Considerations for Virtual Meetings
- Platforms
- Effective communication

ADA Considerations for In-person meetings
- Facility or room selection and set-up
- Effective communication considerations
- Reasonable modifications
- Etiquette and policies
- ADA basics, Disability data, About us

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ADA BASICS, DISABILITY DATA, AND ABOUT US:
Americans with Disabilities Act

July 26, 1990
President George H. Bush Signing the ADA

Provide a clear and comprehensive national mandate for the elimination of discrimination against people with disabilities

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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

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General Nondiscrimination

- Ensure an equal opportunity to participate and benefit in the most integrated setting possible

- Prohibit exclusion, segregation, and unequal treatment

- Prohibit eligibility criteria that screen out persons with disability unless criteria are necessary

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Things to Think About

- Purpose of the meeting, event or conference?
- Who will be participating?
- Number of people?
- Location-in person/onsite, virtual or some combination?

nglandADA.org

ALL MEETINGS:
Promotion and Registration

Event information:

- Virtual or in-person: be clear on the type of event
- Description of event with location, environmental conditions, services available, etc.
- Directions/Parking – distance to facility, accessible routes
- Public transportation options
- Contact person for accommodation request

Questions to include on registration:

- Do you require an accommodation or special assistance due to a disability?
- Do you have a unique dietary need due to a medical condition?

ALL MEETINGS:
Promotion and Registration

Have a clear policy that states service animals are allowed.

Event information:

- Policy statements (more for in-person events):

  - Service animals welcome

  - Scent free: promotional information could make it clear that an in-person event is fragrance-free
    Example: "Please refrain from wearing perfume, cologne or other scented products in consideration of people with multiple chemical sensitivity and allergies."

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ALL MEETINGS:
Promotion and Registration

Event information:

- Program details: be clear on the details of the meetings and agenda

  the use of break-out rooms or break-out sessions
    - Consider providing agendas in advance

Promotion and Registration

- Use multiple methods of registration

Online

- If no mouse, can tab through?

- Be able to submit a form with the Enter key, not just a mouse click.

- Describe what hitting 'Enter' means beyond click here.

- Avoid flash

Paper submission – mail/fax/email

- Contain all same information as online

- Accessible pdf

Phone/Text submission

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ALL MEETINGS:
Know Before You Go

- Use multiple methods: website, email, social media

- Facility accessibility

- Local information

- Local temperatures

- Reconfirm meeting location, times

- Provide directions, parking, and public transportation options

- Add any updates

- Include assistance information again

ACCOMMODATIONS ALL MEETINGS:
General Nondiscrimination

Effective Communication

Must provide "auxiliary aids and services" if necessary to ensure effective communication.

ALL MEETINGS:
Arranging accommodations, Auxiliary Aids and Services

- Designate contact for accommodations:

  - Appoint a person to be the contact for meeting accommodations

  - Provide contact information

Email or phone numbers will be important for someone to make an accommodation request.

ALL MEETINGS:
Arranging Auxiliary Aids and Services

Questions to ask yourself:

- How do people make requests for auxiliary aids and services?

- Is the process clearly communicated?

- Does staff know how to arrange for auxiliary aids and services?

- Have contracts for interpreters, CART, and captioning been set up ahead of time?

- Has the equipment been checked and does it work?

ALL MEETINGS:
Choosing an Auxiliary Aid or Service

- **Give primary consideration to the request of individual**

- To be effective, auxiliary aids and services must be provided in accessible formats, in a timely manner, and in a way as to protect the privacy and independence of the individual

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ALL MEETINGS:
Choosing an Auxiliary Aid or Service

- Individual's communication method

- Nature, length and complexity of communication

- Context that the communication is taking place

ALL MEETINGS:
Auxiliary Aids and Services Undue Burden

- Not required if they would result in undue financial or administrative burden.

- Consider all resources available for funding and operation of the service, program, or activity.

- Written statement by head of public entity or designee of the reasons for reaching that conclusion.

Accommodation Timelines

1. Is the state organization allowed to have timelines?

2. Can the person with the disability be charged for the cost of the auxiliary aid?

ALL MEETINGS:
Accommodations timelines

- Leave time to make arrangements
  - Captioning, sign language interpreting
  - Computer Aided Real-time Transcription
- Be prepared to make last minute accommodations if possible

Timelines are okay, but cannot be set in stone.

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Considerations during the event

- Staff training

  - Ensure staff know the facility amenities or how to assist people with disabilities

  - Ensure there is someone that can manage the technology

  - Disability etiquette – proper terminology

  - Contacts – for facility or event questions

ALL MEETINGS:
Considerations during the event

- Clear directions and expectations

  - Meeting etiquette – how the meeting should run

ALL MEETINGS:
Disability Etiquette and Terminology

"Handicap"

is out

"Disability"

is in

No-no's

- Handicapped
- Victim
- Crippled
- Wheelchair-bound
- Confined to a wheelchair

ALL MEETINGS:
Disability Etiquette and Terminology

Different Opinions – Person v. Identity First

Person First Language:

"Person with a disability" instead of "disabled person"

"Person with diabetes" instead of "diabetic"

Identity First Language:

"Autistic" rather than "person with autism"

ALL MEETINGS:
Etiquette and Directions

Provide clear directions (in-person and virtual):

- Introduce self when speaking

- Describe self

- Describe the format – example: speaker and questions

- Presentations on screen should be described including the images

ALL MEETINGS:
Etiquette and Directions

Provide clear directions (in-person):

- Use microphones and make sure the microphone is connected to virtual platform (if hybrid)
  - Be sure to have Assistive Listening Devices available upon request
- Emergency exits – where to go in case of emergency
- Point of contact – for facility or event questions

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Multiple ways to navigate Electronic Information

Screen Reader
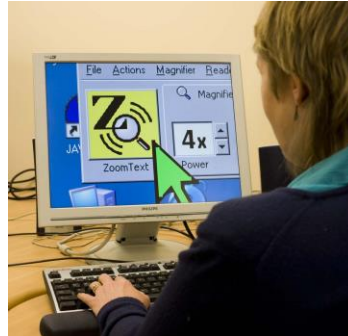
Screen Magnifier

Speech-to-text

Keyboard Only
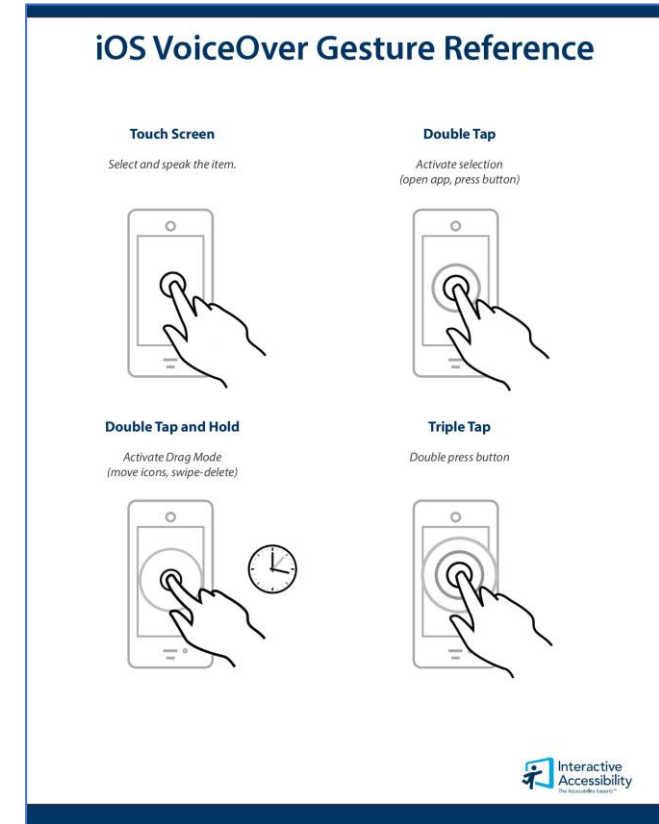
Gesture-based navigation

http://online.anyflip.com/tfyo/kfff/mobile/index.html#p=1

Overview: Accessible Documents for All

Visual Impairments: A document is accessible to a user with visual impairments if they can understand the document's overall structure, access and understand all text, access descriptions of all graphics, understand and navigate elements such as tables, and interact with any input fields.

