Opening Your Doors to People with Disabilities
Southeast ADA Center Overview

- Regional Office located in Atlanta, GA
- A project of Burton Blatt Institute at Syracuse University (bbi.syr.edu)
- Serve the eight states in the Southeast region
- One partner organization in each state

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Our Funding

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Our Mission

- Facilitate voluntary compliance with the Americans with Disabilities Act of 1990 (ADA)

- Conduct research to reduce and eliminate barriers to employment and economic self-sufficiency and to increase the civic and social participation of Americans with disabilities

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Customers by the Numbers

1. How many people with disabilities currently live in the United States?

2. How many people age 65 and older live in the United States?

3. By 2060, how many Americans will be age 65 or older?

Source: U.S. Census Bureau

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Putting Out the Welcome Mat

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#1: Talk to customers with disabilities!

- **Understand what your customers want.** It is critical to successful outreach!

- **Include customers with disabilities in information gathering processes and on your advisory groups.**

- Make sure that outreach and consultation practices are **accessible**.

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#2: Connect with Local Disability Organizations

- **Centers for Independent Living**

- **Parent Training and Information Centers (PTIs) and Community Parent Resource Centers (CPRCs)**
  [parentcenterhub.org/find-your-center/](http://parentcenterhub.org/find-your-center/)

- **State Councils on Developmental Disabilities**

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#2: Connect with Local Disability Organizations

University Centers for Excellence in Developmental Disabilities Education, Research, and Service (UCEDD)
- aucd.org/template/page.cfm?id=24

Association of People Supporting Employment First (APSE)
- apse.org/about/chapter-directory/

Non-Profit Organizations that serve people with disabilities
#3: Make the office environment friendly for customers with disabilities.

Conduct an ADA survey of your facility.

- ADA Checklist for Existing Facilities
  adachecklist.org

Make sure customers with disabilities can:

- park their vehicles;
- get in the door;
- navigate the space;
- use the restroom; and
- get what they came for in the first place.

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#4: Review policies, processes, and procedures.

Review your policies, processes, and procedures to ensure that they are welcoming to customers with a disability so that they can access your programs, goods, and services.

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#5: Conduct staff training.

A critical and often overlooked component of ensuring success is comprehensive and ongoing staff training.

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Staff Training Resources

ADA National Network Training
adata.org/ada-training

At Your Service Video
adahospitality.org/at-your-service

ADA Quick Tips - Customer Service for Front Line Staff
adata.org/factsheet/quicktips-customer-service

Reaching Out to Customers with Disabilities
(U.S. Department of Justice)
ada.gov/reachingout/intro1.htm

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#6: Advertising to People with Disabilities

- Reach out to customers with disabilities through a variety of disability publications and electronic media.
- Include people with disabilities on your marketing team.
- Use graphics and pictures of people with disabilities in your brochures, websites, social media, and other marketing material.
Connect With Us!

Join our email list
adasoutheast.org/contact/subscribe.php

Like us on Facebook!
facebook.com/southeastadacenter

Follow us on Twitter!
twitter.com/adasoutheast

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Still Have Questions?

Contact the Southeast ADA Center

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