

CA Network of Learning Professionals (CNLP) Quarterly Meeting
Lincoln Plaza East Building, Rooms LPE 1821-31
400 R Street, Sacramento, CA 95811
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Accessible Training Events

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Employment Rates and Trends

State of California Disability Employment Trends

8% of all state employees self-identify as having a disability (CalHR statistics for the period ending December 2011)

The State of California goal is 13.3% or higher in order to achieve employment parity rates for individuals with disabilities.

Limited Examination and Appointment Program (LEAP) Hires

- FY 2010-2011 153
- FY 2011-2012 163
- FY 2012- 2013 343
- FY 2013-2014 590
- FY 2014-2015 393 as of 2/3/2015

Discrimination Complaints Filed with State Personnel Board

In 2011, the top five discrimination complaint types filed with SPB were:

Retaliation	23	36.51%
Reasonable Accommodation	18	28.57%
Sexual Harassment	9	14.29%
Age	8	12.70%
Race	8	12.70%

Cost of an Accommodation

Job Accommodation Network (JAN) surveyed 890 employers between January 2004 and June 2005. Their findings were as follows:

- 49% of all accommodation implemented by employers did not involve any cost.
- The typical cost for employers to implement an accommodation was \$600.
- 84.7% of these accommodations involved a one-time purchase.
- 15.3% of the accommodations involved an annual expenditure.

Accessible Training Location

All public trainings must take place in locations that are accessible to persons with disabilities. A training site that is usable by most people with disabilities has, at minimum, the following six accessible features:

Parking and Passenger Drop-Off Areas

- If parking is provided, ensure that the parking area has the correct number of accessible spaces and that both van and auto access aisles are provided.

Routes to the Building Entrance

- Verify that there is a safe, accessible path of travel provided between the parking area and public transportation stop and the entrance to the facility.

Building Entrance and Routes to the Training Room

- Verify that doorways and entrances on the accessible path of travel are accessible including but not limited to:
 - shall not exceed five pounds of force to open
 - clear width of at least 32 inches
 - clear space on the pull and push sides of the door

Training Room

- Arrange all training rooms with consideration for persons with disabilities.
- All training rooms include integrated wheelchair seating, turning room, aisle space and reach ranges.

Restrooms

- Ensure that at least one set of restrooms within the facility is accessible.
- If there is more than one set of restrooms, but not all are accessible, make sure there is directional signage that indicates where the accessible restrooms are located.
- Whenever possible, select locations that have at least one accessible public phone and drinking fountain.
- At least one telephone per floor should have amplification capabilities and be accessible to persons using wheelchairs.
- Where drinking fountains are provided, at least one per floor must be accessible and must be enclosed in an alcove or not encroach into the accessible route

Emergency Evacuation

- Establish an emergency evacuation plan for individuals with disabilities. Never assume that all individuals with disabilities need special help in an evacuation. Always ask before providing assistance.

Lodging

- If overnight stays are involved, conveniently located accessible accommodations should also be a consideration.

Resources: Facilities Managers, ADA Coordinator, Certified Access Specialist inspections, Division of State Architect, DOR Disability Access Services

Arrange an Accessible Training Room

Accessible Routes

- Wall-mounted objects, with bottom edges between 27 inches and 80 inches above the floor, cannot protrude into the route more than four inches.
- The route through the training room must be free of overhanging objects that are less than 80 inches above the floor.

Seating Plan

- An accessible seating plan requires aisles that are at least 36 inches wide and have sufficient turning space (e.g., a 60-inch diameter circle) in key locations throughout the room (all participant seating locations, registration area, speakers' area, and refreshments).
- Accessible tables 28-34 inches from the finished floor, clear space under the table at least 19 inches deep, 30 inches wide and 27 inches from finished floor
- When measuring the accessible route through the space, measure the aisle width as if the chairs are pulled out and occupied.
- Arrange sufficient lighting to facilitate communication.
- Arrange training room furniture so that everyone can participate.
- Try to arrange furniture away from windows or cover the windows.

Speaker Platforms

- Use a stage or raised platform that is accessible to all speakers
- If there is a raised platform, make sure that an accessible ramp is provided as well as an accessible path of travel leading to it.
- Microphones should be adjustable in order to adapt the height to the speaker.

Refreshment Table

- Allow sufficient floor space for everyone to move around
- Arrange all food, utensils, and paper products within the reach range
- Avoid billowing or long tablecloths that pool on the floor
- Provide assistance to people who may need help filling their plates and bringing food and drinks back to their tables.

Service Animals

- A service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks regardless of whether they have been licensed or certified by a state or local government.
- Service animals are allowed to enter the building and remain with their owners during the duration of the training.
- Service animals are working animals, not pets.

Training Materials

- Place handouts at the front edge of the table to make them easier to reach.
- Prepare any written materials in an accessible format.
- Be prepared to provide written materials in alternate format when requested.

Accessible Presentation of Training Content

Registration and Training Notices

- Ensure that registration formats, training notices, written agendas and training materials are accessible.
- Designate an individual to be responsible for ensuring the training notice and other written materials contain the proper information for requesting accommodations and for processing the requests when they are received.
- Include name, telephone and TTY number of the contact person and timelines for requesting accommodations. For example: If any accommodations are needed, please contact (individual's name) at (telephone number and TTY). Requests should be made as soon as possible but at least (time frame) prior to the scheduled training.

Provide Trainer and Participant Introductions

Speak one at a time, clearly, facing the audience, and without any obstructions.