Cognitive Impairments: A document is accessible to a user with cognitive disabilities if they can understand the document's overall structure, read and understand the key elements of the documents content.

Mobility Impairments: A document is accessible to a user with mobility impairments such as someone unable to use a mouse if they can navigate and interact with any elements in the document without being required to use a specific device or tool.

General Guidelines

- Create well-structured documents; using the built-in formatting elements

- Provide text alternatives for images and graphics

- Ensure that all text has strong contrast with the background color

- Avoid colored text

- Use correctly formatted tables

- Provide unique hyperlink labels

- Enable documents to be converted to other formats

General Guidelines

- Animation should almost always be **user controlled** or **very short in duration**.

- As with text, color must not be used as the sole means of conveying meaning or content.

- If the same visual presentation can be made using text alone, an image should not be used to present that text.

- Make sure images are high enough resolution that users can zoom in and still read the text.

Microsoft Word Guidelines

- Use the formatting feature for creating numbered and bulleted lists.

- Ensure that font size is sufficient, usually 12 points or more.

- Provide sufficient contrast.

- Don't use color as the only way to convey content.

- Use the columns formatting tool instead of creating tables or columns by hand or by using the Tab key.

- Provide a table of contents, especially for long documents. If you have a good heading structure, creating a table of contents is easy.

- Use simple language.

- Make sure the Document Properties are filled out (author, title etc.)

- Ensure the file is saved in a format that most of your users can access: don't assume everyone has the latest version of Word.

- Do not use spaces in the file name, some screen readers can not detect the files with spaces

Microsoft PowerPoint

- Ensure that font size is sufficient. A good rule of thumb is not be less than 24pt.

- Provide sufficient contrast. If your presentation will be viewed on a projector, sometimes the contrast needs to be even more pronounced.

- Do not use color as the only way to convey content.

- Avoid automatic slide transitions.

- Use simple slide transitions when possible. Complex transitions can be distracting.

- Use simple language.

- Check reading order of text boxes that are not part of the native slide layout. They are usually the last thing read by a screen reader.

Microsoft PowerPoint

- If you have embedded video, ensure that the video is captioned, and that the player controls are accessible.

- If you have embedded audio, ensure a transcript is included.

- If your slides contain animations, ensure that they are brief and do not distract from the most important content on the page.

- Remember that information in the Notes panel may not be accessible by a screen reader

Resource: https://support.microsoft.com/en-us/office/make-your-powerpoint-presentations-accessible-to-people-with-disabilities-6f7772b2-2f33-4bd2-8ca7-dae3b2b3ef25#bkmk_macreadingorderpane&PickTab=Windows

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END: ADA Considerations for All Meetings

QUESTIONS?

NEXT:
ADA Considerations for Virtual Meetings

ADA Considerations for Virtual Meetings

- **Platforms**
  - Functions, compatibility, call-in options

- **Effective communication**
  - Materials, sign language interpreters, captioning

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VIRTUAL MEETINGS:
Platforms

- Know the functions: be sure to assess built-in accessibility features and functions

- Difference between meetings and webinars

- Compatible with screen readers: be sure platform and functions are compatible with screen readers

- Chat functions can be disruptive

- Be sure call in options are provided

- Shared screen content is not accessible for screen readers

VIRTUAL MEETINGS:
People Who are Blind May Use Screen Reading Technology

With audio output

With refreshable Braille

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EFFECTIVE COMMUNICATION VIRTUAL MEETINGS:
Materials in Accessible Formats

Material Must Be in a Format that can be Read by Screen Reader Software

- Word document IF formatted to be accessible
- Text document
- HTML IF formatted to be accessible
- PDF IF formatted to be accessible (the most tricky)

Provide upon request

Send content through email

A thumb drive to provide people with information

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EFFECTIVE COMMUNICATION VIRTUAL MEETINGS:
The Interpreter Needs to be Qualified

Screenshot of a U.S. Access Board webinar that incorporated a sign language interpreter.

Qualified:

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

EFFECTIVE COMMUNICATION VIRTUAL MEETINGS:
Captioning

Captions can help all attendees
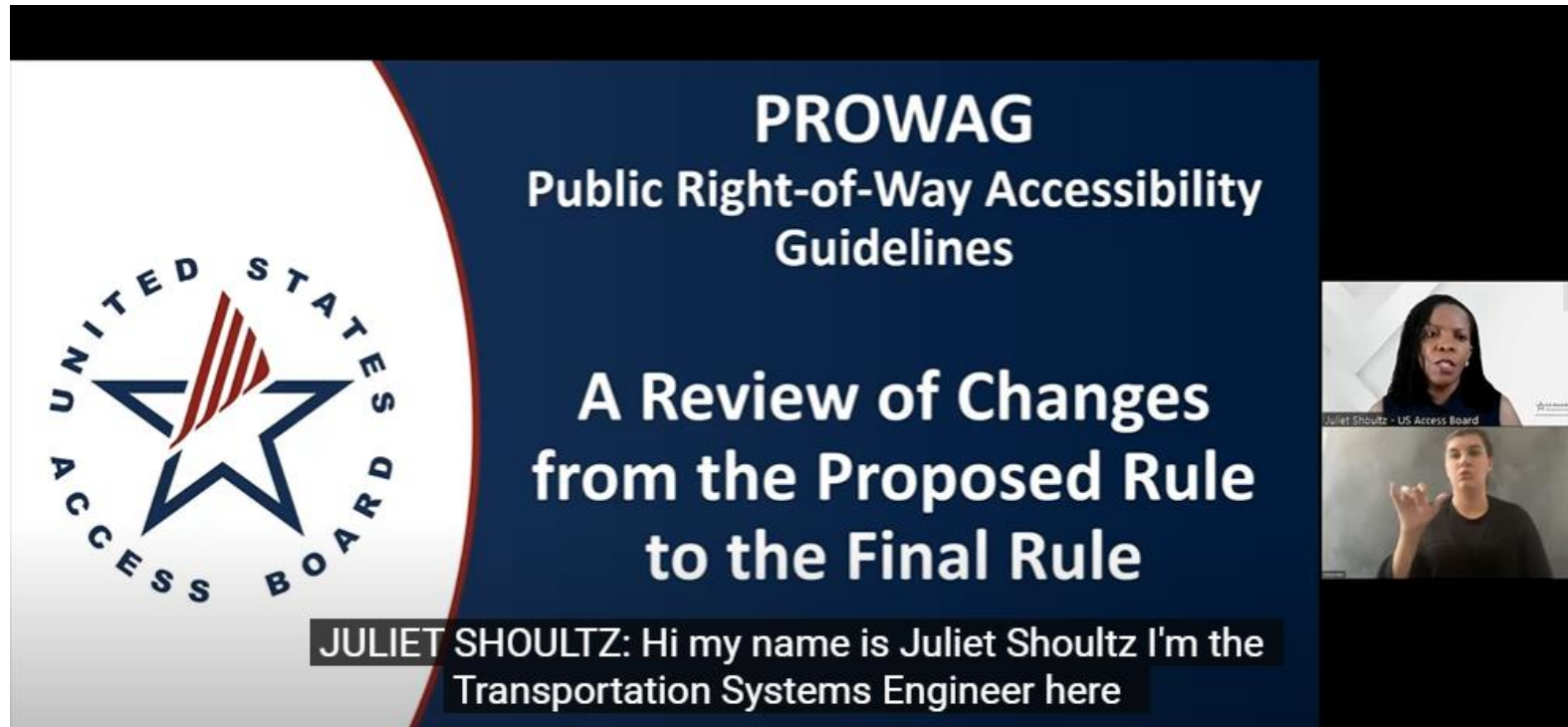
- Incorporate the captioner into the virtual meeting
  - Be sure set up properly before start of event

