



Building healthier communities together



Thank you, 2013 Self-Management Forum sponsors!



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Creating Welcoming Programs

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Learning Objectives

- Identify at least 1 step to take to promote programs to PWD
- Identify at least 3 steps to make workshops more welcoming to PWD
- Get answers to questions about situation you have encountered and/or anticipate encountering

Agenda

- Disability Data
- Who's included?
- Why do I need to know about these things?
- Recruitment
- Facilities and physical access
- Logistics
- Communication
- Environment
- Service animals
- Etiquette
- Making inclusivity part of how you do your job
- Handouts and Resources

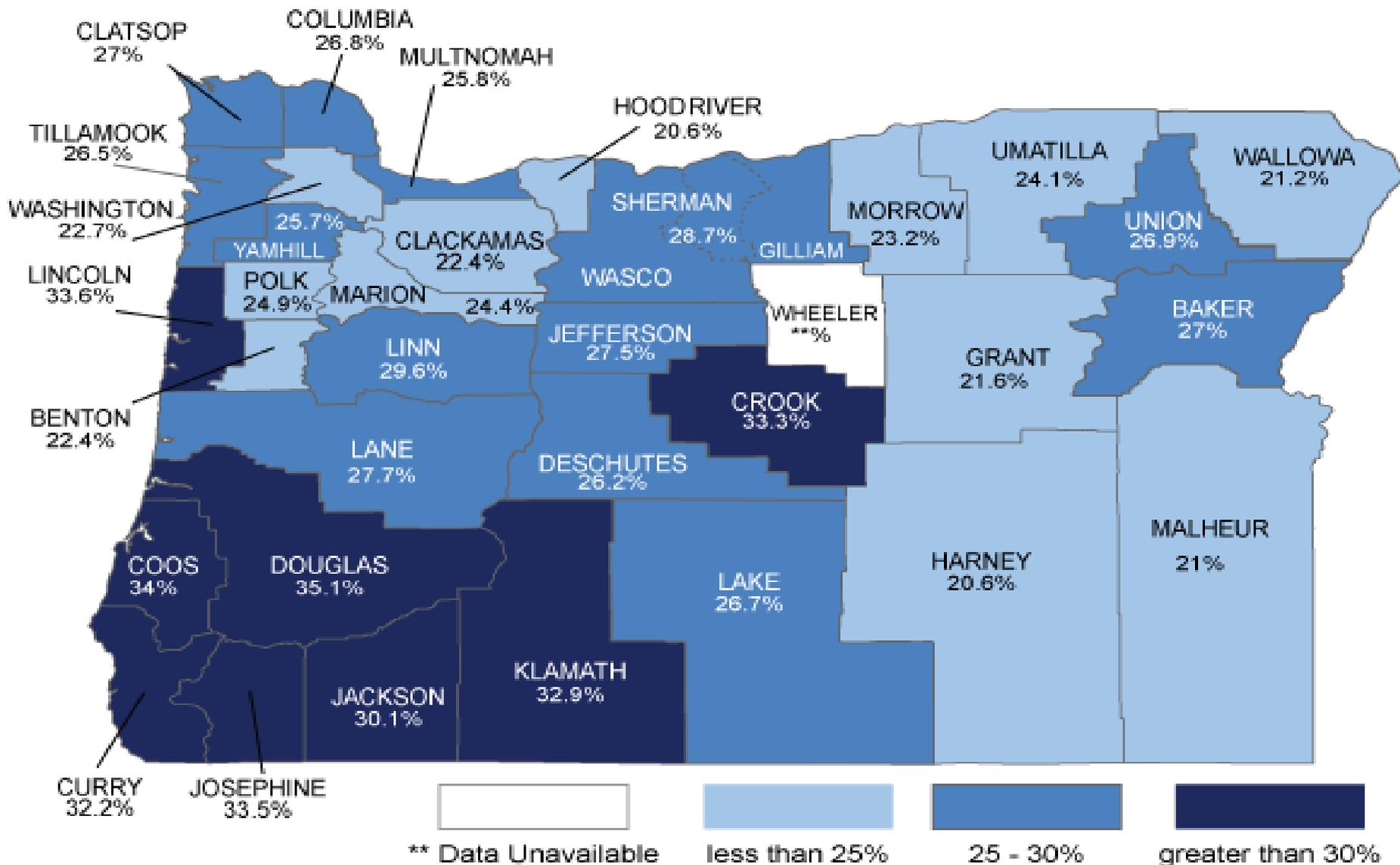
Disabilities & Health Disparities

- People with disabilities are more likely to experience:
 - Poor health
 - Secondary conditions
 - Early death