Audiovisual, Multimedia and Web-based Presentations

- Audio descriptions/narrations for visual information
- Accessible printed materials and handouts
- Captions (open and/or closed)
- Accessible presentation materials

Alternate Formats

- Alternate or alternative formats include audio, Braille, electronic or large print versions of standard print.
- Alternative formats are created to provide access to any printed information by sight (large print), by ear (audio) or by touch (Braille).

Auxiliary Aids and Services

Making aurally delivered materials available to individuals with hearing impairments

- Qualified interpreters
- Notetakers
- Computer-aided transcription services
- Written materials
- Telephone handset amplifiers
- Assistive listening device
- Assistive listening systems
- Telephones compatible with hearing aids
- Closed caption decoders
- Open and closed captioning
- Telecommunications devices for deaf persons (TDD's or TTY's)
- Videotext displays (Video Relay Service)

Making visually delivered materials available to individuals with visual impairments

- Qualified readers
- Taped texts
- Audio recordings
- Brailled materials
- Large print materials (18 point font or more)

ALL Electronic Content Must Be Accessible

- Content that is public facing
- Content that is broadly disseminated throughout an agency, including templates
- Letters adjudicating any cause which is within the jurisdiction of the agency
- Internal and external program and policy announcements
- Notices of benefits, program eligibility, and employment opportunities and decisions
- Forms, questionnaires and surveys
- Emergency notifications
- Formal acknowledgements and receipts
- Educational and training materials

Basic Principles of Accessible Documents

Use appropriate font style and size

- Font Style and size is not addressed in Section 508 but covered by other State law (Sans Serif fonts such as Arial, 12 point)
- Alignment: Do not Justify text (aligned on both the left and right margins)

Appropriate use of color and sufficient color contrast

- Ensure contrast is high
- Don't use color alone to convey information

Add alternative texts and captions

- Images, pictures, graphics or anything visual in nature are important tools content creators use to convey information
- Right click on image, Choose 'Format Picture', Click on 'Alt Text', Fill in your alternative text in the 'Description'
- Screen readers will read only up to 180 characters in the 'Description'

Specify column header rows in tables

- Keep your tables simple
- Do not merge or split cells
- Use only one row in the Header
- To specify the Header: highlight Row, right click and choose 'Table Properties', select Row tab, check both Options

Use meaningful hyperlink text

- ADA.gov; Section508.gov; Click here
- For printed documents, link the meaningful hyperlink text and provide the URL next without the hyperlink (e.g., Disability Access Services, www.dor.ca.gov/disabilityaccessinfo)

Use built-in formatting styles

- Establish structure for your document, at least Heading 1
- Assign built-in styles: Heading 1, heading 2, heading 3, and so on
- Create lists using the built-in Paragraph formats

Check accessibility

- Use free tools
 - Microsoft Office Accessibility Checker
 - Adobe Accessibility Checker
 - Color Contrast Analyzer
 - Screen Readers
- Caution: Don't use machine testing alone!
- Develop an Accessibility Testing Team

Other Document Types

- **Excel** - unique sheet tab names, delete empty sheets
- **PowerPoint** – animations and transitions are problematic, no text boxes
- **PDF** - Tags, Bookmarks, Reading Order, Document Title
- **Multi-Media** - captions are NOT optional, audio descriptions for visual graphics
- **Forms** - Tab Order, Helpful Tooltips, Ensure all content is 'read', Reading Order

How do we get there?

- Create accessible document standards for your organization
- Provide accessible document training
- Mandate compliance

More Resources

Americans with Disabilities Act – www.ada.gov

Fair Employment and Housing Act – www.dfeh.ca.gov

Section 508 of the Rehabilitation Act – www.section508.gov

Web Content Accessibility Guidelines (World Wide Web Consortium) –
<http://www.w3.org/WAI/intro/wcag.php>

Job Accommodation Network (JAN) - <http://askjan.org/>

Department of Rehabilitation (DOR) – <http://www.dor.ca.gov>

State Price Schedule - <https://www.dor.ca.gov/sps-at>

AT Network - <http://abilitytools.org/>

Visit our Disability Access Services (DAS) website -
<http://www.dor.ca.gov/DisabilityAccessInfo>

- What is an accessible website?
- What is Reasonable Accommodation in employment?
- What do I need to do to make my place of business accessible?
- How do I construct accessible documents?
- What are ADA and FEHA protections for employees?
- What is a Certified Access Specialist (CAsp)?
- What are the laws that cover Digital Accessibility?
- What do I need to know about service animals?
- What is the role of the ADA Coordinator?

Attend DAS Training - <http://www.dor.ca.gov/DisabilityAccessInfo/DAS-Trainings.html>

- Practical Solutions to Reasonable Accommodation
- Principles of Creating Accessible Documents
- Creating Accessible Forms in Microsoft Word and Adobe PDF
- Hiring and Supervising an Employee with a Disability
- Writing ADA Compliant Duty Statements

View or request DVDs at the DAS website

- Boost Your Business
- Employment Today



Disability Access Services

Centralized Resource and Information on Disability Access

Disability Access Services provides technical assistance and informational guidance to promote the civil rights and equality for persons with disabilities in the following areas:

Employment
Reasonable Accommodation
Physical Access of built environments
Access to private sector goods and services
Digital Access of electronic and information technology
Access to government programs, services, and activities

Website

www.dor.ca.gov/disabilityaccessinfo

Disability Access Services
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Sacramento, CA 95814

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Promoting an Accessible Future through Education and Information