- Captioned events can result in a speedier release of an accessible recording.

EFFECTIVE COMMUNICATION VIRTUAL MEETINGS:
Closed or Open Captions on Video Content

Videos shared or used in a meeting should include captions for effective communication.

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END: ADA Considerations for Virtual Meetings

QUESTIONS?

NEXT:
ADA Considerations for In-person Meetings
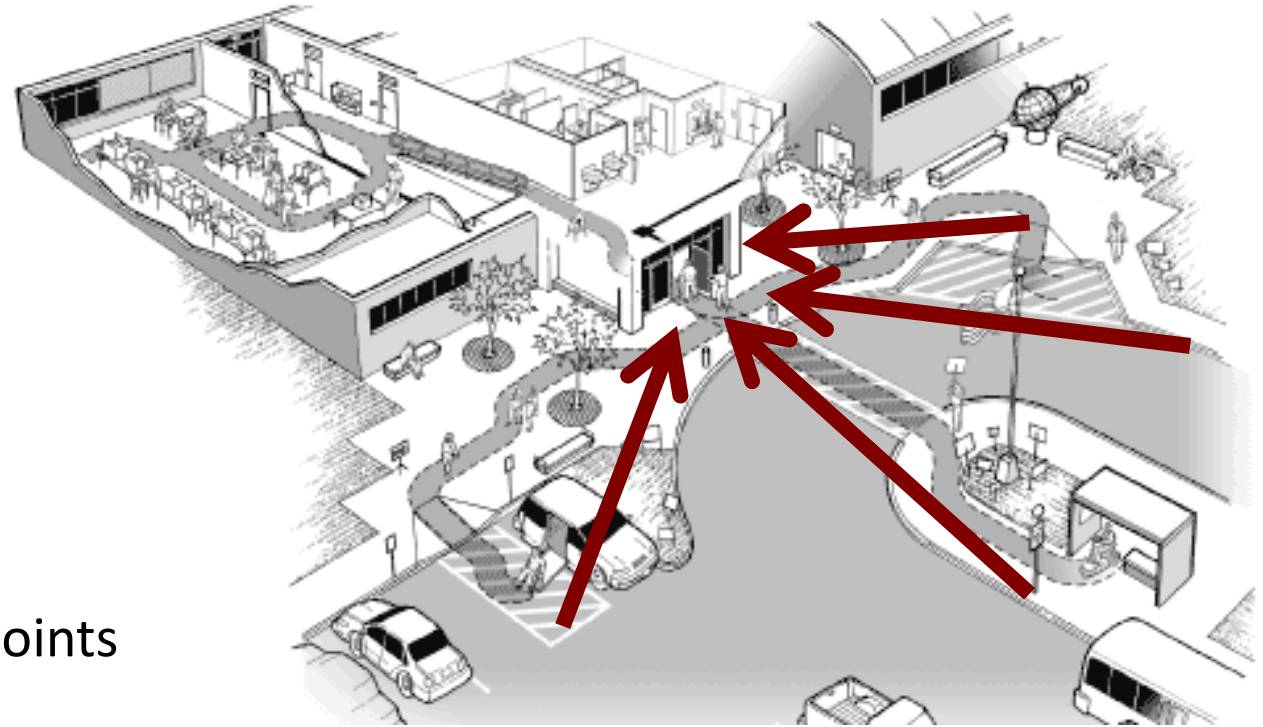
ADA Considerations for In-person Meetings

- **Facility or room selection and set-up**

  - **Effective communication**
    - Auxiliary aids and services

    - **Communication considerations**
      - For people who are blind or low vision, deaf or hard of hearing, speech disabilities