Behavioral Risk Factor Surveillance System

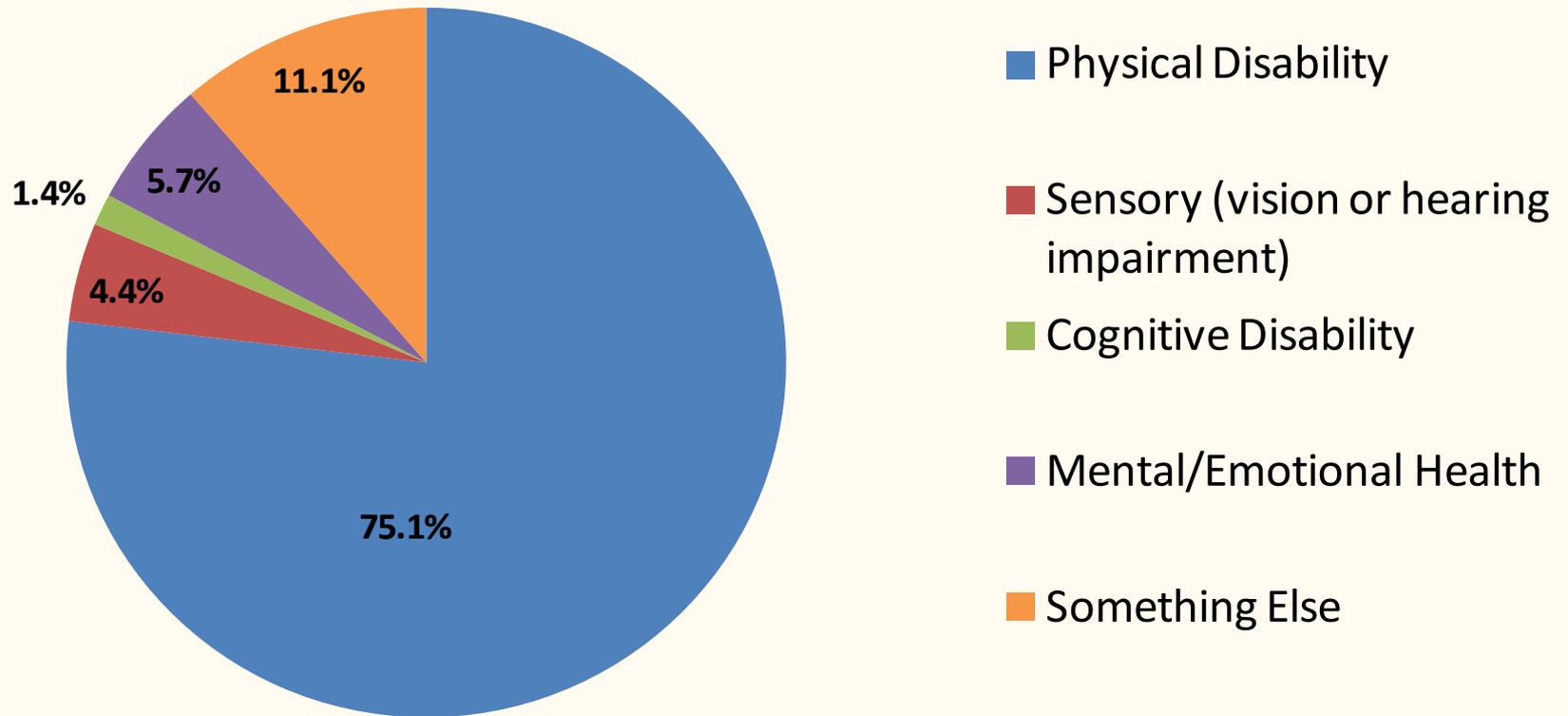
- Population-based telephone survey of adults (18 & up) conducted at state level
- Demographics, health status, chronic conditions, health behaviors, health risks
- In alternate years, 4 years of data are combined & weighted for county-level analysis
 - Example: disability status in Oregon

Disability in Oregon – 2008-2011 BRFSS

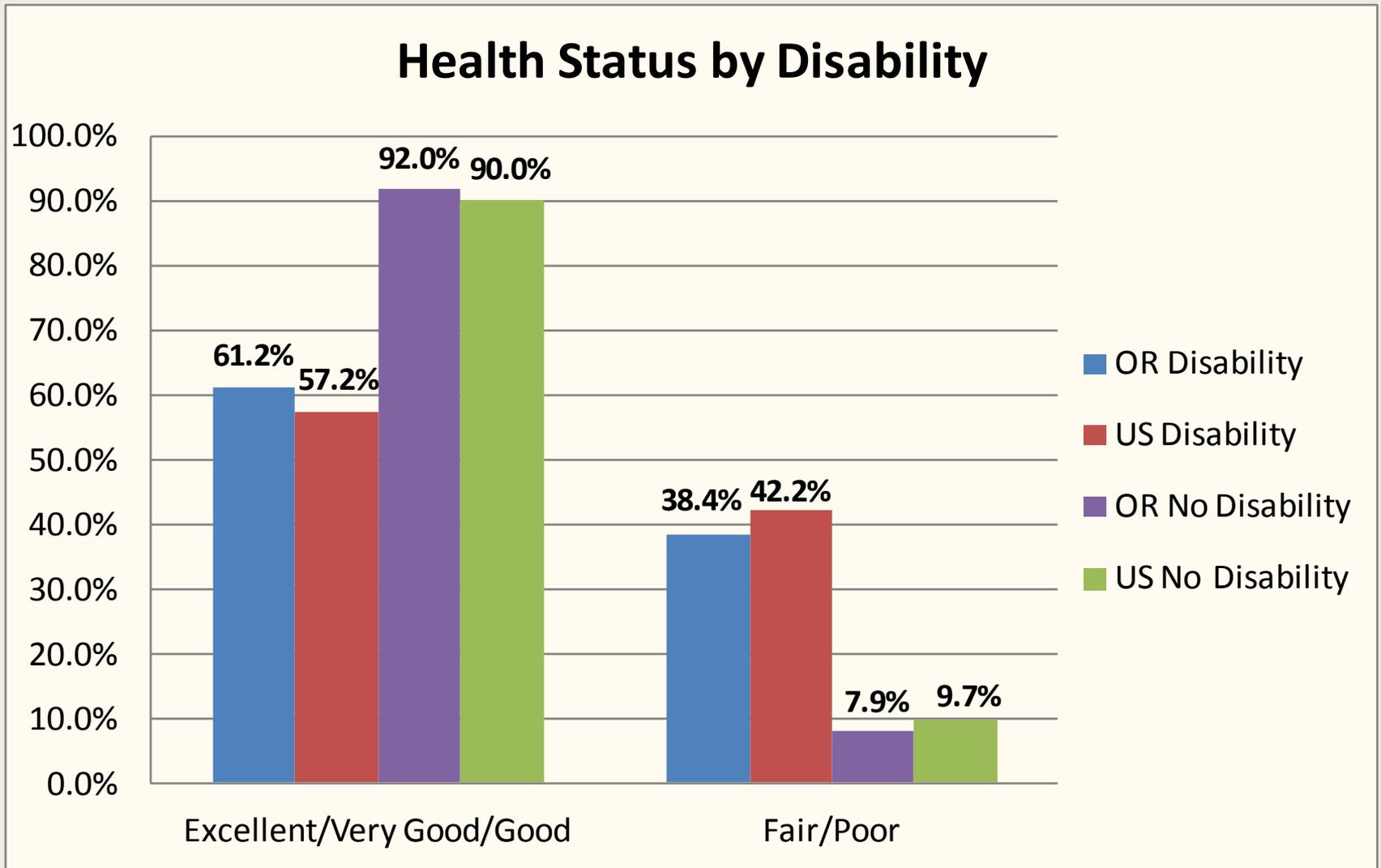


Sample Disability Statistics—2011 BRFSS