- **Etiquette and policies**
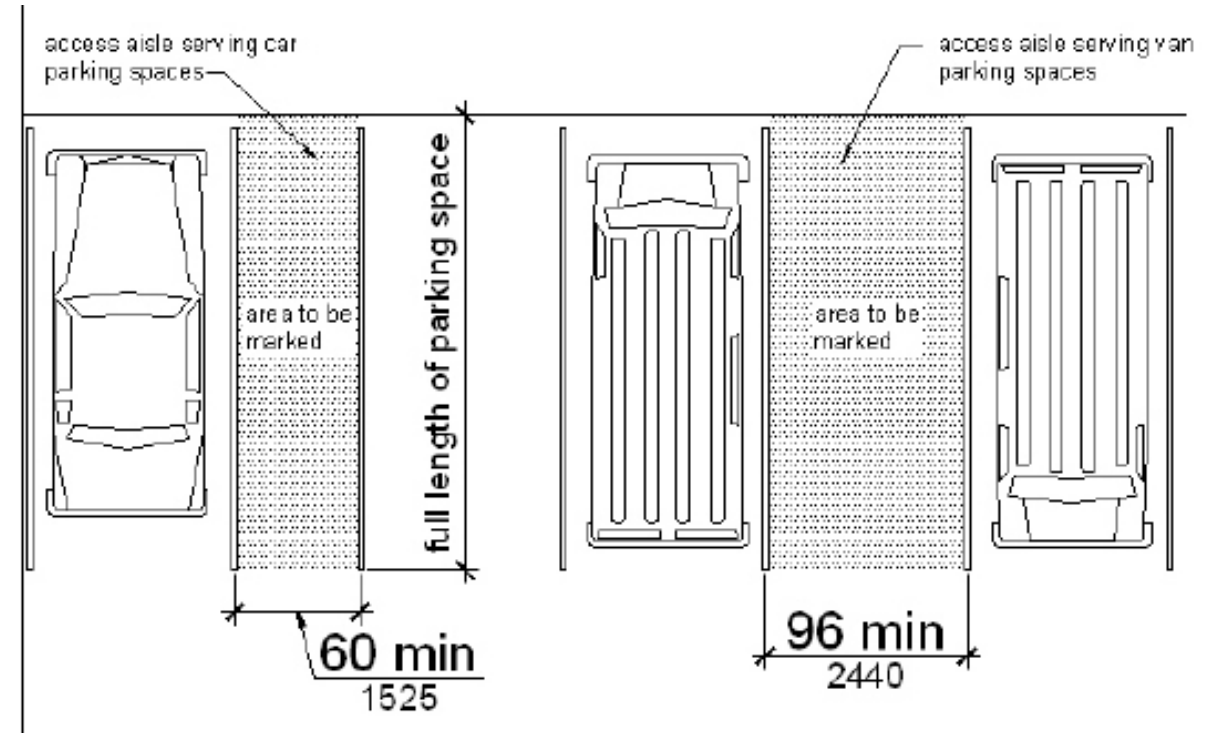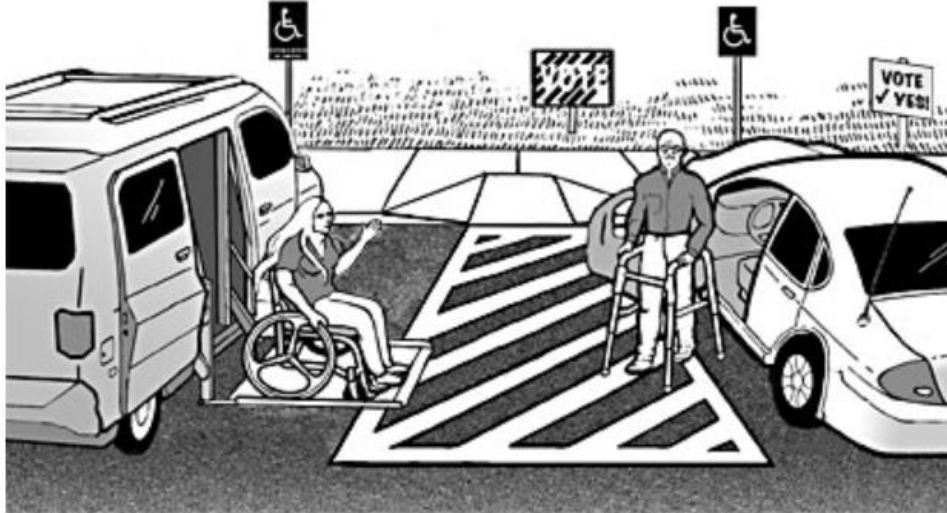 - Service animals, effective communication

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IN-PERSON MEETINGS:
Facility or room selection

- Do a site visit

- Getting there
  - Site arrival points and parking

- Getting in
  - Accessible routes from the site arrival points

- Getting to the activity or service
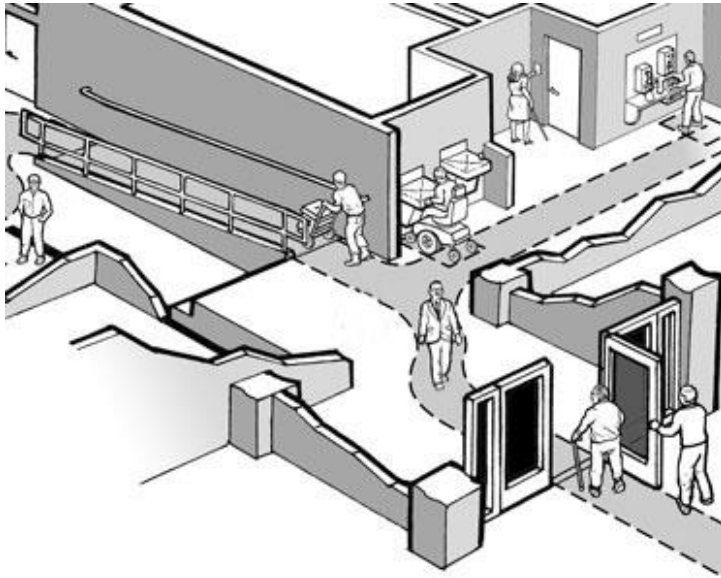 - Accessible routes to the meeting area(s) and in the facilities

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IN-PERSON MEETINGS:
Facility or room selection

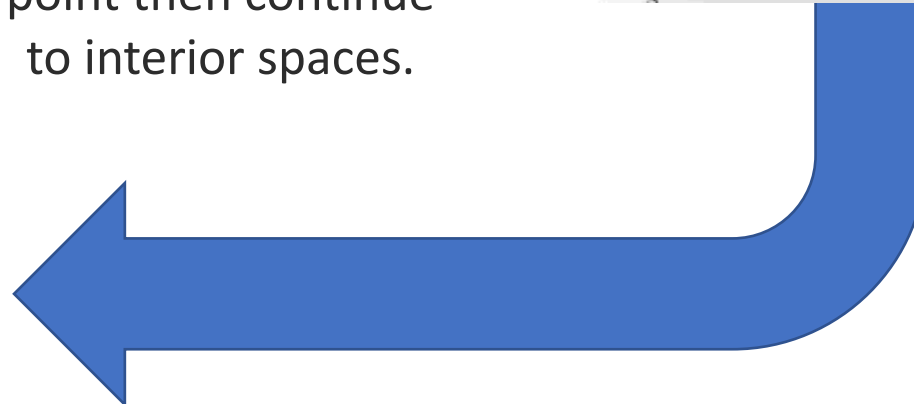- Car accessible spaces
- Van accessible spaces

IN-PERSON MEETINGS:
Facility or room selection

- Getting to the activity or service
  - Interior accessible routes to the meeting area(s) and in the facilities

Accessible routes begin at site arrival point then continue to interior spaces.

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IN-PERSON MEETINGS:
Facility or room set-up

Meeting spaces

- Accessible routes, room arrangements, tables

Room selection and size may impact functionality and accessibility.

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IN-PERSON MEETINGS:
Facility or room set-up

- Plenty of space between tables

- Table heights: 27 inches to the bottom and 34 inches for a forward approach with knee and toe clearance

- Dispersed 'Cutout' seating space for wheelchair access

- Multiple outlets for those who need laptops or electronic aids

- Good acoustics

- Wide rows: 36 inches minimum

Table Set-up

- Registration/check in area set-up

- Location and height of coffee/food tables, table of handout materials

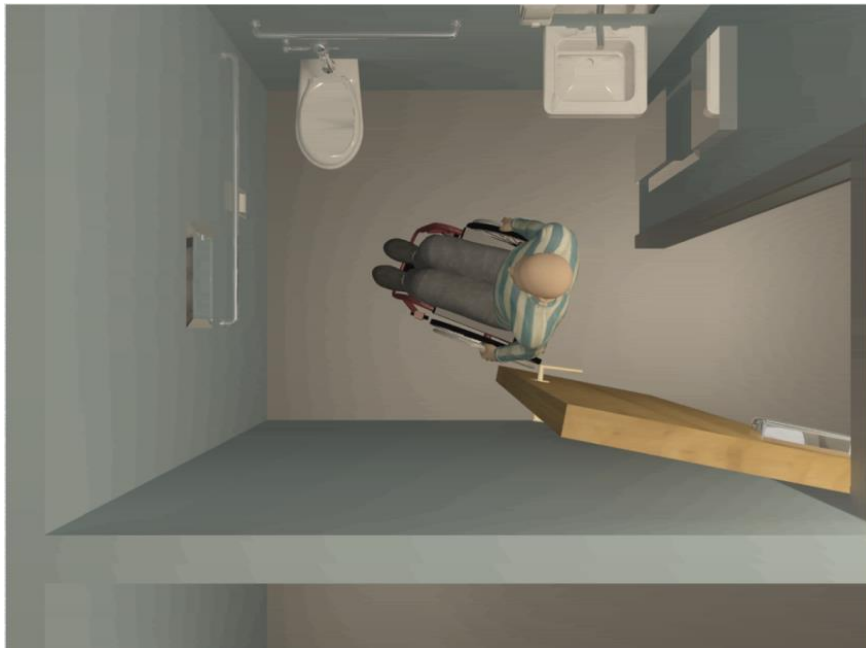Tables where people will be seated should have the appropriate knee and toe clearance provided

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IN-PERSON MEETINGS:
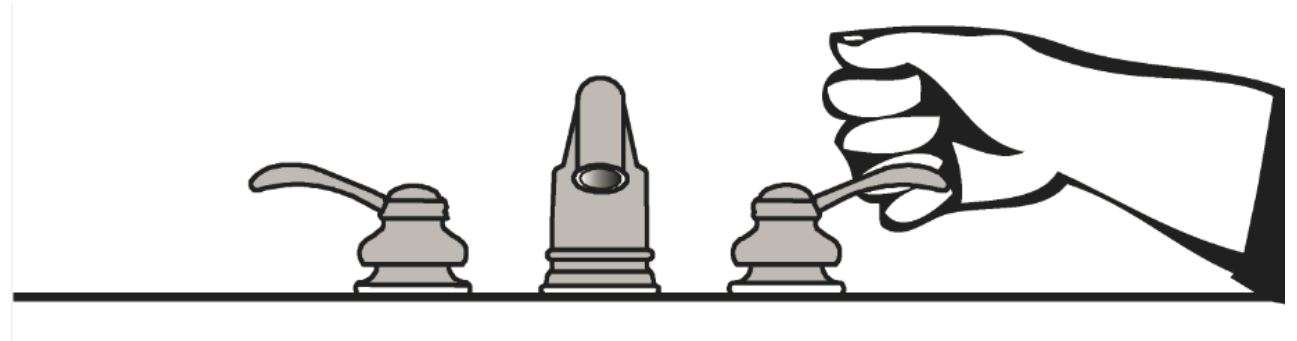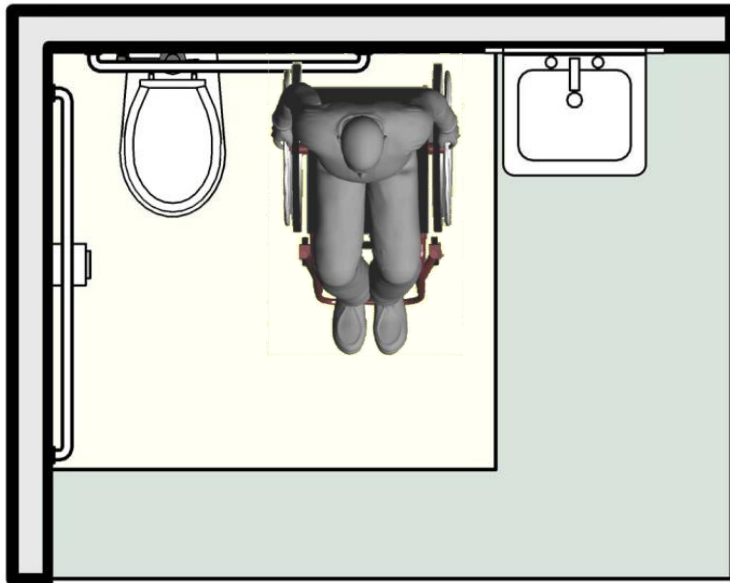# Facility or room selection

Access to the restroom

- Accessible single or multi-user toilet rooms

IN-PERSON MEETINGS:
Facility or room selection

Allows space for
side transfers

Lever handles for faucets is one
factor of accessibility in toilet rooms

IN-PERSON MEETINGS:
Facility or room selection

If Not All Toilet Rooms are Accessible... Be sure there are signs at inaccessible rooms directing people to accessible rooms.

IN-PERSON MEETINGS:
Facility or room selection

- Other amenities
  - Visible alarms
  - Drinking fountains

Emergency Alarms - Visible and Audible: New fire alarm systems can include both the audible and visual components to signal an emergency.
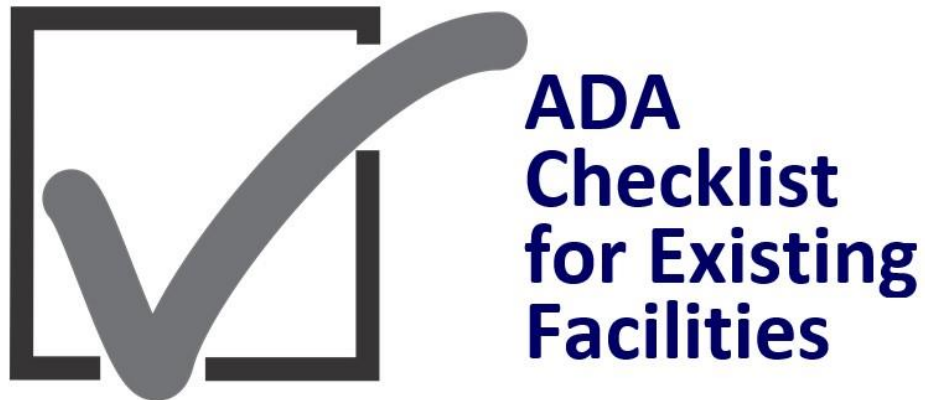

Drinking Fountains - Hi-Lo: The Hi is for a person standing and the Lo is for a person in a seated mobility device.

Checklist of Existing Facilities

ADA
Checklist
for Existing
Facilities

Based on the 2010 ADA Standards for Accessible Design

Produced by
Institute for Human Centered Design
www.HumanCenteredDesign.org

www.ADAchecklist.org
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ADA National Network
www.ADAta.org

Questions on the ADA 800-949-4232 voice/tty
Questions on checklist 617-695-0085 voice/tty
ADAinfo@NewEnglandADA.org

The ADA Checklist is a easy to use tool that will help identify barriers to accessibility in your facilities.

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Effective Communication

Ensure that communication with people who have disabilities is as effective as communication with others.

People who :

are blind or visually impaired

are deaf or hard of hearing

or

have a speech disability

IN-PERSON MEETINGS:
Effective Communication

Auxiliary Aids and Services

State and local governments must provide **"auxiliary aids and services"**

If necessary to ensure effective communication

IN-PERSON MEETINGS:
Human Guide

Three ways to assist:

- Lead service animal

- Lead hand on shoulder

- Lead hand on back of elbow

ASK the person how they would prefer assistance.