Type of Disability in Oregon

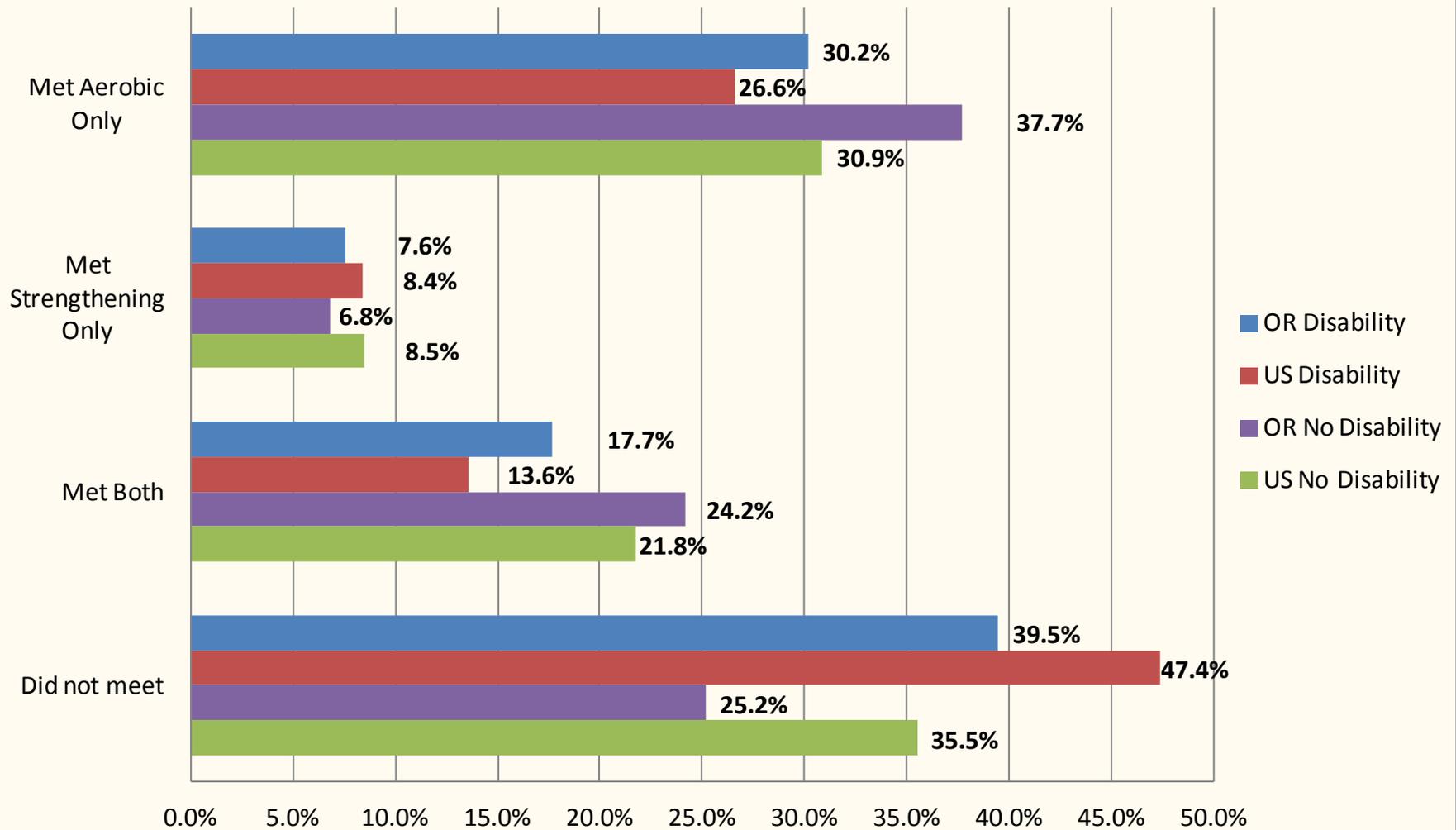


Sample Disability Statistics—2011 BRFSS



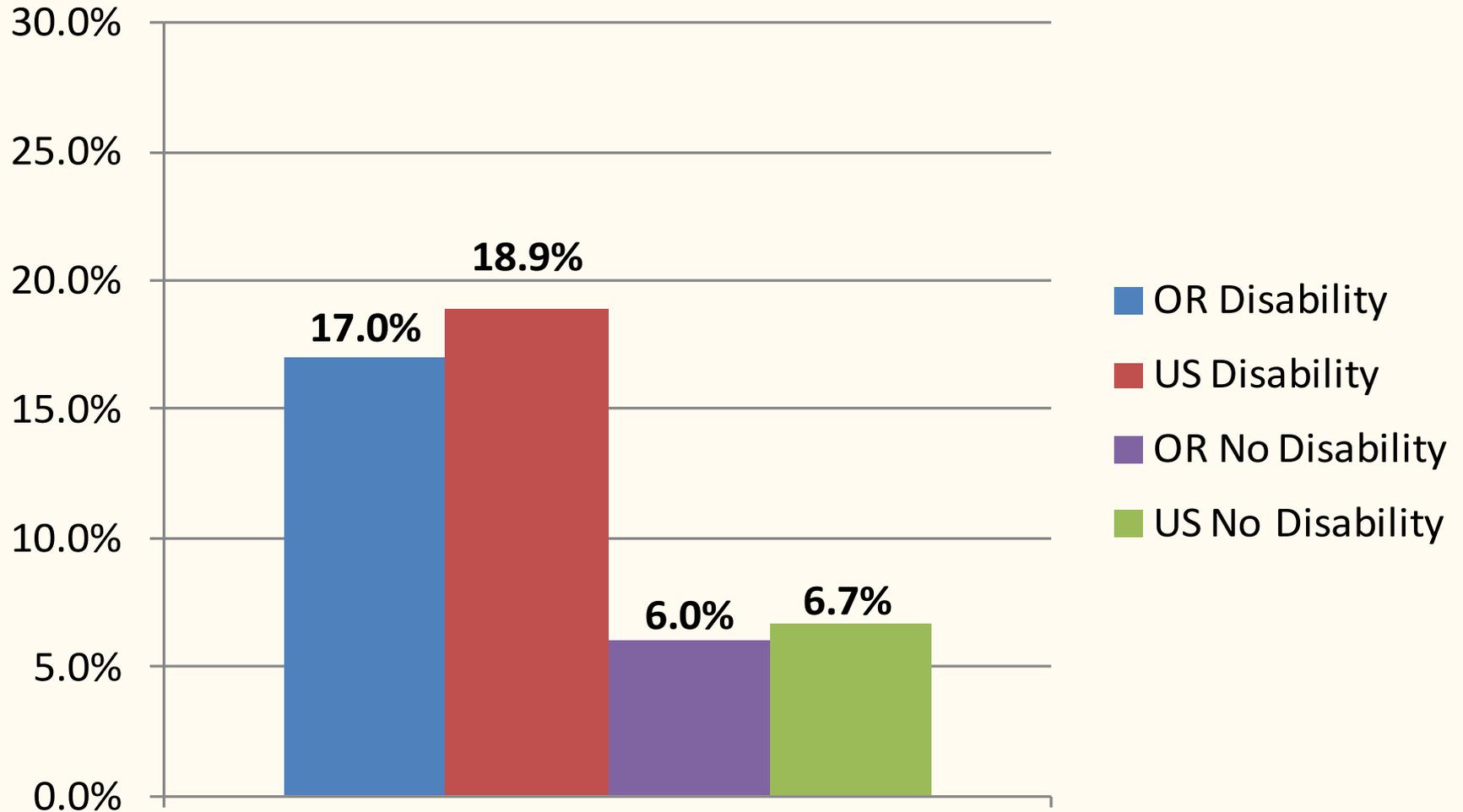