IN-PERSON MEETINGS:
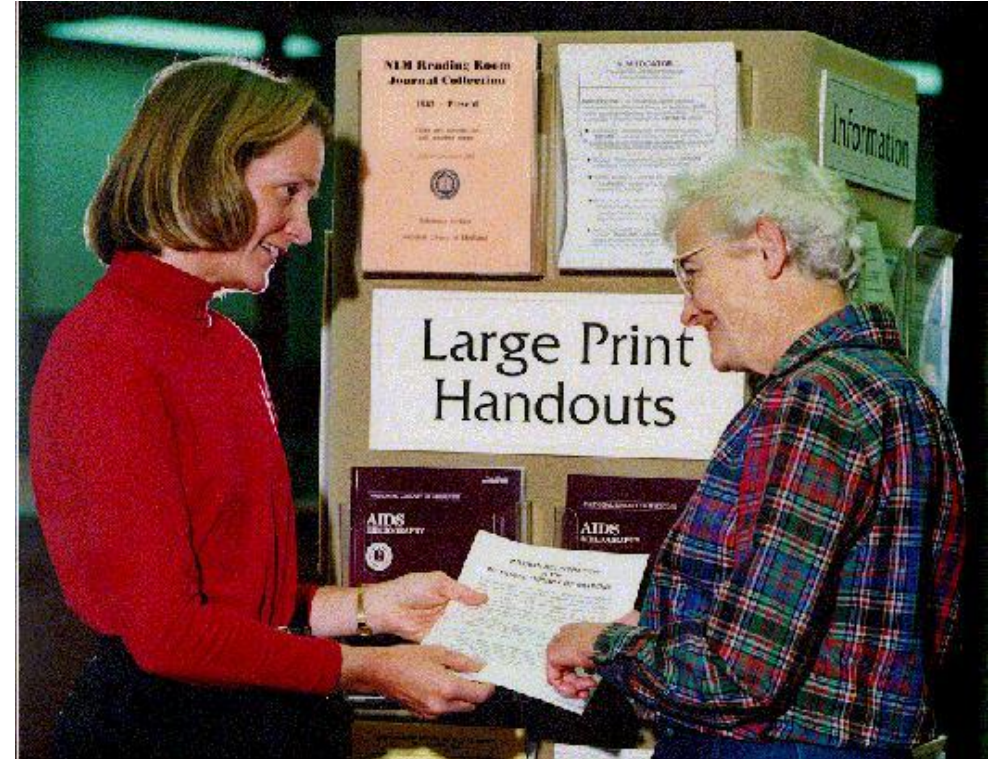# Provide Materials in Braille

Louis Braille invented the sensory alphabet for the fingertips at the age of 15.

IN-PERSON MEETINGS:
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

IN-PERSON MEETINGS:
The Interpreter Needs to be Qualified

Interpreter

You

Person who is deaf

Needs to be:

- Accurate and effective

- Expressive

- Know specialized language

When using a sign language Interpreter face and look at the person who is deaf.

IN-PERSON MEETINGS:
Sign Language Interpreter in a Group

Woman in brown shirt is deaf Interpreter is standing.

IN-PERSON MEETINGS:
Speakers Platform with Interpreter

Table or lavalier microphones for seated speakers

Neutral backdrop behind interpreter and speakers

Handrails both sides of ramp

36" min behind chairs

Drapery should not extend behind table as it can tangle wheelchairs, walkers, canes and crutches

Ramp slope max 1:12

smooth, feathered edge
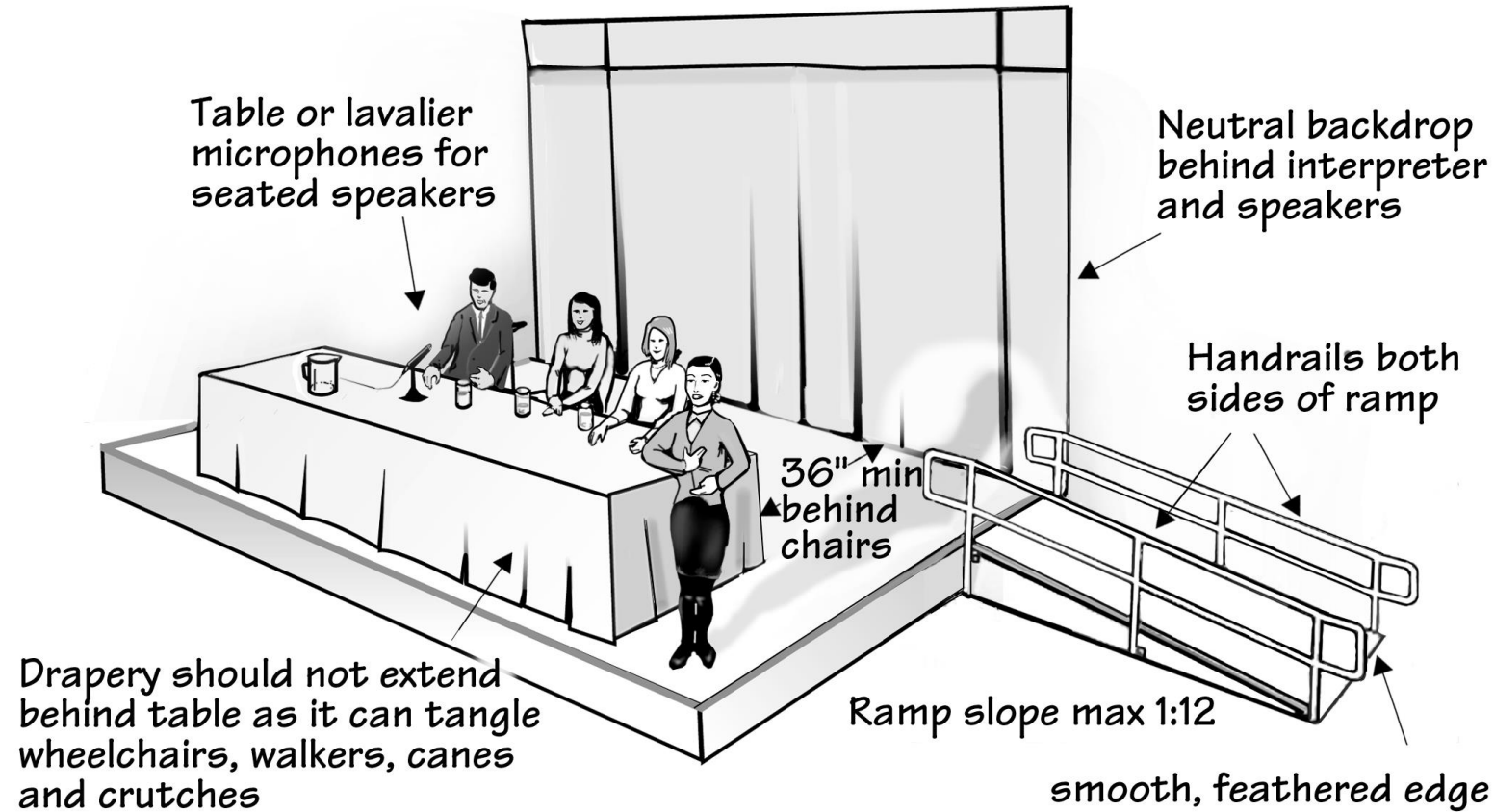
IN-PERSON MEETINGS:
Sign Language Interpreters

The placement of an interpreter at a meeting is extremely important.

- Typically, interpreters should be placed at the front of the room near the speaker in a well-lit area.

- Large events with video feeds – speaker and interpreter on same screen.