Sample Disability Statistics—2011 BRFSS

Exercise Guidelines and Disability



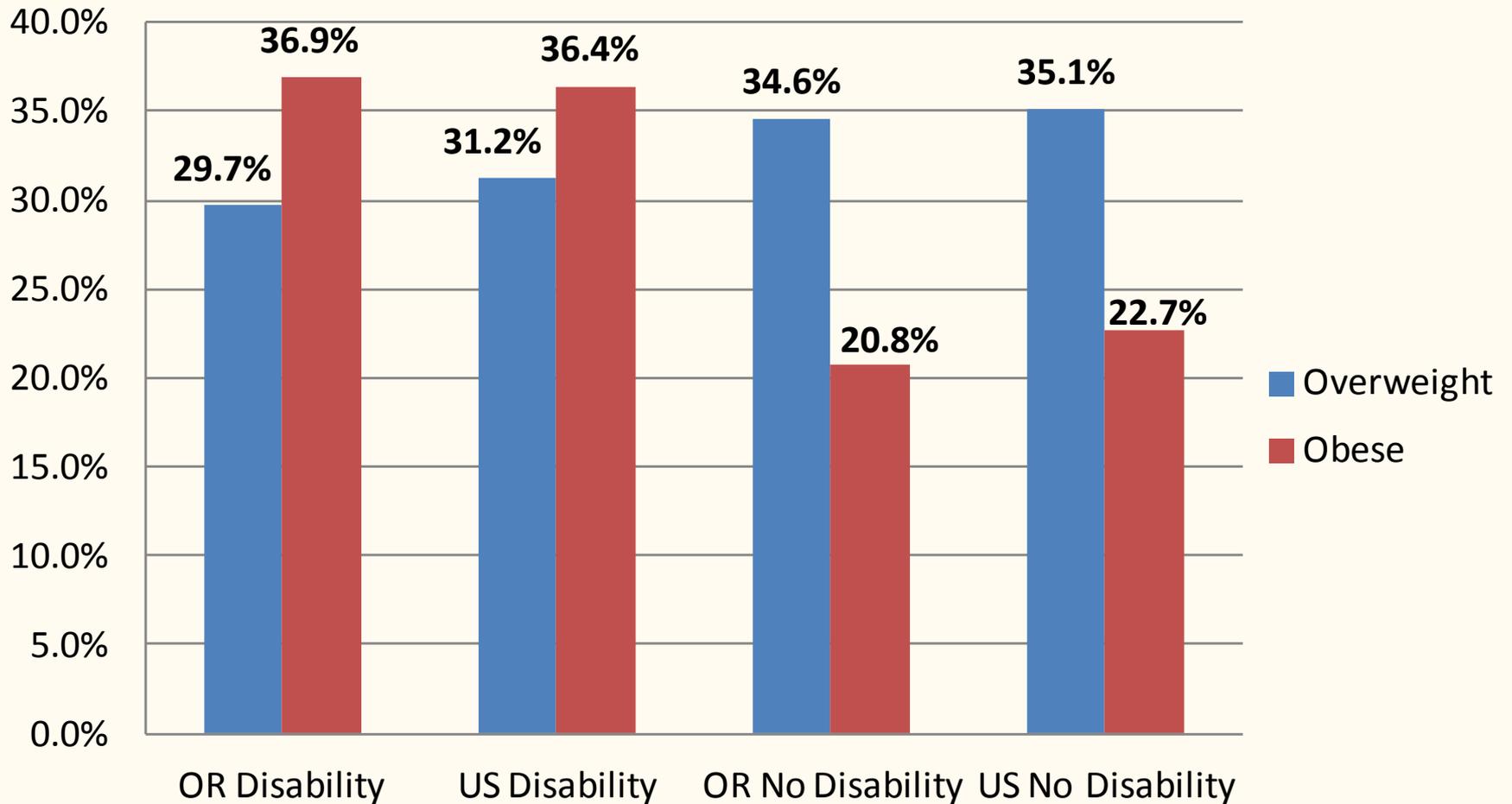