- Small groups – be sure interpreter is paired with the group that needs the interpreter.

- Interpreter voicing – should be close to the front with access to a microphone if necessary.

- Ask – people with hearing impairments can tell you what works best.

Interpreter Tips

- Provide prep material to the agency/interpreter

- "Don't interpret this…" - rude and inappropriate

- Say your name before you speak in group discussion

- Always use the microphone

- Careful with lighting

EFFECTIVE COMMUNICATION VIRTUAL MEETINGS:
Interpreter Costs

Onsite Interpreting

- Requires 2-Hour Minimum Charges

- On occasion, requires payment of travel time

- Requires 48 to 72-Hour Advance Notice of Cancelations

Video Remote Interpreting

- Simple rate structure (per minute, some hourly)

- No travel 24-hour cancelation

- Available on short notice

IN-PERSON MEETINGS:
Assistive Listening Devices

- Devices amplify sound for an individual.

- Helps people use the hearing they have

- 3 systems: FM System, Infrared and Loop

- Maintenance is key
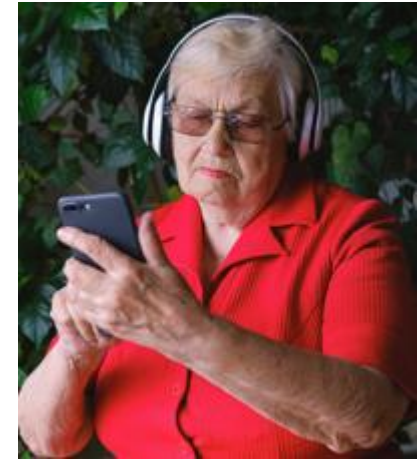
IN-PERSON MEETINGS:
Assistive Listening Devices Signage

Computer Aided Real-time Transcription CART

CART can be used to accommodate a couple of people or a large audience.

IN-PERSON MEETINGS:
CART and Interpreters

gentleman. The reason is that Henderson school is one of the best publicly funded inclusive schools in the nation due to his efforts and advocacy. We're looking

Having CART and an Interpreter can offer greater effective communication.

IN-PERSON MEETINGS:
Presenter Tips

- Background noise/music

- Verbal description of materials

- Microphone use – especially with captioning

- Font size – 28 pt or larger

- Video used in presentation – activate captioning

IN-PERSON MEETINGS:
Presenter Tips

- Q & A – use microphone, repeat questions

- Room lighting

- Copies of all materials

- Create accessible presentations (e.g. include alt text on images)

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Communication Considerations for People with Disabilities

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ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Communication with People Who Have Visual Disabilities

- Identify yourself (each encounter)

- Speak facing the person

- Describe who and what is there

- When leaving let person know

- Don't pet or distract the service animal

Lots of communication is visual – describe the surroundings

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ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Communicating with People Who are Deaf or Hard of Hearing

- Look directly at the person

- Get in person's line of sight

- Move to location with good lighting, avoid windows (glare)

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Communicating with People Who are Deaf or Hard of Hearing

- Don't cover your mouth, chew gum or turn away

- Don't speak while person is reading or writing

- Provide pertinent information in writing

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ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Communicating with People Who Have Speech Disabilities

- Give your full attention

- Don't interrupt or finish sentences

- Ask to repeat (once)

- Repeat back what you think the person is saying and ask him to confirm your understanding

- Ask person to write or type info

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Communicating with People Who Have Speech Disabilities

- Ask yes/no questions

- If you still don't understand - Ask the person if there's someone around who understands their type of speech

- If you still don't understand be honest

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Service Animals as Reasonable Modification

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.

Service animals are only dogs…

…and not rabbits.

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Service animals

For People

- Who are Blind

- Who have mobility impairments

- Who are deaf or hard of hearing

Service animals can be trained to help people keep steady when they walk.

Guide dogs are the most commonly recognized service animal.

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ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Service animals

For People

- Who have mental health disabilities

- Who have Epilepsy

Dogs can be trained to detect seizures.

PTSD can be a disability where a service animal may be helpful.

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
A Public Entity May Ask

1. Is the dog a service animal required because of a disability?

2. What work or task has the animal been trained to provide?

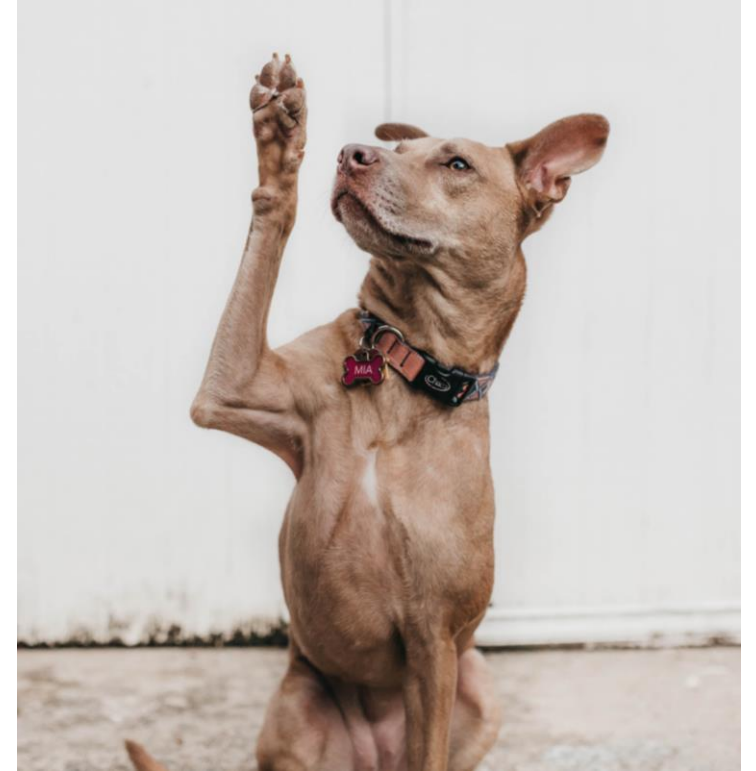**ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:**
Service animals

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

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www.NewEnglandADA.org

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Scenario

- Ms. R is attending your clinic.

- She has a service dog because of a disability.

- The service dog starts to growl when someone passes by.

- Do you have to allow this?

Service animals can be any breed of dog.

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ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Reasonable Modification on Service Animals for Miniature Horses

- Have longer life spans

- More accepted in some cultures

- May not be appropriate in all settings

Miniature horse can have a life span of 27 years

ETIQUETTE AND POLICIES FOR IN-PERSON MEETINGS:
Reasonable Modifications Scenario

- A person is planning to attend a day long seminar hosted by the DOH where lunch will be provided.

- They email to say they have a severe food allergy.

Is this an ADA obligation?

What would you suggest?

Eggs and nuts are two common allergens, but a person's food allergy could be another food.

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Accessible meetings: Key Take Aways

- Do on-site evaluation of event location for accessibility and usability through multiple disability lenses

- Check accessibility of electronic information (Advertising, registration, materials, etc.)

- Communicate important information about the event (Parking, who to contact for accommodation, etc.)

- Be prepared to provide alternative format of materials

- Know your accommodation resources

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Your Question

What is required by a training program for accessibility and why?