Sample Disability Statistics—2011 BRFSS

Diabetes and Disability



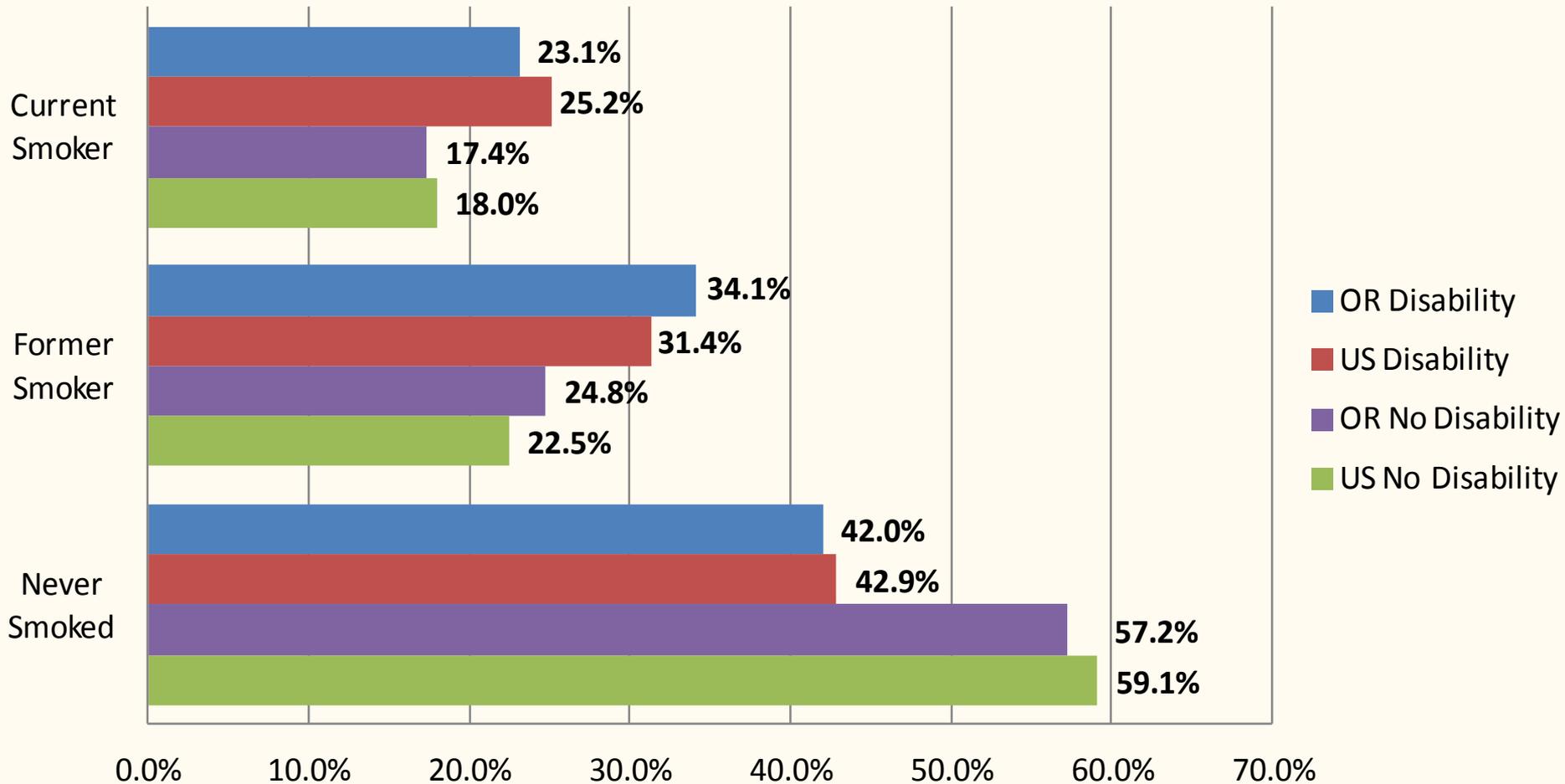
Sample Disability Statistics—2011 BRFSS

Obesity and Disability



Sample Disability Statistics—2011 BRFSS

Smoking and Disability



Who is included?

- People with and without disabilities
- Some steps towards accessibility make things easier for everyone
- 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 do I need to know about these things?

- 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
- Equal access is the law
- Making sure that everyone who needs these programs can access them helps expand your reach AND it's the right thing to do!

Recruitment

- Promote workshops to disability-related organizations
- Make sure registration and informational sessions are accessible, and that potential participants have multiple ways to get more information (phone, TTY, Relay, e-mail, web, radio, etc.)
- Make flyers and promotional materials available in accessible formats, and include an accessibility statement:

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]**."



Facilities and Physical Access

- Conduct a site visit ahead of time
- Use an accessibility checklist
- Can non-drivers, including people with mobility aides, get to the site?
- Public transportation: make sure the curbside drop off site has an accessible route to the workshop
- Make sure that emergency evacuation plans take everyone into account
- Look at signage and ease of navigation

Facilities and Physical Access

Priorities for facility access:

- Parking, approach, entry
- Workshop/training space
- Restrooms
- Water fountains, other features

Logistics

- Plan for a Session 0/pre-session, during which you can meet with your participants as a group sometime before the workshop begins
- Be aware of constraints around paratransit (such as The Ride) – participants with disabilities may not have a say in when they arrive or leave
- Offer assistance before the workshop begins to help people complete forms, but do not start class late as a result

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 on audio CD from Bull Publishing –have several copies on hand
- Braille (work with state to identify local services)
- Know where to get interpreters, CART reporters and assistive listening devices
- Prepare staff for TTY and relay calls
- Verbalize all agendas, posters + brainstorming
- Leader Manuals and Master Trainer Manuals can be obtained from Stanford in accessible electronic formats (large print)

Environment

- If you are providing refreshments, know what the ingredients are
- Avoid wearing perfume, cologne or heavily scented products, and encourage participants to do likewise
- Try to avoid holding workshops in rooms with poor ventilation, especially if the room has been cleaned with harsh chemicals

Environment

- Arrange furniture so that there is plenty of room for a person using a mobility aide to navigate, and leave a few empty spaces at tables to make room for people using wheelchairs or scooters
- Might need to provide a different type of chair or raise a table
- Avoid rooms with external noises: fans, traffic, simultaneous classes, etc.

Service Animals

- Make sure that receptionists and other staff know that service animals are welcome at the workshop site
- Not all service dogs are the same size or breed, and not all disabilities are visible
- Do not distract, pet, feed, or interact with a service animal
- Ask participants if they are allergic to animals, offer them the seat furthest from the person with a service animal
- Check for trash cans near possible relief areas outside the facility entrance

Etiquette

- Use “People First Language”
- Do not single people out publically
- Do not make assumptions about preferred format or means of communication – ask them.
- Do not ask personal questions without being invited to do so
- Keep an open mind and have fun!

Making inclusivity part of how you do your job

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

Handouts

- Diabetes Rates Among Adults with ID
- Intersection between Disability and Chronic Disease
- Improve Health-Reduce Costs
- Disabled who are obese
- People First Language
- OODH obesity fact sheet

Resources

- Planning Accessible Meetings and Events: Guidelines to Accommodate All Participants - <http://www.mass.gov/eohhs/docs/dph/com-health/healthy-aging/accessible-events.pdf>
- Checklist for Existing Facilities, version 2.1 – <http://www.ada.gov/racheck.pdf>
- Tax Incentives for Businesses - <http://www.ada.gov/taxincent.htm>
- Accessible Print Materials: Formatting Guidelines to Accommodate All Audiences - ohsu.edu/xd/research/centers-institutes/institute-on-development-and-disability/research/upload/Accessible-Publications-Style-Guide.pdf

Questions and Thank You!

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