- At minimum, people with disabilities have to be able to participate in your trainings which means you will sometimes have to provide auxiliary aids and service.
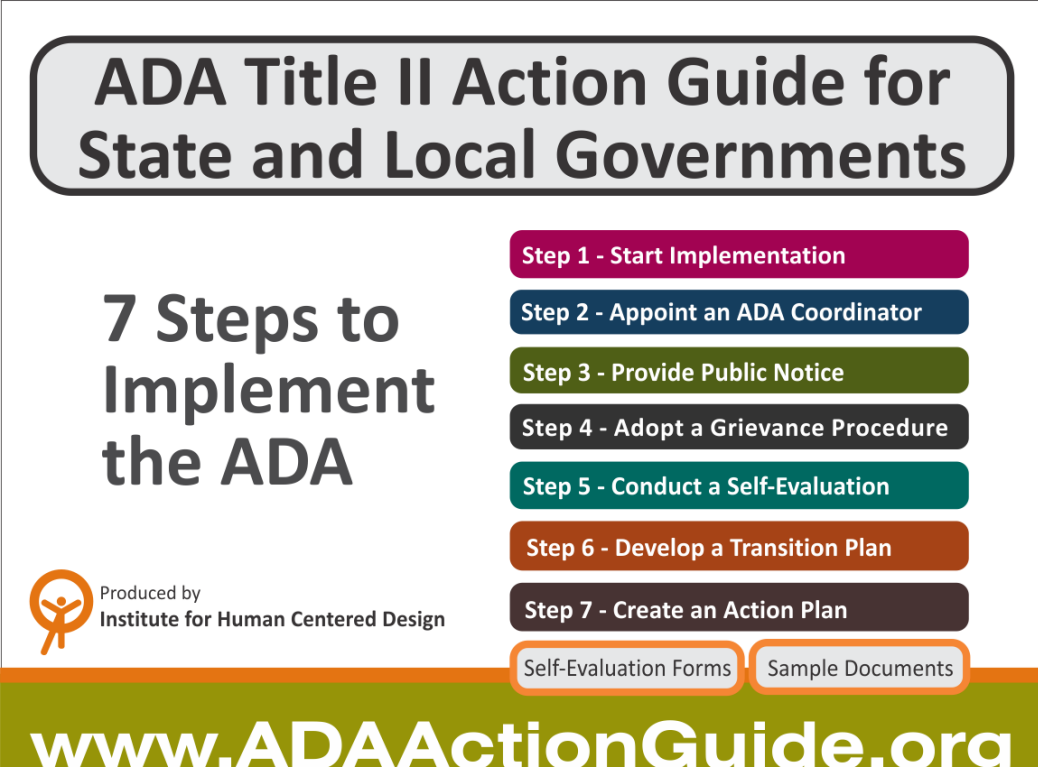
New England ADA Center   A project of the Institute for Human Centered Design   www.NewEnglandADA.org

Your Question

- How do we know what we're doing is working?
- Work with people with disabilities and the organizations that serve them
- Have a way for people to let you know when something isn't working.
- Work with a reputable consultant

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Your Question

• How do you balance accommodation/access planning with limited resources and experience with minimal requests

• Use the free resources from DOJ, the ADA National Network and

ADA Title II Action Guide for State and Local Governments

7 Steps to Implement the ADA

Step 1 - Start Implementation
Step 2 - Appoint an ADA Coordinator
Step 3 - Provide Public Notice
Step 4 - Adopt a Grievance Procedure
Step 5 - Conduct a Self-Evaluation
Step 6 - Develop a Transition Plan
Step 7 - Create an Action Plan

Produced by
Institute for Human Centered Design

Self-Evaluation Forms   Sample Documents

www.ADAActionGuide.org

Your Question

- What items tend to be the low hanging fruit for adapting legacy training materials?
- Add a ADA notice for upcoming events
- If you have the time, you can caption recordings for free. Ex you tube but you do have to go in and edit the auto generated captions.
- Start by running an accessibility checker on your documents and correcting errors
- Alt tag photos

Your Question

How do we best communicate accessibility best-practices resources to our training coordinators?

- Best practice is making sure you apply inclusive design principle to all of your products.

- At minimum add an accessibility page to your website and promotion materials. Include the contact information for the person who handles accommodations

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Your Question

What are the best resources for procuring access interventions/experts, e.g., sign language interpreters ?

- https://www.newenglandada.org/resources/cart-services-remote

- https://www.newenglandada.org/resources/sign-language-interpreters

- Commission for the Deaf and Hard of Hearing

- Registry for Interpreters of the Deaf
- https://rid.org/about-rid/about-interpreting/hiring-an-interpreter/

Your Question

- What resources are available for people requesting accommodations?

Accessible meetings: Federal Resources

- Ask EARN (Employer Assistance and Resources Network on Disability Inclusion) [Planning an Accessible Meeting or Event](#)

- Learn more about [plain language](#) to improve communication (best practice)

- [US Department of Justice Civil Rights Division-ADA.GOV](#)

  - [Accessible Information Exchange: Meeting on a Level Playing Field](#)

    - Location, room set-up, content, auxiliary aids & services, evaluating accessibility of location, parking & drop-off areas, accessible routes, restrooms, temporary barrier removal

  - [Communicating Effectively with People with Disabilities](#)

  - [Service Animals](#)

- [US Access Board](#)

  - [Large Area Assistive Listening Systems](#)

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Accessible meetings: ADA National Network Resources

- **Guides**

- ADA National Network's [A Planning Guide for Making Temporary Events Accessible to People with Disabilities](#)

- Mid-Atlantic ADA Center [Accessible Meetings, Events, and Conferences Guide](#)

- **Great Lakes ADA Center Archived Webinars**

- [Arts-n-Rec: Accessible Temporary Events (both indoor and outdoor)](#)

- [Ask an ADA Professional: Communication Requirements Under the ADA](#)

- [Ask an ADA Professional: Service Animals](#)

- [ADA Audio Conference: Best Practices For Ensuring Students with Food Allergies Have the Same Opportunities in Higher Education](#)

- [ADA Audio Conference: Accessible Social Media 2.0](#)

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Accessible meetings: Other Resources

- United Spinal Association Disability Etiquette

- Disability:IN Disability Etiquette – A Starting Guide

- For considerations for COVID-19 and those at high risk, check out CDC's *Small and Large Gatherings*

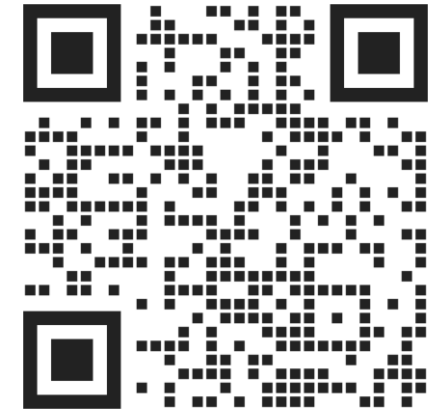- Registry of Interpreters for the Deaf, Inc. (RID)

- Accessible Social Media

How to improve?

- Provide a feedback mechanism
    - For virtual or in-person meetings
    - "Wanna take a survey?"

For example: Please provide us
with your feedback on
today's presentation.

Please take our survey:

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

THANK YOU!

Please take our survey:

CONTACT ME: Stacy Hart
SHart@ihcdesign.org
1-800-949-4232 x 240

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